

**Oakenhall Medical Practice
Patient Participation Group Meeting
Tuesday 20 February 2019
6-8pm**

Attendance

Lisa Ellison	Practice Manager/Note Taker
Mrs Evans	PPG Member
Mrs M Hinchcliffe	PPG Member
Mrs S Kyriacou	PPG Member
Mrs A Murray	PPG Member
Mr I Murray	PPG Member
Mrs A Scudder	PPG Member

		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 Mrs Hurt, Mr Partridge and Miss Cook.</p>	
3	<p>Minutes of Last Meeting and Matters Arising</p> <p>The minutes of the meeting held on the 23 October 2018 had been circulated and were approved for posting to the Practice Website.</p> <p>Matters Arising:</p> <p>Apologies were given for the cancellation of the last meeting date due to personal circumstances of the Practice Manager.</p> <p>Lisa Ellison asked if all members were still agreed to their initial and surname being documented in full on the minutes in the knowledge that the minutes are made public on the website. The Patient Group Members advised that they were happy to continue with this. It was agreed that should any member not wish this, that their details to be reduced to e.g. Mr A B on an individual requested basis.</p>	
4.	<p><i>Meeting with Member of Parliament.</i></p> <p>It was agreed that due to local practice issues, that this action should be suspended for the present.</p>	
5.	<p><i>Discussion of Local Practice Issues.</i></p> <p>It discussed that one of the local practices, has handed back their NHS Contract to NHS England. Nottingham North and East Commissioning</p>	

	<p>Group has been involved within the processors of finding another provider to take over the NHS Contract from the 1st of June 2019 for two years. The closing date for providers to submit a bid has now closed. There will be announcement later in March 19 with information on the successful bidder.</p> <p>The local practice has closed the practice registration list at present. The question was asked whether GP practices can limit the number of patients registered at the practice. Lisa Ellison advised under the NHS Contract practices are unable to limit or “cap” patient registrations.</p>	
6.	<p>Discussion of Primary Care Networks</p> <p>Lisa Ellison discussed the Clinical Commission Group transition to Primary Care Networks. There will be three Primary Care Networks and Hucknall will be called PCN1. There will be Primary Care Network Lead from each location which will be a GP. Each team will engage with social care providers in the provision of service and clinical pathway development.</p>	
6.	<p>News from the Practice</p> <ul style="list-style-type: none"> • Lisa Ellison announced the retirement of Dr N Gilmore in April and Nurse Woodward in March. The practice has been successful in the recruitment of a Nurse, but not so, in the recruitment of a GP. The practice is exploring other idea, such as employing an Advance Nurse Practitioner to provide daily patient triage for patients with acute clinical issues. • Lisa Ellison discussed that she has arranged staff training in respect of Carer’s, Prescriptions – problem solving and a member of staff is attending bespoke training of the appointment system – in order for the practice to make improvements in relation to this. 	
7.	<p>Any Other Business</p> <p>A Patient Group member discussed that they had witnessed inappropriate behaviour to a member of staff by a person in the reception waiting room and asked how the practice dealt with this. Lisa Ellison advised, that the staff try to deal with situations such as this as calmly as possible and try to be mindful, that the patient’s health condition may be affecting them. The staff to make all effort to assist the patient, where appropriate. Unfortunately, there are situations where persons are verbally abusive and acting in an intimidating manner, which affects not just the staff, but waiting patients including children, which can be frightening. The practice supports the staff involved, discusses the event in a GP Partner’s meeting and where necessary a Zero Tolerance Letter is forwarded to the patient.</p> <p>Mrs Scudder informed the meeting of there may be financial effects that are detriment to patients who are carer’s or have children. This is due to the changes in the benefit system to Universal credit. This may impact on GP practices as patients may require support in their applications.</p>	

	Date and Time of Next Meeting 10 April 2019	
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