

MAJOR OAK MEDICAL PRACTICE

Hybrid PPG Meeting

Wednesday 13.08.2025.

Present:

Clive Parkin (CP) Chair
Celia Hemstock (CH) Secretary
Pauline Logan (PL)
Barry Callieu (BC) Treasurer
Sue Bing (SB)
Andrew Johnson (AJ)
Helen Vick (HV) Practice Operations Manager

Meeting began 13.07 p.m. Meeting closed 14.10 p.m.

1. Apologies –Celia Flinton, Jacquie Mikhail, Chrissie Ayre.
2. Agree Minutes of 02.07.2025. Agreed.
3. Matters Arising from 02.07.2025 CP told us he had ordered trestle tables and skirts. AJ suggested PPG awareness handouts for the proposed Christmas Light switch on event and said a QR code could be used for feedback, he agreed to put something together.
4. Patient/Exhibitor Questionnaire CP questioned the value of attempting another mixed health event away from the practice as patient attendance at South Forest disappointing despite extensive publicity. AJ suggested putting a short patient questionnaire on the practice website asking what patients want. CH suggested handing out a similar questionnaire at each surgery health event. BC added that a questionnaire could be put in Edwinstowe Village News. CP agreed to put together a questionnaire for the SF event exhibitors for Tarah of Your CVS to share with them.
5. Housing Development Impact on Surgery/Progress? Jacquie Mikhail not present, so no update.
6. Patient Feedback/DNA Did Not Attend Appointment figures for June 2025 were: GPs 12, Nurses/Clinical Pharmacists/ Physio/ Spiro Nurse : 57, a total of 69 appointments missed and 10.30 hours clinician hours wasted. July was GPs : 16, rest of clinical staff 63, a total of 79 appointments missed and 13.30 hours wasted. Positive and negative patient feedback was shared with a referral problem where the incident was investigated and learning points and improvements actioned.
7. New Treasure's Report BC explained that he would like to open another account as the current one incurs bank charges, this was discussed and agreed. BC to investigate other banks.
8. Other Reports. HV reminded us that a McMillan Coffee morning to be held at the surgery on 26.09.25 from 10.00 a.m. home baked cakes and or Tombola prizes will be welcome.
9. Action Points. Updated.
10. A.O.B. PPG AGM to be held on Saturday 11th October at 12 noon.

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.

11. Date of Next Meeting.

The next PPG meeting is on Wednesday 24.09.2025 at 1.00 p.m.