

**Oakenhall Medical Practice
Patient Participation Group Meeting
Tuesday 7 November 2017
6-8pm**

Attendance

Lisa Ellison	Practice Manager/Note Taker
Mrs M Evans	PPG Member
Mrs M Hinchliffe	PPG Member
Mrs K Hurt	PPG Member
Mrs K 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
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>No apologies have been received.</p>	
3.	<p>Minutes of Last Meeting and Matters Arising</p> <p>The minutes of the meeting held on 12th of September 2017 had been circulated and were approved for posting to the Practice Website.</p> <p>Matters Arising:</p> <p>Mrs Scudder thanked for all that attended to the flu clinics to deliver the practice annual patient survey. A particular mention was made for Mr Phillips and his son for their sterling work during the first clinic.</p> <p>Lisa Ellison discussed that the first clinic had been particularly busy with some wait, despite the practice having opened 15 minutes earlier than the first appointment. LE advised during the next three Saturday morning clinics changes had been made (the second clinic also featured the same number of patients per GP/Nurse) and these clinics ran exceptionally well. The staff had received many comments on this during the clinics. As a consequence LE advised that these changes would also be adopted during next year's flu clinics.</p>	

	<p>Mrs Scudder agreed to make contact with the Local MP to discuss availability for his attendance at a Patient Group Meeting. The Patient Group agreed that the focus of discussion would include parking around Bolsover Street following removal of the Pay and Display Car Park close to the practice and the increase in population in Hucknall and concerns that there is not sufficient infrastructure in place e.g. GP Practices, Education etc to manage this predicted increase in population.</p>	<p>To Discuss</p>
<p>4.</p>	<p>Autumn Survey/Flu Clinic</p> <p><i>“Previous Group discussion on 12 September 2017</i></p> <p><i>The Patient Participation Group discussed the results of the NHS England National Survey which showed that the practice had received good reviews on the performance by the GP’s and Nursing staff, underperformance in the areas of access and the reception team.</i></p> <p><i>The Group discussed that the National Survey was a randomised postal survey and it was unable to determine whether the survey was reflective of the practice, and those patients who attend regularly.”</i></p> <p><i>Results of Ipsos Mori GP Patient Survey:</i></p> <p><i>Of 230 surveys sent out 112 of these were returned:</i></p> <p><i>What the Practice does best:</i></p> <p><i>71% of respondents usually wait 15 minutes or less after their appointment time to be seen (Local Average CCG: 61%, National Average 64%)</i></p> <p><i>55% of respondents usually get to see or speak to their preferred GP (Local Average CCG: 49%, National Average: 56%)</i></p> <p><i>96% of respondents say the last nurse they saw or spoke to was good at listening to them (Local Average CCG 91%, National Average 91%)</i></p> <p><i>What this Practice could improve:</i></p> <p><i>41% of respondents find it easy to get through to this surgery by phone (Local Average CCG: 67%, National Average 71%)</i></p> <p><i>58% of respondents describe their experience of making an appointment as good (Local Average CCG 71%, National Average: 73%)</i></p> <p><i>75% of respondents find the receptionists at this surgery helpful (Local average CCG 87%, National average: 87%.</i></p>	

	<p>Results of the Practice Based survey:</p> <p>The practice received 140 responses (full results of the survey are attached).</p> <p>77% of respondents stated that the helpfulness of receptionists were good, very good or excellent</p> <p>81% of respondents stated that the manner in which they were treated by the receptionist were good, very good or excellent.</p> <p>83% of respondents stated that their overall satisfaction with the doctor/nurse were good, very good or excellent.</p> <p>Overall 80% of patient ratings about this practice were good, very good or excellent.</p> <p>Mr Partridge who has a BA (2:1 Honours) in Applied Social Sciences and Research methods agreed to provide a critique of the GP Patient Survey: Ipsos Mori for NHS England versus Oakenhall Medical Practice Survey.</p> <p>Mr Partridge summarised, that the Ipsos Mori survey adopts a four point rating of: Not at all helpful, not very helpful, fairly helpful and very helpful where the Oakenhall Medical Practice has adopted a five point rating scale, which provides the responders with more choice: poor, fair, good, very good, Excellent. Mr Partridge also commented that there were no certainty whether the patient’s view were from receipt of a single point of access to the practice or multiple access to the practice.</p>																	
5.	<p>News from the Practice (Lisa Ellison)</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 1626 935 1930"> <thead> <tr> <th></th> <th>August 17</th> </tr> </thead> <tbody> <tr> <td>Extremely likely</td> <td>8</td> </tr> <tr> <td>Likely</td> <td>4</td> </tr> <tr> <td>Neither likely or unlikely</td> <td>1</td> </tr> <tr> <td>Unlikely</td> <td>0</td> </tr> <tr> <td>Extremely unlikely</td> <td>0</td> </tr> <tr> <td>Don’t know</td> <td>0</td> </tr> <tr> <td>Total</td> <td>13</td> </tr> </tbody> </table> <p>Lisa Ellison discussed and provided information on the following:</p>		August 17	Extremely likely	8	Likely	4	Neither likely or unlikely	1	Unlikely	0	Extremely unlikely	0	Don’t know	0	Total	13	
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	<ul style="list-style-type: none"> • Lisa Ellison gave her thanks to all Patient Group members who helped out during the recent flu clinics. • Lisa Ellison advised the Patient Participation Group that a new GP had commenced at the practice delivering four sessions (morning and evening surgeries) on her Thursday and Friday. Her name is Dr Andrews. • Lisa Ellison advised that NHS England has agreed that a local practice can close their practice registration list for three months, due to issues around GP recruitment. The Group members discussed the additional pressure this would result for the practice and wondered if the practice would be closing their list also. LE discussed that the GP's are discussing that at present and this is likely to occur. The Patient Group advised that they would be happy to draft a supporting letter that the practice could include in the application. The group will discuss this letter at the next meeting. 	To Discuss
6.	<p>Any Other Business</p> <p>None</p>	
7.	<p>Date and Time of Next Meeting</p> <p>Tuesday 7 November 2017</p>	