

**Oakenhall Medical Practice
Patient Participation Group Meeting
Tuesday 13 October 2015
6-8pm**

Attendance

Mr D Abbott	PPG Member
Lisa Ellison	Practice Manager/Note Taker
Mrs M Evans	PPG Member
Mrs M Hinchliffe	PPG Member
Mrs S Kyriacou	PPG Member
Mrs C Lear	PPG Member
Mrs A Murray	PPG Member
Mr I Murray	PPG Member
Mrs D Newton	PPG Member
Mr R Partridge	PPG member
Mr D Phillips	PPG Member
Mrs A Scudder	PPG Member/Chair

		Actions
1.	<p>Welcome & Introductions</p> <p>Mrs Scudder welcomed everyone to the meeting and introduced a new member to the Patient Participation Group – Mrs Hinchliffe</p>	
2.	<p>Apologies for Absence</p> <p>Apologies were received from Mr Wilmott.</p>	
3.	<p>Minutes of Last Meeting and Matters Arising</p> <p>The minutes of the meeting held on 15 September 2015 had been circulated and were approved for posting to the Practice Website.</p> <p>Matters Arising:</p> <p>There were no matters arising at this meeting to discuss.</p>	
4	<p>People’s Council Meeting Feedback (Mrs Scudder)</p> <p>Mrs Scudder provided a summary to the group on the last meeting which was the Annual General Meeting.</p>	
5	<p>Local Residential Developments</p> <p>Lisa Ellison (Practice Manger) reported that the Pay and Display Car Park on Station Road was due to close permanently in the very near future and was concerned of the impact this would have for patient’s requiring access to the practice. LE further advised that car park adjacent to the Train/Tram line was for customer use only. The recommendations for the alternative public parking were Pigin’s Croft off Yorke Street and available local on street parking. LE</p>	

	<p>also advised, on the commencement of the inner relief road (predicted December 2015), the current exit to Bolsover Street would be closed permanently, with a turning point instead. Bolsover Street will lose 6 parking bays at that point. The Project Manager for the inner relief road has provided information, that contingencies would include increasing parking time from 30 minutes to 2 hours outside Mann's Pharmacy on Portland Road, Woodstock Street and the Project Manager has contacted Ashfield District Council to propose renting the currently closed Further Education College's car park for parking in the interim.</p> <p>In addition, in the Spring of 2016, Network Rail has plans to instigate necessary structural repairs to the Train Bridge located on Station Road, which would have an added impact on road users, parking and pedestrians. The Project Manager had given assurance that contingency plans were in place, for appropriate diversions.</p> <p>The Group felt that Piggins Croft car park, was not situated sufficiently local to the practice, they were concerned that patients with mobility issues, would not have a reasonable parking in the vicinity of the practice.</p> <p>The Group discussed various options and agreed that a bus link (if viable) from the Car Park to all surgeries, could be a solution. Mrs Scudder will bring the Group's discussion and concerns regarding parking to the attention of the local Member of Parliament. Mrs Scudder will also bring to the local MP's attention, the lack of Mental Health Services in Hucknall.</p> <p>Community Phlebotomy</p> <p>Lisa Ellison advised that the practice had been discussing the transfer of the Community Phlebotomy for some time. Infection Control Audits carried out by Community Health Partnership (who provide Community Phlebotomy) had been concerned that the room provide by the practice, was small. The practice decided that due to the impending closure of the Station Road Car Park, that this would be the time to make the transfer and were proposing to make this change on the 1st of December 2015.</p> <p>The Group were supportive to the practice and all agreed with the decision would benefit patients, for both parking requirements and for appropriate clinic rooms.</p>	
6.	<p>Practice Survey 2015</p> <p>Lisa Ellison thanked the Group members for attending the flu clinics. Considerable numbers of practice surveys, autumn newsletters and data gathering sheets had been handed out. LE advised that only 17 had been returned at that point. The practice will continue to hand out the patient surveys.</p> <p>Results of the patient survey at this point were discussed by the Group. Early results showed that patient's did have strong opinions on patient's who failed appointments.</p> <p>Lisa Ellison discussed that the GP Partners wished to ask their views on patients booking all appointments at 8am instead of the current separate times to book pre-bookable appointments at 1pm. The Group discussed that patients</p>	

	are used to the 1pm appointment access time and comments from the flu clinics, are that patients like facility of the different access times.																																	
7.	<p>News from the Practice (Lisa Ellison)</p> <p>The Friends and Family Test Results for June 2015 were made available and discussed. Majority of patient feedback received that patients were Extremely Likely and Likely to recommend Oakenhall Medical Practice to friends and family.</p> <p>“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”</p> <table border="1"> <thead> <tr> <th></th> <th>September 15</th> <th>October 15</th> <th>November 15</th> </tr> </thead> <tbody> <tr> <td>Extremely likely</td> <td>7</td> <td>13</td> <td>1</td> </tr> <tr> <td>Likely</td> <td>12</td> <td>12</td> <td>1</td> </tr> <tr> <td>Neither likely or unlikely</td> <td>0</td> <td>3</td> <td>1</td> </tr> <tr> <td>Unlikely</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Extremely unlikely</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Don't know</td> <td>1</td> <td>2</td> <td>0</td> </tr> <tr> <td>Total</td> <td>22</td> <td>30</td> <td>3</td> </tr> </tbody> </table>		September 15	October 15	November 15	Extremely likely	7	13	1	Likely	12	12	1	Neither likely or unlikely	0	3	1	Unlikely	1	0	0	Extremely unlikely	1	0	0	Don't know	1	2	0	Total	22	30	3	
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8.	<p>Any Other Business</p> <p>None</p>																																	
9.	<p>Date and Time of Next Meeting</p> <p>Tuesday 17 November 2015 at 6pm.</p>																																	