

**Oakenhall Medical Practice  
Patient Participation Group Meeting  
Tuesday 6 December 2016  
6-8pm**

**Attendance**

|                  |                             |
|------------------|-----------------------------|
| Mr D Abbott      | PPG Member                  |
| Lisa Ellison     | Practice Manager/Note Taker |
| Mrs M Evans      | PPG Member                  |
| Mrs M Hinchliffe | PPG Member                  |
| Mrs K Hurt       | PPG Member                  |
| Mrs S Kyriacou   | PPG Member                  |
| Mrs C Lear       | PPG Member                  |
| Mrs A Murray     | PPG Member                  |
| Mr I Murray      | PPG Member                  |
| Mrs D Newton     | PPG Member                  |
| Mr R Partridge   | 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 Mr C Peat-Bailey. Mr D Purbrick advised that he will be stepping down from the Patient Participation Group, but hope to reattend in the future.</p>  |                                    |
| 3. | <p><b>Minutes of Last Meeting and Matters Arising</b></p> <p>The minutes of the meeting held on 15 November 2016 had been circulated and were approved for posting to the Practice Website.</p> <p><b>Matters Arising:</b></p> <p>Mrs Scudder had researched an NHS England study of missed appointments which highlighted that failures to attend appointment in patients aged 65 and over resulted from issues with transportation or availability of their carers.</p> <p>The Group discussed that this could be added to the patient survey.</p> <p>The Group also discussed if patient's who do not attend, could be contacted. Lisa Ellison advised that the practice would like to implement this, but, were committed with staff time, to other duties at present.</p> | <p>Add to survey</p> <p>Action</p> |

| 4                                 | <p><b>People’s Council Meeting Feedback (Mrs Scudder )</b></p> <p>Mrs Scudder discussed the restructuring of the People’s Council. A new chair has been appointed and the People’s Council has now been set up into three groups and all meetings will be attended by a representative from the Nottingham North and East Clinical Commissioning Group. No dates for the meetings have been provided yet. Mrs Scudder was unable to verify, whether this is a unilateral change via NHS England or for NNE CCG only.</p>  |        |                    |                         |          |               |          |                                   |          |                 |          |                           |          |                   |          |              |          |        |
|-----------------------------------|---|--------|--------------------|-------------------------|----------|---------------|----------|-----------------------------------|----------|-----------------|----------|---------------------------|----------|-------------------|----------|--------------|----------|--------|
| 6.                                | <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> <table border="1" data-bbox="284 936 895 1272"> <thead> <tr> <th></th> <th><b>November 16</b></th> </tr> </thead> <tbody> <tr> <td><b>Extremely likely</b></td> <td><b>1</b></td> </tr> <tr> <td><b>Likely</b></td> <td><b>4</b></td> </tr> <tr> <td><b>Neither likely or unlikely</b></td> <td><b>0</b></td> </tr> <tr> <td><b>Unlikely</b></td> <td><b>0</b></td> </tr> <tr> <td><b>Extremely unlikely</b></td> <td><b>0</b></td> </tr> <tr> <td><b>Don’t know</b></td> <td><b>0</b></td> </tr> <tr> <td><b>Total</b></td> <td><b>5</b></td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• Lisa Ellison thanked everyone who was assisting with the Raffle, with time, donations of prizes and purchase of tickets. So far ticket sales had raised £350.00. Mrs Scudder and Mrs Hinchliffe offered to attend on the week commencing 13<sup>th</sup> December 2016, to help with ticket sales. The raffle will be drawn on the 16<sup>th</sup> of December 2016.</li> <li>• Lisa Ellison asked if the Group would be happy to receive SMS text with details of the next Patient Meeting Date/time and whether they would be happy for the meeting notes to be placed on the website, prior to their approval, so they would be able to download and print a copy – a SMS text message would be sent when this was available. All members were happy for this to be implemented.</li> </ul> |        | <b>November 16</b> | <b>Extremely likely</b> | <b>1</b> | <b>Likely</b> | <b>4</b> | <b>Neither likely or unlikely</b> | <b>0</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>5</b> | Action |
|                                   | <b>November 16</b>  |        |                    |                         |          |               |          |                                   |          |                 |          |                           |          |                   |          |              |          |        |
| <b>Extremely likely</b>           | <b>1</b>  |        |                    |                         |          |               |          |                                   |          |                 |          |                           |          |                   |          |              |          |        |
| <b>Likely</b>                     | <b>4</b>  |        |                    |                         |          |               |          |                                   |          |                 |          |                           |          |                   |          |              |          |        |
| <b>Neither likely or unlikely</b> | <b>0</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>5</b>  |        |                    |                         |          |               |          |                                   |          |                 |          |                           |          |                   |          |              |          |        |
| 7.                                | <p><b>Any Other Business</b></p> <p>The Group asked if Mark Spencer MP could be invited to the group meeting and to discuss topics around healthcare services in Hucknall. Lisa Ellison agreed to contact Mr Spencer’s office to initiate interest in attendance and availability – List as Agenda Item.</p>  | Action |                    |                         |          |               |          |                                   |          |                 |          |                           |          |                   |          |              |          |        |

|    |   |  |
|----|---|--|
| 8. | <b>Date and Time of Next Meeting</b><br>Tuesday 31 <sup>st</sup> of January 2017. |  |
|----|---|--|