

**Oakenhall Medical Practice  
Patient Participation Group Meeting  
Tuesday 2 February 2016  
6-8pm**

**Attendance**

Mr D Abbott	PPG Member
Lisa Ellison	Practice Manager/Note Taker
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
Mr R Partridge	PPG member
Mr D Purbrick	PPG Member
Mrs A Scudder	PPG Member/Chair
Hazel Johnson	Carers Federation

		<b>Actions</b>
1.	<p><b>Welcome &amp; Introductions</b></p> <p>Mrs Scudder welcomed everyone to the meeting and introduced Mrs K Hurt (new PPG member) and Hazel Johnson representing the Carer's Federation.</p> <p>The following additional information was provided to the PPG meeting:</p> <ul style="list-style-type: none"> <li>• GP Patient Survey results – Practice Overview</li> <li>• GP Patient Survey results – All patient responses</li> <li>• Average cost of treatments e.g. going to A&amp;E, 999 ambulances etc.</li> </ul>	
2.	<p><b>Apologies for Absence</b></p> <p>Apologies were received from Mrs Evans, Mrs Kyriacou and Mr Peat-Bailey</p>	
	<p><b>Carer Federation</b></p> <p>Hazel Johnson introduced the Carer's Federation, who have been provided funding by Nottingham North and East Clinical Commissioning Group to work with practices including the recognition of unpaid carers i.e. any person age 5 years and upwards. Ms Johnson advised that carers include neighbours, as well as family members.</p> <p>Lisa Ellison advised that the practice's Carer Champion is Nurse Carol Miller. One of Nurse Miller's roles is to ensure carer information is up to date. As a starting point, practices are making information available on the Carer Board in the patient waiting room, on the website and arranging for information to be available in the practice (the practice has a Carer Pack available). Practices are identifying carer's and then registering them on the patient's computer records, as a carer.</p>	

	<p>The Carer Federation will be working with schools to identify young carers and will raise awareness through school assemblies. The Carer Federation will also provide information on:</p> <ul style="list-style-type: none"> <li>• Annual flu vaccinations,</li> <li>• Patient annual reviews</li> <li>• Local support groups</li> <li>• Carer Emergency Card (information available in the Carer Pack).</li> </ul>	
3.	<p><b>Minutes of Last Meeting and Matters Arising</b></p> <p>The minutes of the meeting held on 8 December 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>	
4	<p><b>People's Council Meeting Feedback (Mrs Scudder)</b></p> <p>There were no matters at this meeting to discuss regarding previous meeting.</p> <p>Mrs Scudder advised that she may not be able to attend the Council Meeting for a temporary period. Mr Purbrick advised that he would attend in Mrs Scudder's place.</p>	
5	<p><b>Local Residential Developments</b></p> <p>The following issues were discussed:</p> <ul style="list-style-type: none"> <li>• New inner relief road has commenced, but temporary orders for change in parking time limits on Portland Road are still awaited.</li> <li>• The Rolls Royce site is developing 900 houses for which there population estimation is based on 1.8 persons per household.</li> </ul>	
6	<p><b>GP Patient Survey – IPSOS MORI</b></p> <p>Lisa Ellison made available to all members the result of the GP Patient Survey. It was identified that 264 surveys had been sent out and 117 surveys sent back – 44% completion rate.</p> <p>A Practice Overview identified the following:</p> <p><b>What this practice does best:</b></p> <p>65% of respondents with a preferred GP usually get to see or speak to that GP. Local CCG average: 55% National Average 59%</p> <p>99% of respondents say the last nurse they saw or spoke to was good at treating them with care and concern. Local CCG average: 91% National Average: 91%</p> <p>93% of respondents say the last nurse they saw or spoke to was good at involving them in decisions about their care. Local CCG average: 85% National Average: 85%</p>	

	<p><b>What this practice could improve:</b></p> <p>56% of respondents find it easy to get through to this surgery by phone. Local CCG average: 71% National Average: 73%</p> <p>69% of respondents would recommend this surgery to someone new to the area. Local CCG average: 79% National Average: 78%</p> <p>66% of respondents are satisfied with the surgery's opening hours. Local CCG average: 75% National Average: 75%</p> <p><b>Other responses</b></p> <p>78% find the receptionists at this surgery helpful Local CCG average: 87% National Average: 87%</p> <p>90% say the last appointment they got was convenient Local CCG average: 91% National Average: 92%</p> <p>65% describe their experience of making an appointment as good Local CCG average: 73% National Average: 73%</p> <p>83% describe their overall experience of this surgery as good Local CCG average: 85% National Average: 85%</p> <p>The Group discussed that whilst comments on the GP's and Practice Nurses identified figures above the National and Local CCG Average, improvement was required on access to the practice.</p> <p>The members discussed that 119 patient had not attended their appointments in January 2016. Lisa Ellison discussed that she was due to attend a training session arranged by the NNECCG on "Tackling Access" on the 8<sup>th</sup> of March 2016, and access was a topic that the practice continued to focus on. Lisa Ellison further discussed that comments through the Friends and Family Test responses mainly focused on access via the telephone system and access to appointments.</p> <p>Mr Purbrick suggested that patient education may help: what is available and how can it be accessed. The Group discussed and agreed to develop an information leaflet with local points of contact personal to Hucknall.</p> <p>The Group agreed to meet on Wednesday 9<sup>th</sup> of March 2016 at 6.15pm specifically to develop the information leaflet.</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>	

	December 15	January 16
<b>Extremely likely</b>	<b>6</b>	<b>3</b>
<b>Likely</b>	<b>4</b>	<b>1</b>
<b>Neither likely or unlikely</b>	<b>1</b>	<b>1</b>
<b>Unlikely</b>	<b>0</b>	<b>0</b>
<b>Extremely unlikely</b>	<b>2</b>	<b>0</b>
<b>Don't know</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>13</b>	<b>5</b>

Lisa Ellison discussed with the group of the following information:

- HCA will be undergoing training allowing him to administer Vitamin B12 injections and Shingles injections.
- The practice had received a recent comment from a patient identifying a prescription requesting concern. Lisa Ellison asked for comments or any subsequent identification of concerns, to advise her. The group had no comments to make at this point in time.
- The practice had received communication recently from the Local Counter Fraud Team regarding Patient Cold Call Issue – patients receiving calls which appear to be from the practice, with information about medical conditions apparently being known, when it is in fact an attempt to get a meeting to sell a product to the individual. One of the Group Members identified that they received a call purporting to be the Practice Manager, but when challenged, immediately abandoned the call. Lisa Ellison advised that she would contact the Counter Fraud Team to make them aware of this contact.

LE to arrange.

8.	<b>Any Other Business</b>  Mrs Scudder discussed re-election of chairperson. It was agreed for election to be performed at the next meeting.	Agenda Item
9.	<b>Date and Time of Next Meeting</b>  Tuesday 19 April 2016 at 6-8pm.	