

**Oakenhall Medical Practice
Patient Participation Group Meeting
Tuesday 10 September 2019
6-7pm**

Attendance

Miss Cook	PPG Member
Lisa Ellison	Practice Manager/Note Taker
Mrs Evans	PPG Member
Mrs Hurt	PPG Member
Mr Murray	PPG Member
Mrs Murray	PPG Member
Mrs A Scudder	PPG Member/Chair

		Actions
1.	<p>Welcome & Introductions</p> <p>Mrs Scudder welcomed everyone to the meeting</p>	
2.	<p>Apologies for Absence</p> <p>Apologies were received from Mr Partridge, Mrs Kyriocou and Mrs Hinchliffe</p>	
3	<p>Minutes of Last Meeting and Matters Arising</p> <p>The minutes of the meeting held on the 18 June 2019 had been circulated and were approved for posting to the Practice Website.</p> <p>Matters Arising:</p> <p>The Patient Group discussed the planned meeting on the 13th of September 2019 which had been arranged by Mr Mark Spencer MP with all Hucknall Practices, and local counsellors in attendance.</p> <p>It was discussed that the practice had not yet received an agenda for this event. Lisa Ellison would contact Mr Spencer's office to make enquiries for the availability of the agenda and details of attendees.</p> <p>It was planned for four members of the Patient Group to attend only. Mrs Scudder will introduce the Oakenhall Patient Group and Mrs Hurt will provide information on practice issues. It was agreed that the purpose of the meeting is to identify: What is best for Hucknall and the future planning of health services in Hucknall.</p>	
4.	<p>Appointments Availability and Telephone Access</p> <p><u>Appointment Availability</u></p> <p>Lisa Ellison reported that the GP Partners had met to discuss Appointment availability and the future GP session rotas. The practice experienced, the unexpected absence of a GP through the summer holidays which led the</p>	

commencement GP telephone assessments/triage at the start of morning surgery instead at the finish of morning surgery (after 11:30); This meant a reduction of pre-booked appointments, but an increase in the availability of GP telephone Assessments/triage; to ensure the practice maintained provision of timely clinical advice for those patients who required this on the day. The practice will commence the new rotas on 7th of October 2019, which whilst morning GP Assessments/triage would continue, the previous availability of pre-booked GP appointments will resume by telephone and by online appointment services. The pre-booking of appointments will be available to book from the 23rd of September 2019.

The Patient Group members were concerned, that details of patient conditions were being requested by non-clinical members of staff during the telephone call. Lisa Ellison advised that the Administration staff had received Clinical Navigation Training on the 25th of July 2019 and the information is required in order for the GP to able to prioritise patients with urgent medical issues in an appropriate and safe manner. Lisa Ellison further added that if patients wish to decline to provide information of their condition, the administration are still happy to arrange a GP telephone assessment.

The new rotas will be reviewed mid-October with view to further planning/changes to the November session rotas as required.

Lisa Ellison provided information on the appointment audit conducted from April to August 2019.

The practice appointment system is based on a widely accepted formula of 72 appointments per 1000 patients each week and an average list size of 1,600 patients per GP, the report , safe working in General Practice proposes that GP's should be offering 115 appointments a week – an average of 23 a day over five days. Appointment contacts include face to face, telephone and home visits.

Oakenhall Medical Practice currently has 7348 patients registered at the practice – and provides services for 1818 patients above the recommended list size. In line with the above formula for 7348 registered patients the practice should offer 77 appointments (inclusive of face to face, telephone and home visits) per day.

Date	GP in attendance	Appointment Numbers	Date	GP in attendance	Appointment Numbers
1/4/2019	3 am + pm	108	1/7/2019	3am + 2pm	91
2/4/2019	3 am + pm	88	2/7/2019	3am + 2pm	107
3/4/2019	3 am + pm	97	3/7/2019	3am + 3pm	124
4/4/2019	3am + 2pm	90	4/7/2019	3am + 2pm	81
5/4/2019	3am + 2pm	90	5/7/2019	3am + 2pm	104

Date	GP in attendance	Appointment Numbers
5/8/2019	1 am + 2 pm	78
6/8/2019	2 am + 2 pm	83
7/8/2019	2 am + 2 pm	74

8/8/2019	2 am + 3 pm	87
9/8/2019	3 am + 3 pm	96

Patients who did not attend their Appointment

GP, Practice Nurse, Healthcare Assistant and Phlebotomist

Month	Number of Patients who did not attend their appointments
April 19	106
May 19	91
June 19	100
July 19	135
August 19	81

Patients who booked their appointment by Online Services

Month	Online Services Appointments Booked
April 19	150
May 19	129
June 19	108
July 19	70
August 19	50

Lisa Ellison discussed with the patient participation group that:

- The number of patient contacts per day, exceeded recommendations.
- Booking of Online Services continues, although have been reduced for GP booking, have been increased by Practice Nurse and Healthcare Assistant Booking. The practice has made available Blood Pressure, Cervical smear and Diabetic clinic appointments and latterly booking of flu vaccinations appointments have been successfully booked.
- The numbers of patients who do not attend their appointments, despite test message reminders and the option to cancel their appointments by text.

The Patient Group Members also commented, that they continue to witness administration staff being verbally abused in the practice by patients. Lisa Ellison advised that Zero Tolerance letters will be sent to a patient, following a complaint from a member of staff and investigation into this.

Telephone Systems

Lisa Ellison advised that the telephone system has now been changed. The greeting message has been updated, to include information on the GP telephone assessment/triage, and the number of options reduced to assist any confusion, although patient's still continue to use the home visit option, which then blocks access for any patient with an emergency home visit request.

Lisa Ellison advised that telephone access contact remains high and the previous day, the practice received just over 700 telephone calls into the

	<p>practice, which the members of staff try their best to deal with in a timely manner. The practice has as many staff as possible answering the phone at 8am in order to try and deal with the number of calls quickly, but is aware, that this does take time, and each individual call can take a few minutes each to address the patient enquiry.</p> <p>Plan: To request feedback on patient access with annual patient survey.</p>	
. 4.	<p>News from the Practice (Lisa Ellison Practice Manager)</p> <ul style="list-style-type: none"> • The Practice has been joined by a salaried Doctor – Dr Ferguson commenced at the practice on the 8th of August 2019. • The first flu clinic for patients aged 65 years and over has been scheduled for Saturday 28th September 2019. The Patient Group members volunteered to assist during the flu clinic. 	
7.	<p>Any Other Business</p> <p>None</p>	
	<p>Date and Time of Next Meeting</p> <p>8 October 2019</p>	