

**Oakenhall Medical Practice
Patient Participation Group Meeting
Tuesday 20 September 2016
6-8pm**

Attendance

Mr C Peat-Bailey	PPG Member
Lisa Ellison	Practice Manager/Note Taker
Mrs M Evans	PPG Member
Mrs S Kyriacou	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
Mrs A Scudder	PPG Member/Chair
Mrs L Tomlinson	PPG Member
Mrs W Wells	PPG Member

		Actions
1.	<p>Welcome & Introductions</p> <p>Mrs Scudder welcomed everyone to the meeting</p> <p>It was announced that two members of the Patient Group had recently died - Mr Bramley and Mr Wilmott. The Patient Group reflected upon the support given to the practice and their many valuable contributions made by both Mr Wilmott and Mr Bramley during the meetings.</p>	
2.	<p>Apologies for Absence</p> <p>Apologies were received from Mrs Hinchliffe, Mrs Hurt Mr Phillips, Mr Abbott, Mr Abbott, and Mrs L Ryland</p>	
3.	<p>Minutes of Last Meeting and Matters Arising</p> <p>The minutes of the meeting held on 12 July 2016 had been circulated and were approved for posting to the Practice Website.</p> <p>Matters Arising:</p> <p>Lisa Ellison advised that she had had no response from Healthwatch with regards to the request for use of their car park for our patients during Saturday Morning Flu Clinics.</p>	
4.	<p>Development of Self-Help Leaflet.</p> <ul style="list-style-type: none"> • Lisa Ellison provided a copy of the finished leaflet for the Groups approval. The Patient Group approved the leaflet and discussed 	

	whether it could be printed in other forms e.g. A5, A4 and large print.																	
5	<p>CQC Inspection Feedback – 16 June 2016 (All)</p> <p>Lisa Ellison was delighted to announce that the practice has now received the results of the CQC Inspection and has achieved a “Good” grading.</p> <p>Lisa Ellison provided “summary of findings” and “are services well-led?” for the Patient Group to review, which particularly reflected upon patient feedback and encouraged the Group to access the practice website to view the whole report.</p> <p>As a result of discussions, the patient group has decided to focus the Autumn Survey 2016 on access and staff performance. The patient survey will be given out during flu clinics.</p> <p>The results of the patient survey will be discussed in an afternoon meeting on Tuesday 15th of November 2016 at 12.30pm The practice is hoping that a GP will be available to attend the meeting.</p>																	
6.	<p>News from the Practice (Lisa Ellison)</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" data-bbox="284 1406 895 1749"> <thead> <tr> <th></th> <th>September 16</th> </tr> </thead> <tbody> <tr> <td>Extremely likely</td> <td>7</td> </tr> <tr> <td>Likely</td> <td>1</td> </tr> <tr> <td>Neither likely or unlikely</td> <td>1</td> </tr> <tr> <td>Unlikely</td> <td>0</td> </tr> <tr> <td>Extremely unlikely</td> <td>1</td> </tr> <tr> <td>Don't know</td> <td>0</td> </tr> <tr> <td>Total</td> <td>10</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • FLU Clinics – Lisa Ellison advised the group of the dates of the Autumn Flu Clinics. Mrs Scudder , Mr Partridge and Mr Peat-Bailey assisted at the flu clinics with the Autumn Survey. • MACMILLAN Coffee Morning (cakes instead of coffee/tea) – Lisa Ellison advised of the intention to hold a Macmillan cake morning on Friday the 30th of September 2016 at the surgery at 10am. 		September 16	Extremely likely	7	Likely	1	Neither likely or unlikely	1	Unlikely	0	Extremely unlikely	1	Don't know	0	Total	10	LE to arrange
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	<p>Patient Group members offered to bake and assist in surgery during the morning.</p> <ul style="list-style-type: none"> • Lisa Ellison informed the members of the PPG Networking and Celebration Event on 13th of October 2016. • Lisa Ellison informed the Group that the practice had nominated their group for the most active PPG. 	
7.	<p>Any Other Business</p> <p>None.</p>	
8.	<p>Date and Time of Next Meeting</p> <p>Tuesday 15th of November 2016 at 12.30 – 1.30 – Discuss Patient Survey</p> <p>Tuesday 6th of December 2016 6 – 8pm Christmas Meeting and Buffet.</p>	