

**Oakenhall Medical Practice  
Patient Participation Group Meeting  
Tuesday 19 April 2016  
6-8pm**

**Attendance**

Mr D Abbott	PPG Member
Lisa Ellison	Practice Manager/Note Taker
Mrs M Evans	PPG Member
Mrs K Hurt	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
Mr D Purbrick	PPG Member
Miss L Ryland	PPG Member
Mrs A Scudder	PPG Member/Chair
Mrs L Tomlinson	PPG Member
Mrs W Wells	PPG Member
Nikki Biddlestone	Patient and Public Involvement Manager – NNE CCG

		<b>Actions</b>
1.	<p><b>Welcome &amp; Introductions</b></p> <p>Mrs Scudder welcomed everyone to the meeting and introduced Nikki Biddlestone Patient and Public Involvement Manager of Nottingham North and East CCG who had attended to observe a Patient Group Meeting.</p>	
2.	<p><b>Apologies for Absence</b></p> <p>Apologies were received from Mr Wilmott and Mr Phillips</p>	
3.	<p><b>Minutes of Last Meeting and Matters Arising</b></p> <p>The minutes of the meeting held on 2 February 2016 had been circulated and were approved for posting to the Practice Website.</p> <p><b>Matters Arising:</b></p> <p>There were no matters arising at this meeting to discuss.</p> <p><b>Election of Chair Person</b></p> <ul style="list-style-type: none"> <li>• The group re-elected Mrs A Scudder as chair.</li> <li>• Mr and Mrs Murray have agreed to assist as Deputy Chair when required.</li> <li>• Mr D Purbrick attends the People Council</li> </ul>	
4	<p><b>People's Council Meeting Feedback (Mrs Scudder)</b></p>	

	Mrs Scudder was unable to attend the last meeting, therefore no feedback available.	
5	<p><b>Local Residential Developments</b></p> <p>Not discussed at this meeting due to no new developments.</p>	
6	<p><b>GP Patient Survey – IPSOS MORI</b></p> <p>The Group met on Wednesday 9<sup>th</sup> of March 2016 at 6.15pm specifically to develop the information leaflet. Lisa Ellison provided a draft copy of the leaflet, which was discussed and suggestions made to develop it further.</p> <p>The Group further discussed access to the surgery:</p> <p>Accessible Information – how the surgery collates information to make adjustments for patient who are sight, hearing impaired etc. Nikki Biddlestone provided information how the NNE CCG is helping practices to meet this requirement.</p> <p>Mrs Wells discussed that the practice did use a tannoy system to call in patients prior to the purchase of the call in board. Lisa Ellison advised that the practice does still have this in place and can still be used if required.</p> <p>Mrs Tomlinson suggested the use of Google translator to use to assist in translating issues.</p> <p>Availability of online appointments were discussed – all appointments are available at the same times, as patient who ring or attend the surgery to arrange their appointment.</p> <p>The Group also discussed patient who Do not Attend and suggested that the call in board is used a method of providing information of numbers who do not attend. Lisa Ellison said she would arrange for this to be put in place by a staff member.</p>	
7.	<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"> <thead> <tr> <th></th> <th>March 16</th> </tr> </thead> <tbody> <tr> <td>Extremely likely</td> <td>8</td> </tr> <tr> <td>Likely</td> <td>6</td> </tr> <tr> <td>Neither likely or unlikely</td> <td>1</td> </tr> <tr> <td>Unlikely</td> <td>2</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>17</td> </tr> </tbody> </table>		March 16	Extremely likely	8	Likely	6	Neither likely or unlikely	1	Unlikely	2	Extremely unlikely	0	Don't know	0	Total	17	
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8.	<p><b>Any Other Business</b></p> <p>Mrs Scudder discussed that pathway for physiotherapy had now changed. Lisa Ellison advised that there was now a new service called CMATS. Lisa Ellison also advised that the GP now performs direct referrals to Orthopaedics, for patients requiring a specialist Orthopaedic opinion.</p> <p>Mrs Scudder discussed, that she had concerns that there were no point of contact at Blue Circle for information, or a Secretary to speak to whilst attending the venue. Other group members said that they had had good experiences themselves.</p>																	
9.	<p><b>Date and Time of Next Meeting</b></p> <p>Tuesday 14 June 2016 at 6-8pm.</p>																	