

**Oakenhall Medical Practice
Patient Participation Group Meeting
Tuesday 11 July 2017
6-8pm**

Attendance

Lisa Ellison Practice Manager/Note Taker
Mrs M Evans PPG Member
Mrs C Lear PPG Member
Mrs D Newton 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. It was agreed that the meeting would involve discussions around News from the Practice only, in order for all PPG members to have the opportunity to discuss agenda items at the next meeting.</p>																	
2.	<p>Apologies for Absence</p> <p>Apologies were received from Mrs Wells and Mrs Hurt</p>																	
3.	<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" style="margin-left: 20px;"> <thead> <tr> <th></th> <th style="text-align: center;">June 17</th> </tr> </thead> <tbody> <tr> <td>Extremely likely</td> <td style="text-align: center;">3</td> </tr> <tr> <td>Likely</td> <td style="text-align: center;">7</td> </tr> <tr> <td>Neither likely or unlikely</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Unlikely</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Extremely unlikely</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Don't know</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">10</td> </tr> </tbody> </table> <p>Lisa Ellison discussed and provided information on the following:</p> <ul style="list-style-type: none"> • The practice had recruited a new GP, who would be starting in the Autumn. 		June 17	Extremely likely	3	Likely	7	Neither likely or unlikely	1	Unlikely	0	Extremely unlikely	0	Don't know	0	Total	10	
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	<ul style="list-style-type: none"> • The practice is recruiting a new administration staff member • Local prescribing recommendations received at the practice, included patient requiring seasonal hay fever medications, should signpost the patient to purchase these from the local pharmacy as over the counter medication. • An update was provided on the prescription ordering changes. It was discussed that the practice staff were opportunistically discussing the changes with patients, when concerns were being expressed. When identified that the practices were making the changes due to identified safety concerns, patients were understanding. Patients who had difficulty managing their medication were discussed with the GP, for consideration of remaining with pharmacy ordering. Lisa Ellison advised that she would discuss this again at the next meeting once the change had been fully completed. 	
9.	<p>Any Other Business</p> <p>None</p>	
8.	<p>Date and Time of Next Meeting</p> <p>Tuesday 12 September 2017</p>	