

Oakfield Health Centre PPG Meeting Minutes

<u>Patient Participation Group</u>	
DATE:	Wednesday 20 th April 2022
TIME:	19.00
LOCATION:	Oakfield Meeting Room
ATTENDEES:	Dr Minhas, Dr Gill, Denise Payne & Emma Gale Patients: <i>*Please note info redacted in compliance with GDPR</i> YB, SB, PP, KW, RA, MH Apologies - PR

AGENDA ITEM:	Welcome & Introductions	PRESENTER:	Dr Minhas/Dr Gill
PRESENTATION POINTS:	<ul style="list-style-type: none"> • Dr Minhas thanked all members of the group for attending and giving up their time. • Full presentation giving background & Insight into Oakfield Health Centre, how we work and the plans for the PPG going forward. • Oakfield Health Centre and how it fits into a community that has very significant areas of deprivation. • How Oakfield has grown since 2015, & the continuing recruitment process. The wait time is 3-4 weeks for routine booked appointments, though urgent matters are dealt with on the day via telephone triage initially. This is in line with the national averages. Hopefully further recruiting will help lower this number. • 'The effect the pandemic had on the surgery and the challenges behind running vaccination clinics. KW (pt) Patients that she interacted with were very grateful for the vaccination and that it was done locally too. RM noted this had been a particular benefit to older and more vulnerable patients who had to wait outdoors at some of the larger vaccine centres due to very large queues'. • Oakfield was one of the first practices locally to see patients face to face for routine appointments, as local and national guidance changed. We let the patient decide if they want a F2F appointment or a telephone call. Around 90% of patients chose F2F. • Oakfield still has a mask mandate in place and we will continue to help Gravesend Foodbank with donations from patients purchasing masks. • Explanation of the Care – Coordinator team, Oakfield has the highest % of usage of the team in the PCN. 		

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	<ul style="list-style-type: none"> • Introduction of a new phone system, Oakfield listened to previous complaints from patients regarding the phone system, and as soon the existing contract could be cancelled, a new more robust system was introduced. It offers a ring back system and management can see what the waiting times are like at any time. Staff members can now log in and WFH, which is a great help with covid isolation practices in place. SB (pt) Very good feedback in the community regarding the new phone system, and especially the ring back system, people are pleased that this actually happens. • E-consult, this was pushed back for a while as feedback was not great and Oakfield did not want to attempt to introduce this system until the feedback was better. Staff are in the process of being trained now. • We are in the process of transforming the building. So that it does justice to the staff and patients going forward. The surgery should feel like a “more private clinic experience”.
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AGENDA ITEM:	Discussion & Suggestions	PRESENTER:	All
DISCUSSION:	<ul style="list-style-type: none"> • An online booking app was discussed, this can be looked into. Pts can already book online for routine F2F or telephone appts, we only open our screens up to 4 weeks ahead. Also at present we can't offer online Nurses appts such a smears, bloods, as pts book in when they aren't due/ or the procedure is needed. We will try to find a way pts can book in when needed. Points to review. • Could we have a cancellation line to encourage patients and decrease DNA's <p>KW (pt) Been a patient for 5 years and always had really good service. Is a volunteer for Oakfield.</p> <p>PP (pt) There was very good co-ordination regarding the covid clinic's.</p> <p>KW (pt) & SB (pt) suggested using facebook or texting as a way to remind patients of the best times to contact Oakfield.</p> <p>RA (pt) He expressed concerns and worries for the NHS. He is pleased that F2F appointments are now an option. He expressed that the demographics of the PPG need to change. Everyone was fairly middle class/wealthy.</p> <p>YB (pt) So glad she came. Totally outstanding what she had learnt from this PPG and what goes on behind the scenes. She didn't realise how many areas we covered. She is very happy with the treatment she has received here as a patient. She feels it's necessary that GP's give a personal approach to treatment.</p>		

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CONTINUED DISCUSSION:	<p>KW (pt) She wasn't surprised by what she learnt tonight, as she has been behind the scenes. Relieved she is registered here as a patient. It's refreshing what people say about Oakfield, compared to other surgeries in the community or what is written in the press, full of negativity. Looking ahead it would be nice to put more positive messages out.</p> <p>MH (pt) Blown away by the history of Oakfield given in the presentation and the amount of growth at the practice since 2015. The biggest job for most businesses is to get the right people and we have achieved that. Reiterated that we need to look at the demographics of the PPG.</p> <p>SB (pt) How can we get the message to those from more deprived households, maybe a PPG in the day when children at school. Engage people from all different walks of life.</p> <p>Dr Minhas, Dr Gill & Denise concluded the meeting by thanking all attendees again for their time and volunteering to help out with the group, it was great to have their continued support.</p>		

AGENDA ITEM:	The future...	PRESENTER:	All
ACTION POINTS:	<p>Possibilities being looked into:</p> <ul style="list-style-type: none"> • Use the You Said We Did approach • Future PPG's, invite members from the BME community and patients with young children. Aim to have more attendees (more of a range of demographics) and more frequent meetings. • Waiting room displays to catch participants with young families. • Maybe a more informal coffee morning during school hours. • Email copies of PPG minute. <p style="text-align: center;">Next PPG meeting – Mid July 2022</p>		