

**Oakenhall Medical Practice
Patient Participation Group Meeting
Tuesday 23 October 2018
6-8pm**

Attendance

Miss L Cooke	PPG Member
Lisa Ellison	Practice Manager/Note Taker
Mrs M Hinchcliffe	PPG Member
Mrs A Murray	PPG Member
Mr I Murray	PPG Member
Mrs A Scudder	PPG Member
Mr D Phillips	PPG Member
Mrs L Tomlinson	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 Evans, Mr Partridge and Mrs Tomlinson.</p>	
3	<p>Minutes of Last Meeting and Matters Arising</p> <p>The minutes of the meeting held on the 4th September 2018 had been circulated and were approved for posting to the Practice Website.</p> <p>Matters Arising:</p> <p>None</p>	
4.	<p><i>Meeting with Member of Parliament.</i></p> <p>Mrs Scudder had not heard following a her written request for this and will send a further letter..</p>	
5.	<p><i>Patient Access – NHS Patient survey and Telephone System/Statistics</i></p> <p>It discussed that the NHS patient survey results which again showed the practices patient access in general and via the reception team were lower than other practices and despite efforts to change the telephone system and use of MJOG, Texting communications still have not shown noticeable improvement. Lisa Ellison discussed that the practice was overwhelmed in patients requiring access and the practice are doing their best to meet this with telephone call backs to patients once</p>	

	<p>appointments had been filled. Lisa Ellison provided the Patient Group with details of the amount of calls the practice has received in the week beginning 15th of October 2018 which was 1925 calls.</p> <p>Monday: 656 Tuesday: 372 Wednesday: 320 Thursday: 271 Friday: 306</p> <p>Lisa Ellison advised that although we have increased the number of telephone stations and the number of staff answering the telephones had increased, that practice is overwhelmed and that each telephone call can take several minutes to be dealt with.</p> <p>The Patient Group having contacted the practice on the telephone felt that the options available to patients were appropriate.</p> <p>It was felt that this year's Patient survey should focus on the access and the telephone system.</p>	
6.	<p>News from the Practice</p> <p>Lisa Ellison advised that the first Park Run had taken place on the 13th of October 2018 which had been attended by GP's and practice staff. All had enjoyed this and the practice will organise a new date soon.</p>	
	<p>Date and Time of Next Meeting</p> <p>Tuesday 11th of December 2018 at 6pm to include Christmas Fuddle.</p>	