

**Oakenhall Medical Practice  
Patient Participation Group Meeting  
Tuesday 17<sup>th</sup> July 2018  
6-8pm**

**Attendance**

Lisa Ellison	Practice Manager/Note Taker
Mrs M Hinchliffe	PPG Member
Mrs C Lear	PPG Member
Mrs A Murray	PPG Member
Mr I Murray	PPG Member
Mr R Partridge	PPG Member
Mrs A Scudder	PPG Member/Chair
Mrs L Tomlinson	PPG Member

		<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 and Mrs Hurt</p>	
3	<p><b>Minutes of Last Meeting and Matters Arising</b></p> <p>The minutes of the meeting held on the 8<sup>th</sup> of May 2018 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><i>Meeting with Member of Parliament.</i></b></p> <p>Following on from discussions held in the last meeting of 8<sup>th</sup> of March 18, Mrs Scudder brought a draft invitation to the Member of Parliament to attend a meeting with points of discussion identified. The Group reviewed the letter, and Mrs Scudder was thanked and commended in the production of the letter. The Group suggested that a heading for each point/paragraph would enhance the letter. Mrs Scudder offered to amend the invitation letter according, would contact the MP's office/secretary and make enquiries regarding possible meeting dates.</p> <p>The Group discussed that once a date had been booked, that Lisa Ellison would contact the other Hucknall practice to invite a representative from their PPG to attend this meeting also.</p>	

5. **Discuss Appointment System/NHS Choices Comments/Friends and Family Test Comments.**

Lisa Ellison provided the Group with a list of comments posted recently within the NHS Choices website. Patient comments included the lack of appointments, unable to access the practice by telephone and handling of the telephone call by the reception staff, including management of prescriptions. In comparison in June a patient had posted a comment saying that their service had been excellent, from telephone management to GP call back and same day appointment.

Lisa Ellison provided details of Friends and Family Test results from May 2018.

“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

	<b>May 18</b>
<b>Extremely likely</b>	<b>13</b>
<b>Likely</b>	<b>5</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>19</b>

Comments from patient who indicated Extremely Likely, commented on the helpfulness of the surgery, good and caring service, good online system, friendly approachable team, hard getting through on phone, good to be able to get appointments on the day.

Lisa Ellison provided the Patient Group with a response that the practice had provided which had been posted on NHS Choices and on the practice website. The response details that the practice was aware of patients comments on access to the practice, and the practice is reviewing telephone access through a patient survey, increasing engagement with patients by making it easier for patients to cancel their appointments and inviting patients to contact the practice with ideas, for discussion in the next patient group meeting.

The Patient Group discussed that patients comments via Friends and Family test are mainly positive, with NHS Choices patients comments posting dissatisfaction in the practice services.

Lisa Ellison advised that the practice had started a telephone survey of numbers of patients:

1. Who were not successful in getting an appointment and who declined telephone call back.
2. Is this the first day you have called to make an appointment?
3. How many days have you rung?

The GP's wished to find out how many patients were unsuccessful in accessing an appointment/GP telephone consultation and how many days the patient had been trying to contact the practice to arrange this.

Lisa Ellison advised that she had been reviewing telephone options for a managed telephone system including numbered call queuing, which would allow the patient an informed decision whether to continue with the call or to ring back another time.

The patient Group asked about online appointments as there seem to be fewer appointments, via the online system. Lisa Ellison advised that six appointments are recurring available at any one session and once one is booked another one is released. All GP appointments are now available at 8am for on the day and pre-booking. The practice operates an equality system, ensuring that patients are treated fairly and release of appointments are available to all patients by telephone or online booking at the same time on a first come first served basis. It is often the occasion that more appointments are booked online than via the telephone.

The Patient Group discussed the option of full telephone triage, which was still under the discussion by the GP Partners, this would increase access for GP telephone consultations, but a reduction of on the day appointments would be inevitable.

The Patient Group discussed patient engagement through texting of results, notices and information leaflet on prescription processes and an explanation of responsibility of patients, doctors and pharmacy in this process. The patient Group also discussed the level of appointments not attended by patients and whether a letter should be sent to patients not attending. The Patient Group also discussed whether a chart of staff members could be produced for the waiting, to detail what each team member does and what time they are usually available.

Lisa Ellison described initiatives that the practice was due to engage within:

- The practice has engaged with the Clinical Commissioning Groups Extend Hours specification, where routine GP and Nurse appointments would be offered (this is within a calendar rotation by the other 19 practices within the Nottingham North and East CCG) in a scheduled evening between 6.30pm – 8pm and on a secluded Saturday morning starting at 9am.
- A telephone messaging system based on text, which would allow the patient to engage with the practice, which would automatically document the patients reply in the computer system e.g. Texting back "Cancel" to cancel an appointment – this would automatically remove the appointment from the appointment schedule, or asking if patient wished a flu vaccination, anyone who text NO, this would apply their decision directly into the

	<p>patients records.</p> <ul style="list-style-type: none"> <li>• The practice would be receiving prescription training in September, which is a standardised protocol that is being delivered to all practices in the Nottingham North and East CCG in repeat prescription processes.</li> <li>• The Practice has registered for the Park Run Practice scheme recommended by the Royal College of General Practitioners. The nearest Park Run event is held at Bestwood Country Park at 9am on a Saturday morning which encourages patients and the practice staff to improve health and wellbeing by improving fitness. Patients can run, jog, walk or support through spectating.</li> <li>• Recruitment of a Shared Clinical Pharmacist is continuing. The Clinical Pharmacist will help practices with patient medication reviews.</li> <li>• Lisa Ellison has asked for reception coaching during protected learning events.</li> </ul> <p>Lisa Ellison agreed to provide feedback on the above points at the next meeting, where the next patient survey could be discussed and agreed. The Patient Survey could then be delivered within the annual flu clinics.</p>	
6	<p><b>News from the Practice</b></p> <ul style="list-style-type: none"> <li>• Lisa Ellison was delighted to advise that new Practice Nurse Katie Smalley had now commenced her employment at the practice.</li> <li>• Lisa Ellison advised that resurfacing of Bolsover Street was due to commence on 8<sup>th</sup> of August 2018. At present she had not received any information on this from Nottingham County Council. Lisa Ellison agreed to contact Nottingham County Council and post information on the practice website “News from the Practice”</li> </ul>	
	<p><b>Date and Time of Next Meeting</b></p> <p>Tuesday 4<sup>th</sup> of September 2018</p>	