

**The Oaks Medical Centre
Patient Participation Group**

Minutes of the Meeting 6.30pm Tuesday 12/01/2016

PPG Members

Edwards Jolley (EJ) - Chair
Jill Thackray (JT)
John Thackray (JTH)
Barbara Worrall (BW)
Michael Worrall (MW)

Practice representatives

Dr Claire Harris (CH)
Jo Wolff Communication and Health & Safety Manager (JW)

Apologies

Sharon Bilbie
Ian Kirkdale

1	<p>Minutes of last meeting/matters arising</p> <p>A brief discussion took place around the CQC visit. The members who attended were quite positive and felt that they had answered questions openly and honestly and all the information they gave was positive.</p> <p>CH explained it takes months before we receive our full report but said the inspectors had been quite positive throughout the day and at the feedback at the end of the day. She also informed the group that they had said they were very impressed with certain aspects of the Practice so much so that they were taking some ideas back to their own Practices.</p> <p>A question was raised as to how the travel appointments were going and JW informed the group there hadn't been many enquiries yet but that was most likely due to the time of year. However the nurse team are working quite strictly to the 8 week timeframe and have directed a few patients to alternative services as there was less than 8 weeks until their date of travel.</p>	
2	<p>PRG</p> <p>No representative had been able to attend the most recent meeting so we have no update yet on the issues raised at the previous one by EJ. He will update the group as soon as he receives any feedback.</p>	
3	<p>PPG Constitution</p> <p>The group worked through the constitution kindly provided by Linden Group as an example. It was felt that a lot of it was irrelevant to our group and a lot of alterations were made. JW will type up agreed version and distribute with the minutes to members. We will review it at the next meeting and make any final alterations.</p>	
	<p>AOB</p> <p>JW informed the group of new staff members</p> <ul style="list-style-type: none"> i. Libby joined the reception team at the end of November as an 	

	<p>apprentice and is studying an NVQ qualification in Business and Administration.</p> <ul style="list-style-type: none"> ii. Kate joined the Practice on 4th January 2016 as a Practice Nurse. She has been qualified for one year and has been working at Landermeads Care Home. iii. Sophie will be joining the Practice in February as a Health Care Assistant. <p>A question was raised as to whether Alison would still be doing this job role. CH explained to the group that the phlebotomy contract had been awarded to the PICS team and Alisons role will move to them possibly from April. This means that we are not sure if Alison will continue to take bloods at the surgery or if she will be moved elsewhere. The system may mean we have a phlebotomist here a couple of days a week and on other days patients may be able to be seen at other locations such as Beeston Clinic/Dovecote house. Unfortunately we do not have full details yet.</p> <p>CH also informed the group that her last day before maternity leave will be 21st January 2016 as she will be taking some holiday before her maternity leave starts. The locum GP covering her maternity leave will start in February.</p> <p>She also informed the group that whilst discussing cover for her roles the GP's discussed the PPG and Practice representatives. They felt that JW would represent the Practice at the group and feedback to GP's but that a GP would attend any meetings JW or the group requested a GP to attend.</p> <p>A discussion took place around the NHS choices website. It was explained that the Practice had recently had a few reviews both positive and negative but the GPs feel that it is not representative of the Practice as a whole. The GPs wanted to canvas the opinions of the PPG as to how they would feel if they as patients made a positive comment to a GP and the GP suggested they put it on the NHS Choices website. The group felt this was acceptable and also suggested we draw up some leaflets to go on the reception desk and some smaller leaflets/cards to be kept in GPs rooms to hand to patients. JW will organise this.</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 8th March at 6.30 p.m.</p>	