



**Oakhill Medical Practice
Patient Participation Group Meeting
Thursday 29th February 12:30pm**

PRESENT	
<u>Practice Representatives:</u> Practice Manager – Juliet Borrill Practice Administrator – Caroline Clarke-Mason GP – Dr Williams	<u>Patient Representatives:</u> Nick Welch – Chair Jan Dakin John Reedman Judith Parker
<u>Apologies:</u>	Next Meeting/s: agreed by all March 23rd 2024 at 12:30pm September 3rd 2024 at 12:30 pm

Minutes of Meeting

Opening and Welcome:

Meeting opened with introduction and welcoming new members to the meeting.

Previous Minutes:

- ✚ PPG members helped with a survey following last meeting – results waiting to be published.
- ✚ Regarding flooring for waiting room – this has been agreed by partners and quotes have been requested.

Practice:

- ✚ To advertise that a medical student will be in practice 3-days a week and shadowing GPs, Nurse and HCA when in clinic.
- ✚ More than happy for PPG group members to come in and update and add to notice boards.
- ✚

Nick:

- ❖ **Discussion of item 3: – Mobile Phone Etiquette**
- ❖ A friend of Nick's, who wishes to remain anonymous, was having a face-to-face consultation with a locum GP when the GP took a personal call on his mobile phone. Nick would like the GP to be notified that this is somewhat unprofessional.
Juliet – Practice Manager, was very shocked and surprised by this and agreed it is very unprofessional and was pleased this was brought to her attention and the issue will be raised and re-iterated to all staff members including all GPs and Locum GPs.

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❖ **Discussion of Item 4: - Telephone Consultations**

Nick is somewhat bias against them and feels that having a call from someone whom the patient doesn't know or vice versa., especially if patients are hearing impaired or if having to deliver bad news this is certainly better to deliver face-to-face and with more rapport.

All members accepting that phone consultations all have a place for patients.

AOB:

- ❖ **Lee Mellor – network lead on PPG** – Nick will share info to other members who may benefit.
- ❖ **Sit & wait clinic** – some feel this could be thought about and re-introduce this system – practice feels this is not sustainable at the moment.
- ❖ **Telephone message** – update message to advise patients that face-to-face appointments are available on the day.
- ❖ **John brought in a questionnaire** – how the PPG can assist the patients and the practice, this is to be considered to add to the website.
- ❖ **Virtual PPG** – are we able to re-connect with previous patients in this cohort ? Juliet will try and contact previous PM to see what she did.

Action plan:

- PPG icon on website requested to be in a more prominent position. **Actioned**
- Terms of reference to be added to website. **Actioned**
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Agreed:

Future meeting/s

- ❖ **23 May 2024 at 12:30 pm**
- ❖ **5th September 2024 12:30 pm**

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