

**Oakenhall Medical Practice
Patient Participation Group Meeting
Tuesday 4 September 2018
6-8pm**

Attendance

Lisa Ellison Practice Manager/Note Taker
Mrs A Murray PPG Member
Mr I Murray PPG Member
Mr D Phillips PPG Member
Mrs L Tomlinson PPG Member

		Actions
1.	<p>Welcome & Introductions</p> <p>Mr Murray welcomed everyone to the meeting.</p>	
2.	<p>Apologies for Absence</p> <p>Apologies were received from Mrs Scudder and Mr Partridge</p> <p>Due to the numbers in attendance, it was decided to focus on Patient Access/telephone system and discuss the NHS Survey.</p>	
3	<p>Minutes of Last Meeting and Matters Arising</p> <p>The minutes of the meeting held on the 17th of July 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 to provided progress report at next meeting.</p>	
5.	<p><i>Flu Clinics 2018</i></p> <p>Lisa Ellison advised that NHS England's advice for the implementation of the influenza vaccination had changed this year. There were now two adult vaccinations to be delivered – one for patients aged 65 years and over and one for patients who were aged 18 - 64. The practice had decided to deliver clinics separately to ensure appropriate immunization to each patient group. The first clinic was due on Saturday 29th of September 2018. Children 17 years and under, would again receive the nasal flu. The practice has a number of Saturday morning clinics and weekday afternoon sessions, to ensure all patient groups are given the opportunity to attend around their individual requirements.</p>	

	<p>The Patient Group discussed that the first flu clinic last year, had longer waiting times than anticipated. LE identified that this had been particularly considered and in view of this, catch up slots have been scheduled to ensure smooth running of the clinics.</p>																											
6.	<p><i>Discuss Appointment System/NHS Choices Comments/Friends and Family Test Comments.</i></p> <p>Due to the low numbers in attendance this evening, a brief update was provided by Lisa Ellison.</p> <ul style="list-style-type: none"> • The practice would be receiving prescription training on the 5th of September 2018, which is a standardised protocol that is being delivered to all practices in the Nottingham North and East CCG in repeat prescription processes. LE is taking the opportunity to improve administration prescriptions processes and will provide feedback at the next meeting. • A new telephone system is being installed on the 13th of September 2018, which will provide number options and call queuing. LE will provide feedback at next meeting. • A telephone messaging system based on text, which would allow the patient to engage with the practice, which would automatically document the patients reply in the computer system e.g. Texting back “Cancel” to cancel an appointment – this would automatically remove the appointment from the appointment schedule, or asking if patient wished a flu vaccination, anyone who text NO, this would apply their decision directly into the patients records. <p>LE advised that in the last month 36 patients had used this system to cancel appointments. LE provided information in patients not attending their GP, Practice Nurse and Health Care Assistant appointments.</p> <table border="0" data-bbox="280 1375 1206 1888"> <thead> <tr> <th style="text-align: left;">Month</th> <th style="text-align: left;">Number of Patients not cancelling Appointment</th> </tr> </thead> <tbody> <tr><td>August 18</td><td>74</td></tr> <tr><td>July 18</td><td>130</td></tr> <tr><td>June 18</td><td>94</td></tr> <tr><td>May 18</td><td>73</td></tr> <tr><td>April 18</td><td>105</td></tr> <tr><td>March 18</td><td>123</td></tr> <tr><td>February 18</td><td>102</td></tr> <tr><td>January 18</td><td>87</td></tr> <tr><td>December 17</td><td>89</td></tr> <tr><td>November 17</td><td>120</td></tr> <tr><td>October 17</td><td>147</td></tr> <tr><td>September 17</td><td>161</td></tr> </tbody> </table> <p>The Patient Group members felt that the initials numbers of patients using this service to cancel their appointment were promising, and identified a useful patient service.</p>	Month	Number of Patients not cancelling Appointment	August 18	74	July 18	130	June 18	94	May 18	73	April 18	105	March 18	123	February 18	102	January 18	87	December 17	89	November 17	120	October 17	147	September 17	161	
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	<p>LE suggested that changing the patient call board message to indicate the number of patients cancelling their appointments, may send a more positive message to patients, rather than detailing the numbers not attending, and encourage more patients to cancel their appointments. The Patient Group agreed to this suggestion.</p> <ul style="list-style-type: none"> • The Practice has engaged with the Clinical Commissioning Groups Extend Hours specification, where routine GP and Nurse appointments would be offered (this is within a calendar rotation by the other 19 practices within the Nottingham North and East CCG) in a scheduled evening between 6.30pm – 8pm and on a secluded Saturday morning starting at 9am. LE advised that the first clinic to be provided was on Saturday 20th of September 2018. LE will provide feedback at next meeting • The Patient Group suggested a lunchtime meeting for an hour with a GP in attendance in order to gain a different perspective. LE agreed to invite a GP and Practice Nurse. 	
7	<p>Discuss Patient Survey 2018</p> <ul style="list-style-type: none"> • It was discussed that this year's survey to continue to be focused on aspects of patient access: <ul style="list-style-type: none"> ➤ New Telephone System ➤ New Prescribing system ➤ New Telephone Messaging system <p>The Group felt is important that the practice asked for opinions of patients in all patient groups, including patients, who are carer's, employed young persons in education, to ensure a wider group of opinions. It was suggested that by surveying patients through flu clinics, and online services to receive the opinions of patients who may not regularly attend the practice.</p>	
8.	<p>News from the Practice</p> <p>Lisa Ellison advised that the first Park Run would take place on the 13th of October 2018. GP's and Administration staff intended to attend.</p>	
	<p>Date and Time of Next Meeting</p> <p>Tuesday 23rd of October 2018.</p>	