

**Oakenhall Medical Practice
Patient Participation Group Meeting
Tuesday 8 October 2019
6-7pm**

Attendance

Lisa Ellison	Practice Manager/Note Taker
Mrs Evans	PPG Member
Mrs Hinchcliffe	PPG Member
Mrs Hurt	PPG Member
Mrs Moonchild	PPG Member
Mr Murray	PPG Member
Mrs Murray	PPG Member
Mr Phillips	PPG Member
Mrs A Scudder	PPG Member/Chair

		Actions
1.	<p>Welcome & Introductions</p> <p>Mrs Scudder welcomed everyone to the meeting and introduced a new PPG Member Mrs Moonchild</p>	
2.	<p>Apologies for Absence</p> <p>Apologies were received from Miss Cook, Mrs Kyriacou, Mr Partridge and Mrs Tomlinson</p>	
3	<p>Minutes of Last Meeting and Matters Arising/Feedback from MP Meeting</p> <p>The minutes of the meeting held on the 10th September 2019 had been circulated and were approved for posting to the Practice Website.</p> <p>Matters Arising:</p> <p>Feedback was provided by Mrs Scudder and Mrs Hurt in respect of the meeting held by Mr Mark Spencer MP. It was reported that it was a very positive and productive meeting and all practices represented. The meeting was attended by NHS England planning and Commissioning Departments, and local Counsellors. Dr Connor Clinical Director of Byron Primary Care Network provided an excellent speech on behalf of the Hucknall GP Practices.</p> <p>It was proposed that planning for a new NHS Centre in Hucknall, should include an integrated care system equivalent of a local "cottage hospital" in a Hucknall Centre location, ensuring the GP Practices and services for all ages are in the same place. Sites within central Hucknall are presently being identified. The Site at Rolls Royce had been investigated but not recommended due to insufficient transport links and not within a central location to Hucknall.</p>	

	<p>A business case will be submitted to NHS England in Autumn 2019 and it is expected that the results of this will be available within six months. If approval is achieved, it is anticipated that building will take approximately four years after this.</p> <p>Mrs Scudder, Mrs Hurt and the PPG representative from Whyburn Medical Practice have been invited to be involved in a Task Group to be formed for the planning of the new centre.</p> <p>NHS England and the Greater Nottingham Commissioning Group will work together to move forward with the plans and will report back to Mr Spencer. At that point, a further meeting will be arranged.</p>	
4.	<p>Patient Access</p> <ul style="list-style-type: none"> • Appointments • National Patient GP Survey • Practice Patient Survey • Action Plan <p>The Patient group discussed the National Patient GP Survey and the current appointment system.</p> <p>It was discussed that the currently GP Telephone Assessment/triage service continues. Lisa Ellison confirmed that patients were continued to be assisted with on the day urgent medical issues and also routine issue by the GP contacting the patient back in the morning. The practice continues to offer pre-booked appointments up to two weeks in advanced in the evening.</p> <p>The number of telephone calls received into the practice week beginning 2nd September 2019 were:</p> <p>Monday: 576 calls Tuesday 171 Calls Wednesday 522 Calls Thursday 346 Calls Friday 337Calls</p> <p>The practice ensures all the available reception staff are answering the calls, at peak times – all get involved including the Reception and Practice Manager to address caller wait.</p> <p>The National Patient GP Survey results were good. Patient access was highlighted by patients, as requiring improvement. Patient feedback on the GP's and Practice Nurses were excellent. The patient group discussed that results indicated that the number of patients accessing the practice by telephone was causing a “bottle necking” effect, in that once the patient had passed this point; they were on the largely satisfied with the service the practice provided.</p>	

The Practice Patient Survey identified that 61% had used the GP telephone Assessment service, and their opinion was that this would improve practice access.

The practice has introduced online appointment booking for Practice Nurse and Healthcare Assistance appointments. Only 16% of patients had booked their appointments online, but of these 75% said that the service they received was, good, very good or excellent.

The practice asked how satisfied the patients were in respect of their GP or Nurse consultation – 76% of patients responded that the service they received was good, very good or excellent.

The practice asked how satisfied the patients were in respect of the reception staffs helpfulness – 65% of patients responded that the service they received was good, very good or excellent.

It was discussed:

- Whether there was a messaging system patients could use within the practice computer system for non-urgent enquiries, which would help reduce the number of telephone callers utilising the telephone system
- Whether patients find it intrusive for reception team to ask a lot of patient details. It was discussed that call handlers for 999 and NHS 111 also request information in order to handle the call in the most appropriate manner. It was commented that how nicely you ask for this information makes a difference to patients. Lisa Ellison advised that the reception staff are requested to ask for basic details only and only what the patient is comfortable with – the patient can decline to provide information if they wished, but may mean that the priority of the call cannot be established.

Other suggestions to improve the waiting room and confidentiality are:

- Music in the waiting room
- Child friendly corner with posters
- New book shelf instead of magazine table
- Live online chat facility
- Practice on face book.

Action Plan agreed:

1. Availability of patient messaging system within Practice Computer System
2. Book shelf in Waiting Room
3. Child friendly corner with posters
4. Music in the waiting Room.
5. Monthly health waiting room promotion

Lisa Ellison agreed to look into the above.

. 5.	<p>Management of Practice Waiting Room – Posters/Leaflets.</p> <p>It was discussed that the practice waiting room would be enhanced by monthly health promotions e.g. flu campaigns, breast and prostate screening.</p> <p>Lisa Ellison agreed to find out the usual months for such health promotion.</p>	
6.	<p>News from the Practice (Lisa Ellison Practice Manager)</p> <ul style="list-style-type: none"> • Lisa Ellison advised that the first flu clinic went well. There had been a lot of patient comments how well it had been managed with very little waiting time to have the vaccination performed. The practice received a positive patient comment via NHS choices. Lisa Ellison wished to thank the Patient Group members who attended (this was particularly noted in the positive comments received) and for their assistance in the delivery of the practice patient survey. 	
7.	<p>Any Other Business</p> <p>None</p>	
8.	<p>Date and Time of Next Meeting</p> <p>10 December 2019</p>	