

MAJOR OAK MEDICAL PRACTICE

Hybrid PPG Meeting

Wednesday 02.07.2025.

Present:

Clive Parkin (CP) Chair
Celia Flinton (CF) Vice Chair
Celia Hemstock (CH) Secretary
Pauline Logan (PL)
Sue Bing (SB)
Andrew Johnson (AJ)
Helen Vick (HV) Practice Operations Manager
Jacquie Mikhail (JM) Practice Manager

Meeting began 13.05 p.m. Meeting closed 14.15 p.m.

1. Apologies – Ruby Teal, Barry Callieu, Chrissie Ayre.
2. Agree Minutes of 04.06.2025. Agreed.
3. Matters Arising from 04.06.2025 CH asked JM if the Integrated Care Board had any knowledge of a possible new surgery at the edge of the village. She had checked and they do not. JM mentioned that the practice had received £104.95pence from the PPG for the cost of extra Blood Pressure monitors which can be lent to patients.
4. Housing Development Impact on Surgery/Progress? JM has no further news on this from ICB.
5. Patient Feedback/DNA JM reported that the practice has had to reduce the numbers of SMS reminders to patients regarding appointments due to rationing by the ICB who have to pay for SMS messaging.
Did Not Attend Appointment figures for May were: GPs 20, Nurses/Clinical Pharmacists/Physio/Spiro Nurse 52 a total of 72 appointments missed and 11.80 clinician hours wasted. June figures were: GPs 12, rest of clinical staff 57, 69 appointments missed, 10.30 hours wasted.
6. Treasure's Update. The treasurer was not able to attend this meeting but sent an updated account sheet. The balance now reduced £612.15 pence due to various payments listed. We discussed the possibility of fund raising in the future to supplement the balance.
7. Summer Fair Update. CP had provided a printed review of the event listing the positives and negatives of the day for discussion.
8. Patient Questionnaire/Health Events. HV suggested a future six topic health event at the surgery.
9. Fundraising Update. CF suggested a PPG stall at the November village Christmas event to publicise the existence of the PPG and what we do and possibly fund raise. CP said he would obtain a trestle table with a skirt displaying a PPG/Practice Logo. SB said that might be an opportunity to ask patients what they would like to see at a health event and which venue would be best. CH suggested that we could have clipboards with questions attached.
10. Other Reports. None.

11.Date for AGM. CH reminded the PPG that we normally hold an AGM in the Autumn. October likely, at the time of the Flu Vaccinations when more patients attending the surgery.

12.Action Points. Updated.

13.A.O.B. No.

14.Date of next meeting.

PPG Mission Statement

- **The Patient**
- **The Practice**
- **The PPG**

As a “critical friend,” your Patient Participation Group (PPG) works on behalf of patients and in support of the Medical Practice Staff to strive to achieve the best possible patient experience at Major Oak Medical Practice.

The next PPG meeting is on Wednesday 13.08.2025 at 1.00 p.m.