

**Oakenhall Medical Practice  
Patient Participation Group Meeting  
Tuesday 12 September 2017  
6-8pm**

**Attendance**

Lisa Ellison	Practice Manager/Note Taker
Mrs M Hinchliffe	PPG Member
Mrs C Lear	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

		<b>Actions</b>
1.	<p><b>Welcome &amp; Introductions</b></p> <p>Mrs Scudder welcomed everyone to the meeting.</p>	
2.	<p><b>Apologies for Absence</b></p> <p>Apologies were received from Mrs Evans, Mrs Hurt and Mrs Tomlinson</p>	
3.	<p><b>Minutes of Last Meeting and Matters Arising</b></p> <p>The minutes of the meeting held on 12<sup>th</sup> of September 2017 had been circulated and were approved for posting to the Practice Website.</p> <p><b>Matters Arising:</b></p> <p>None</p>	
4	<p><b>Prescription Requesting Changes</b></p> <p>Lisa Ellison provided an update to the Patient Participation Group in respect of the Prescription Requesting Changes introduced on the 1<sup>st</sup> of June 2017 – patients now requesting their prescriptions instead of the pharmacy. LE advised that the majority of patients were understanding in respect of this change and all staff were opportunistically discussing the changes with any patients with concerns. LE also confirmed that any patient who was housebound or who required added assistance in ordering the prescription would continue to remain with pharmacy ordering their prescriptions for safety management and that these patients were identified on the repeat prescription request slip. Patients were also identified in their computer records for management in prescription requesting.</p> <p>Mrs Newton enquired whether the prescription window could be</p>	

	<p>reopened to assist with any patient queuing at the main reception Window. LE agreed to discuss this with the GP Partners, but additional staff regularly attend patients as and when required at the main reception desk</p>	
5.	<p><b>Autumn Survey/Flu Clinic</b></p> <p>The Patient Participation Group discussed the results of the NHS England National Survey which showed that the practice had received good reviews on the performance by the GP's and Nursing staff, underperformance in the areas of access and the reception team.</p> <p>The Group discussed that the National Survey was a randomised postal survey and it was unable to determine whether the survey was reflective of the practice, and those patients who attend regularly.</p> <p>Lisa Ellison read a positive comment to the group which had been posted on NHS Choices website in August 2017, which stated "that the staff are excellent at helping and polite and the doctors are very easy to talk to and explain things very professional and caring towards us" and "give a gold standard service".</p> <p>It was agreed to conduct the Autumn Survey during the flu clinics to establish whether the randomised results obtained reflected the NHS England. It was agreed to look at ways the practice could improve access to the practice for patients, including the texting of normal test results, advising patients when emergency prescriptions were available to collect and whether a change in release of pre-booked appointments at 8am instead of 1pm would help those patients who found it difficult to contact the practice at that time.</p> <p>The Patient Group members volunteered to help deliver the patient survey during the flu clinics of the 16<sup>th</sup> and 23<sup>rd</sup> of September.</p>	
6.	<p><b>Meeting with Local MP</b></p> <p>The Patient Group Members discussed the possibility of meeting with the MP to discuss local NHS issues. The MP usually attends Hucknall on a Friday. It was agreed to enquire what date he can do and then discuss questions to bring to the MP nearer the date set.</p>	
7.	<p><b>News from the Practice (Lisa Ellison)</b></p> <p>The Friends and Family Test Results for 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>	

		<b>August 17</b>	
	<b>Extremely likely</b>	<b>8</b>	
	<b>Likely</b>	<b>4</b>	
	<b>Neither likely or unlikely</b>	<b>1</b>	
	<b>Unlikely</b>	<b>0</b>	
	<b>Extremely unlikely</b>	<b>0</b>	
	<b>Don't know</b>	<b>0</b>	
	<b>Total</b>	<b>13</b>	
	<p>Lisa Ellison discussed and provided information on the following:</p> <ul style="list-style-type: none"> <li>• Lisa Ellison advised the Patient Participation Group of a new member of the administration team</li> </ul>		
8.	<b>Any Other Business</b>		
	None		
9.	<b>Date and Time of Next Meeting</b>		
	Tuesday 7 November 2017		