



The Oaks Medical Centre

Drs: Mansford, Jacklin, Laurance, Harris, Johns, Burns & Swain.

20 Villa Street Beeston Nottingham NG9 2NY Tel: 0115 9254 566 Fax: 0115 9677 470

Patient Participation Group

Minutes of the Meeting 6.30pm Tuesday 20th September 2016

Present:

PPG Members

Sharron Bilbey (SB)

Ellie Duncan (ED)

Graham Mansfield (GM)

John Seller (JS)

Cheryl Smith (CS)

Tom Turner (TT)

Barbara Worrall (BW)

Michael Worrall (MW)

Practice representatives

Laura Scott, Lead Secretary (LS)

Dr Laurance, GP Partner (LL)

Andrea L Swanson, Practice Business Manager (ALS)

Apologies

None given

Ref	Discussion	Lead
1	Minutes of last meeting/matters arising The minutes of the PPG meeting held on 12 th July 2016 were discussed and approved as an accurate record of discussion.	
2	Guest speaker: It was noted that the guest speaker, Zanel Leaf from the Carers Federation, had failed to turn up to the meeting.	
3	PRG Tom Turner gave feedback from the PRG in August 2016. It was noted that The Oaks Medical Centre send around 400 text messages per month to patients. Andrea Swanson stated that the information wasn't 100% accurate as she could only provide the number of appointments per month and some of these appointments would create several text messages. Graham Mansfield said that a single appointment did lead to more than 1 text message. A discussion had taken place at the PRG around the latest national patient survey with Tracey Lindley, Nottingham West CCG Head of Strategy and Development, highlighting that Nottingham West CCG was: <ul style="list-style-type: none">• 2nd in the whole country for receptionists being helpful• 2nd in the country for appointments being very convenient• 4th in the country for overall experience of making an appointment being very good• 6th in the country for being very easy to get through by phone	



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	<ul style="list-style-type: none">• 6th in the country for opening hours being very convenient <p>Out of more than 200 CCG's Nottingham West was in the top 10% for the majority of the results.</p> <p>Tom Turner had raised at the PRG that the mystery shopper and engaged practice scheme had been discussed and that the PPG were pleased that the practice was consistently compliant. Tom Turner had also raised that there was a review of phlebotomy taking place, and that an extension to the building had been proposed.</p> <p>The CCG Annual General meeting would be taking place on 29th September 2016, Tom Tuner thought the time was 18:00.</p> <p>Tom Turner advised that there had been a discussion around the acupuncture, and it was no longer to be commissioned by the CCG based on the NICE guidance that had changed and no longer recommended it. The PPG questioned whether the decision by NICE was related to research or cost.</p> <p>Tom Turner gave an update on warfarin testing and Andrea Swanson talked about the meeting she had attended whereby the 12 Nottingham West Practices had been present and had unanimously voted for warfarin testing to not be taken away from NUH and bought into the practices. Andrea Swanson said that the practices present at the meeting had felt that NUH had the specialist equipment and that the risk of undertaking this in practice was too high to outweigh the cost saving. Andrea Swanson also stated that it was only the initial tests that were undertaken at NUH and that patients then have their bloods taken at The Oaks Medical Centre. Tom Turner spoke about the cost of testing strips and Dr Laurance advised that some patients who were unable to come into practice do test themselves use the strips.</p>	
4	Extension plans <p>Andrea Swanson advised that the practice had submitted planning permission to extend the practice through the existing pharmacy and beyond into the adjacent land. Andrea Swanson spoke about the increase in patient list size and explained that the extension would provide the practice with 2 new treatment rooms, 2 GP consulting rooms, a meeting room, staff room and a Practice Business Managers office.</p> <p>Andrea Swanson advised that planning permission had been submitted as it was felt that it would stand the practice in a stronger position to obtain funding and that the planning permission had been granted. Graham Mansfield asked Andrea Swanson to clarify whether it was the planning permission or the funding that had been granted, it was clarified that only the planning permission had been confirmed at this stage.</p>	



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	<p>Dr Laurance stated that the pharmacy was on-board with the development and would potentially move into a temporary pharmacy whilst development happened. Dr Laurance also raised that if funding wasn't successful a less grand development scheme might be undertaken.</p> <p>John Sellers advised that the plans would be available online.</p>	
5	<p>New GP Partners</p> <p>Andrea Swanson advised the group that the practice had appointed two new GP partners, Dr Johns and Dr Burns. Both GPs are already working at the practice. Several members of the group had met both GPs.</p>	
6	<p>Phlebotomy</p> <p>Graham Mansfield asked if there was any further information regarding the phlebotomy hours. Andrea Swanson advised that she was still talking to the CCG and at present they had allocated 1 additional hour. Michael Worrall asked if this was per day or week, it was clarified as per week. Andrea Swanson discussed that allocation of hours was based on the number of patients and that this was on a weighted allocation. Andrea Swanson also advised that the practice was booking a number of blood appointments with the HCA to ensure that patients were seen in a timely manner. It was noted by all present that Nottingham West CCG had removed something that worked well and replaced it with something that wasn't working as well.</p>	
7	<p>Any Other Business</p> <p>The group again noted their disappointment that Zanel Leaf from the Carers Federation had failed to turn up to the meeting. Andrea Swanson said that she would contact Zanel.</p> <p>PPG Networking and Celebration Event on 13th October 2016, members of the group were invited to attend. Sharron Bilbey and Graham Mansfield agreed to attend. Andrea Swanson advised that she would email their names to the event organisers.</p> <p>Andrea Swanson asked if the group would like her to approach one of the research officers and request that they attend the next meeting. All agreed that this was a good idea.</p> <p>Tom Turner noted that it had been in the national press that patients can use the internet for consultations with a GP. The 15 minute session cost the patient between £40 & £75 and the GP wasn't able to access to the patient notes. Dr Laurance a likened this to NEMS and other Out of Hours service providers who don't have access to the patient records. The group felt that this wasn't necessarily a progressive step.</p>	<p>ALS</p> <p>ALS</p> <p>ALS</p>



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	Minutes of the PRG meetings are available for all to view on the CCG website at http://www.nottinghamwestccg.nhs.uk	
8	Date of next meeting and close Graham Mansfield thanked everyone for attending, the next meeting was arranged for Tuesday 08 th November at 6.30 p.m.	