

**Oakenhall Medical Practice
Patient Participation Group Meeting
Thursday 27 April 2022
12:30 – 13:30**

Attendance

Ms L C	PPG Member
Lisa Ellison	Practice Manager/Note Taker
Mrs K H	PPG Member
Mrs D N	PPG Member
Mrs C L	PPG Member
Mr R P	PPG Member
Mrs A S	PPG Member/Chair
Mrs W W	PPG Member

		Actions
1.	<p>Welcome & Introductions (Chair)</p> <p>The Chair of the Patient Participation Group welcomed everyone to the meeting.</p>	
2.	<p>Minutes of Last Meeting and Matters Arising (All)</p> <p>The minutes of the meeting held on the 10th Of March 2022 had been circulated and were approved for posting to the Practice Website.</p>	
3	<p>Hucknall Cavell Site</p> <p>The practice continues to engage in the process. There is no updates to provide</p>	
4.	<p>NHS Choices Reviews</p> <p>From 1/4/2021 to 31/3/2022 the practice had received two NHS choices comments which the practice responded to. One review rated Oakenhall Medical Practice as 5 stars out of 5 and the other review 1 star out of 5. Both reviews covered the same area of patient access. The Patient Participation Group agreed that practice survey due in Autumn/Winter 2022 would gather opinions on access.</p>	
5.	<p>Accelerated Patient Access</p> <p>Lisa Ellison (Practice Manager) discussed that patients will have access to their prospective data from their medical records via the NHS APP from the first of July 2022.</p>	
6.	<p>Optimising Access to General Practice</p> <p>Lisa Ellison discussed that practices are being asked to develop and implement a plan to improve access to patients and to identify how the improvement will be measured.</p>	

	<p>Lisa Ellison provided the results of the 2021 GP Annual Patient survey to the Patient Participation Group. Of the 280 surveys sent out 118 were completed (42% completion rate) and returned.</p> <p>Where patient experience is best:</p> <p>89% of respondents say the health professional they saw or spoke to was good at listening to them during their last general practice appointment (Local CCG and National averages are 89%)</p> <p>Where patient experience could improve:</p> <p>48% of respondents find it easy to get through to this GP practice by phone: (Local CCG average 72% National Average 68%)</p> <p>Lisa Ellison advised that practice will be expecting the results of the Annual Patient Survey 2022 in due course. It was agreed to await the results of the new GP Survey results to set the own practice patient survey for further patient opinions.</p>	
7.	<p>News from the Practice</p> <p>Lisa Ellison introduces the recruitment of a new Practice Nurse who delivers routine respiratory, diabetes and heart disease prevention to patients requiring annual reviews.</p>	
8.	<p>Date of Next Meeting:</p> <p>16 June 2022 at 12:30</p>	