

**Oakenhall Medical Practice  
Patient Participation Group Meeting  
Tuesday 15 November 2016  
12:30 – 1: 30pm**

**Attendance**

Lisa Ellison	Practice Manager/Note Taker
Mrs M Hinchliffe	PPG Member
Mrs A Murray	PPG Member
Mr I Murray	PPG Member
Mr R Partridge	PPG member
Mrs A Scudder	PPG Member/Chair

		<b>Actions</b>
1.	<p><b>Welcome &amp; Introductions</b></p> <p>Mrs Scudder welcomed everyone to the meeting.</p> <p>Lisa Ellison provided thanks to the Patient Group for their assistance and donations to the MacMillan Cake Morning, in particularly Mrs Scudder, and Mr Partridge who manned the table on the Friday and Saturday morning, thanks also to Mr Peat-Bailey who brought in a magnificent cake. This raised £187.84.</p>	
2.	<p><b>Patient Survey 2016/17</b></p> <p>Lisa Ellison wished to thank everyone for their involvement in this year's patient survey. Mrs Scudder and Mr Partridge attended the Saturday Morning Flu clinics and handed out the patient surveys. Despite the huge amount handed out, the practice only received 39 responses.</p> <p>It was thought that although the Flu Clinic was an ideal environment to approach patients of all ages, that due to the fast pace of the clinic, this does not give patients the time to complete the forms and therefore opportunity was missed for a number of patient responses.</p> <p>The Patient Group discussed and agreed, that more responses may be gained, from a targeted approach by the Reception Team during morning and clinic evenings. Lisa Ellison advised that the practice had instigated a similar approach in relation to The Friends and Family Test comment sheets, which had proved to be the way forward.</p> <p>The Group felt that the 39 responses already achieved, would be considered a baseline to work upon. The Group agreed on the following measures for the continuation of the Survey:</p> <ul style="list-style-type: none"> <li>• Practice Staff to deliver the Survey during daily clinics</li> </ul>	

	<ul style="list-style-type: none"> <li>• To reduce the length of the survey to 5 questions as this may encourage more responses if the survey took less time to complete</li> </ul> <p>The Group discussed the results of the survey already provided and made the following suggestions to improve access to the surgery and to reduce the number of patients who do not attend their appointment.</p> <ul style="list-style-type: none"> <li>• The telephone message presently recorded on the telephone, to be rerecorded by the GP Partner with information, how the receptionist would be helping them.</li> <li>• Providing information on the telephone of the number of callers waiting</li> <li>• To investigation research from NHS England for the reasons behind patients missing their appointments, and if there is anything we can learn from this research.</li> <li>• Sent SMS texts to remind patients of their appointments the day before the scheduled appointment.</li> </ul> <p>Other suggestions included:</p> <ul style="list-style-type: none"> <li>• Inviting the Local MP to join a patient group meeting.</li> </ul>	
3	<p><b>Any Other Business</b></p> <p>Lisa Ellison commented on the following items.</p> <ul style="list-style-type: none"> <li>• Lisa Ellison had become aware of a company who provided Royalty Free Music and was looking into purchasing a CD player in order to improve confidentiality in the Waiting Room</li> <li>• The current practice website is being upgraded and should be ready in the next two weeks.</li> </ul>	
4	<p><b>Date and Time of Next Meeting</b></p> <p>Tuesday 6<sup>th</sup> of December 2016 6 – 8pm Christmas Meeting and Buffet.</p>	