

**Oakenhall Medical Practice  
Patient Participation Group Meeting  
Tuesday 9 May 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 C Lear	PPG Member
Mrs A Murray	PPG Member
Mr I Murray	PPG Member
Mrs D Newton	PPG member
Mrs A Scudder	PPG Member/Chair
Mrs L Tomlinson	PPG Member
Mrs W Wells	PPG Member
Ms K Carter	PPG Member
Mrs S Archer	PPG Member

		<b>Actions</b>
1.	<p><b>Welcome &amp; Introductions</b></p> <p>Mrs Scudder welcomed everyone to the meeting and introduced Mrs S Archer, Ms K Carter and Mr C Green, who were attending for their first meeting. Mrs Scudder provided an overview of the Patient Participation Group meetings which is a forum to raise general issues and innovative ideas to improve services within the practice.</p>	
2.	<p><b>Apologies for Absence</b></p> <p>Apologies were received from Mrs Kyriacou, Mrs M Evans, and Mr R Partridge.</p>	
3.	<p><b>Minutes of Last Meeting and Matters Arising</b></p> <p>The minutes of the meeting held on 14<sup>th</sup> of March 2017 had been circulated and were approved for posting to the Practice Website.</p> <p><b>Matters Arising:</b></p> <p>Due to the pending elections on the 8<sup>th</sup> of June 2017, the Group decided, that they would defer arranging a meeting with the current MP until the elections had taken place. Ms Carter suggested that group also consider inviting local counsellors for Hucknall North and South.</p>	

4.	<p><b>People’s Council Meeting Feedback (Mrs Scudder )</b></p> <p>Mrs Scudder said that she had not heard about future meetings. Lisa Ellison advised that she had received some information about the meetings, but no dates yet.</p>	
5.	<p><b>Identification of Topics to Discuss with Mark Spencer MP (All)</b></p> <p>Please refer to matters arising.</p>	
6.	<p><b>Friends and Family Test Action Plan</b></p> <p>The Group discussed the Action Plan formulated from the meeting of the 9<sup>th</sup> of May 2017:</p> <p>Action Plan Agreed:</p> <ol style="list-style-type: none"> <li>1. To text patients that their blood test results are negative (following a trial) – improving access to the practice and enhancing the patient experience.</li> <li>2. To email new patients registering with the practice a welcome pack – Enhancing the patient experience.</li> </ol> <p>Lisa Ellison identified that the practice had performed a very small trial in texting results of negative blood test results to patients and this appeared to have worked well. The practice has also started developing a standard email to provide new patients with a welcome pack, but this was not finalised as yet.</p> <p>Lisa Ellison advised that since the decision to change the way the prescription requesting was managed, this had overshadowed the action plan above and it was the practice’s intention to return to the action plan in two months’ time.</p> <p>The group discussed other suggestions made to enhance the patient experience:</p> <ul style="list-style-type: none"> <li>• Introduction of a photo web cam, for added confidentiality in identification of patients – patient photograph can be imported onto the patient record.</li> <li>• Can the SystmOne online prescription requesting “custom request” box be expanded.</li> <li>• Can staff clarify opportunistically, that requests made for medications that are not included in the patients repeat medication list, are directed to the GP’s for individual action.</li> </ul>	

	Other comments received, were that the GP telephone call backs to patients who require urgent on the day advice or routine clinical measures were working well.																	
7.	<p><b>Raffle</b></p> <p>Mrs Scudder thanks everyone for their contributions to the Easter Egg raffle which raised £60.00 for the food bank.</p> <p>Lisa Ellison advised that the practice had received a letter from Maggies which was read to the group, thanking everyone for their efforts in Raising £500.00 during the Christmas raffle.</p> <p>It was decided to discuss the next Christmas raffle in September 2017.</p>																	
8.	<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>June 17</th> </tr> </thead> <tbody> <tr> <td><b>Extremely likely</b></td> <td><b>3</b></td> </tr> <tr> <td><b>Likely</b></td> <td><b>7</b></td> </tr> <tr> <td><b>Neither likely or unlikely</b></td> <td><b>1</b></td> </tr> <tr> <td><b>Unlikely</b></td> <td><b>0</b></td> </tr> <tr> <td><b>Extremely unlikely</b></td> <td><b>0</b></td> </tr> <tr> <td><b>Don't know</b></td> <td><b>0</b></td> </tr> <tr> <td><b>Total</b></td> <td><b>10</b></td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• Lisa Ellison informed the Group that the practice is currently advertising for a salaried GP to cover 8 sessions.</li> <li>• Lisa Ellison informed the group that the land where the current Police Training Centre is located is now not an option for the new Hucknall Hub and potential new land sites are currently being identified.</li> <li>• Lisa Ellison provided an update in the changes being made to the prescription requesting. Lisa Ellison advised that all Hucknall Pharmacies had received a letter and had been personally contacted in both April and May 2017 to ensure ongoing communication. Lisa Ellison reassured the group, that all practices were identifying patients who still needed support from the pharmacy with requesting due to vulnerability and were also liaising with pharmacies in this respect. It was agreed to discuss this again at the next meeting once implementation of this change had begun.</li> </ul>		June 17	<b>Extremely likely</b>	<b>3</b>	<b>Likely</b>	<b>7</b>	<b>Neither likely or unlikely</b>	<b>1</b>	<b>Unlikely</b>	<b>0</b>	<b>Extremely unlikely</b>	<b>0</b>	<b>Don't know</b>	<b>0</b>	<b>Total</b>	<b>10</b>	
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9.	<b>Any Other Business</b> None	
8.	<b>Date and Time of Next Meeting</b> Tuesday 11 <sup>th</sup> of July 2017	