

**Oakenhall Medical Practice
Patient Participation Group Meeting
Tuesday 18 June 2019
6-8pm**

Attendance

Lisa Ellison	Practice Manager/Note Taker
Mrs Evans	PPG Member
Mrs Hinchcliffe	PPG Member
Miss Cook	PPG Member
Mrs Murray	PPG Member
Mr R Partridge	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 Murray and Mrs Hinchcliffe</p>	
3	<p>Minutes of Last Meeting and Matters Arising</p> <p>The minutes of the meeting held on the 15 May 2019 had been circulated and were approved for posting to the Practice Website.</p> <p>Matters Arising:</p> <p>Mrs Scudder provided feedback from the Meeting with Mr M Spencer MP on 26th of April 2019. The meeting was attended by six representatives from the Practice Participation Group. Mr Spencer agreed to arrange a meeting with representatives from each practice to discuss the future of health services in Hucknall.</p> <p>The Patient Group had discussed with Mr Spencer:</p> <ul style="list-style-type: none"> • The number of Care and Nursing homes that are now situated within Hucknall, Linby and Bestwood Village. • The increasing patient access to the practice included the increasing amount of administration time required by GP's • Mr Spencer had commented that Calverton had received more funding than other areas for health services – <i>Lisa Ellison explained that Calverton had applied for funding from NHS England for a source that now was no longer available.</i> 	

6 **News from the Practice (Lisa Ellison Practice Manager)**

- The practice recruitment of a new salaried GP had not been successful and new recruitment campaign had been re-started, including salaried GP, Advanced Nurse Practitioner, Paramedic and application with Home Office to Sponsor a GP, enabling that person to remain in the UK.
- Results of Friends and Family Test. May 19

Extremely Likely	4
Likely	6
Neither likely or unlikely	1
Unlikely	3
Extremely Unlikely	0
Total	14

It was discussed that there were positive comments from patients including that the team was professional, supportive, friendly and caring. Other comments included the difficulty in accessing appointments.

- GP Telephone Triage Trial/Survey during attendance of Advanced Nurse Practitioner on 24/5/19

15 responses

Did the receptionist fully explain to you the system for GP triage this morning?

Yes	14	No	1
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Did the GP ring you back in a reasonable timeframe?

Yes	14	No	0
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1 no response

How was your experience with the GP triage telephone call?

Excellent	9	Very good	3	Fair	1	Poor	0
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2 no response

How was your experience with the Advance Nurse Practitioner Consultation?

Excellent	10	Very good	5	Fair	0	Poor	0
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Please write any other comments on your experience today:

Everything was smooth
 Very good
 Receptionist Diane very helpful
 Really nice lady very understanding and listened. Thank you.
 Seen within 15 minutes from phone call.
 Took a lot of stress away – brilliant service

It was discussed that the trial had been successful with good positive comments from patients.

	<ul style="list-style-type: none"> • Changes to the telephone system – it was discussed improving the telephone system by reducing the present number of five options to three in order to provide improved clarity. Lisa Ellison advised that unfortunately, a managed solution to the practice telephone system asking patient to phone at different times, with the focus on patients at 8am ringing for appointments or urgent clinical issues had not worked. The practice staff had provided feed back that patients were still ringing at 8am for results and prescription enquiries. The Patient Participation group considered and approved the following three telephone options: <ul style="list-style-type: none"> ➤ Option 1 – Appointments and General enquiries (open 8am to 6.30pm) ➤ Option 2 – Results (open 3.30pm – 5.30pm) ➤ Option 3 – Home Visit request (open 8am to 6.30pm) • Lisa Ellison advised that the practice received a high amount of requests for private reports under the GDPR Subject to Access of Medical Requests, which had not been collected. Private requests are subject to a fee and which the GP provides additionally to NHS services. The time taken in providing the requests impacts on GP, Secretary and receptionist and this is time not providing patient NHS care. The GP’s feel that NHS contractual services should always remain a priority, and are happy to provided private services additionally, but will direct a patient appropriately, if the request requires a specialist e.g. Occupational Health Report. The GP’s will review the requests on a case by case base and charge a fee of £40.00. The Patient Group Members were concerned that patients on lower income may find this cost difficult. Lisa Ellison advised that the practice is always happy to provide a patient summary or provide the patient with online services, which are both free. 	
7.	<p>Any Other Business</p> <p>None</p>	
	<p>Date and Time of Next Meeting</p> <p>10 September 2019</p>	