

**The Oaks Medical Centre
Patient Participation Group**

Minutes of the Meeting 6.30pm Tuesday 12th July 2016

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

Jo Wolff Communication and Health & Safety Manager (JW)

Apologies

Edward Jolley

1	<p>Minutes of last meeting/matters arising</p> <p>Everyone agreed the minutes were accurate.</p> <p>JW gave an update on raising awareness of online services. She also informed the group that Andrea Swanson, Practice Business Manager (AS) is letting the contact details/NOK details run for a little longer before adding information on services to the right hand side of prescriptions.</p> <p>JW informed the group the group the DNA policy would remain the same following their feedback. The group were surprised by the amount of DNAs over the last three months.</p>	
2	<p>PRG</p> <p>TT gave feedback from the PRG. The main discussion revolved around sharing information throughout NHS services to ensure all practioners have relevant information in order to treat patients. A discussion was held about the previous Care.data system which had been delayed and now after further research this has been abandoned. As with previous systems patients can opt out of sharing information at any point.</p>	
3	<p>Feedback from Practice</p> <p>Mystery Shopper/Engaged Practice Scheme</p> <p>JW informed the group the latest round of mystery shopping took place 13th June – 24th June and focused on appointment times and getting through to the Practice. The calls were carried out by staff from the CCG.</p> <p>Some key points from our results were:</p>	

	<ul style="list-style-type: none"> • 90% of callers were offered a routine appointment within 5 days. • We have consistently being compliant with the engaged practice scheme, normally exceeding requirements • All 10 phone calls were answered quickly, between 2 and 18 seconds. <p>JW also informed the group that as part of the new Phlebotomy service staff were routinely moved around sites within the CCG. Alison has now moved to another premises and we would be getting a new phlebotomist. A concern was raised relating to continuity and what impact this would have on patients. There should be no impact to the service. A discussion also took place around services that have been privatised/contracted out such as the MSK service. Patients have had bad experiences, long waits, no contact etc. from the service. JW will raise this again as an issue.</p> <p>JW informed the group that as a Practice we are involved in some research projects. The Practice opt in to various research projects and depending on the project the surgery send letters/questionnaires to patients who can then decide if they wish to participate. The patients information is not passed on, this only happens if the patient contacts them and passes the information on. JW asked the group if they would like a representative to come in to talk to the group about the research and how it works. The group unanimously agreed. JW will pass this to AS to arrange.</p>	
	<p>AOB</p> <p>A question was raised about the extension following planning application signs being put up. JW was unable to answer many questions about it. It was requested that it is added to the agenda for the next meeting to discuss and for a GP partner to be present at the next meeting.</p> <p>Minutes of the PRG meetings are available for all to view on the CCG website at http://www.nottinghamwestccg.nhs.uk</p>	
	<p>Next meeting date: Tuesday 20th September at 6.30 p.m.</p>	