



**Oakhill Medical Practice
Patient Participation Group Meeting
Thursday 23rd May 2024 12:30pm**

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

Minutes of Meeting

Opening and Welcome:

Juliet opened the meeting introducing herself and welcoming all to the meeting.

Previous minutes:

- ✚ Amend / add virtual PPG cohort to notes.

Practice:

- ✚ Quote on flooring has been sought, practice is deciding who and when this can be completed, also practice need to check that flooring is CQC compliant.
 - ✚ Survey information has been gathered, if any member wanted to come into the practice to help collate the info, they are welcome to – no-one volunteered.
 - ✚ Juliet updated on Spring Covid-19 booster. Information on uptake passed around, noted slow uptake, explained that pharmacy are also doing these.
 - ✚ Friends and Family feedback / comments are shared on the home page of the website.
 - ✚ We have also now taken ownership of our Google reviews and can now reply to them.
- Quite a while was spent on discussing patient expectations and the way the practice sees matters. The PPG feels that the Practice is not doing what it says it is doing! and feel the communication between patients and practice is not working. The Practice feel that patients need to be more realistic in their expectations.



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Nick:

- ❖ Concerned about the practice paying for locums and the Partners don't work fulltime ie 10 sessions a week – explained that not all partners or salaried GPs can work 5-full days as they have other practice related business to do and we feel the Practice is run as good as it has ever been in relation to our list size.

Jan

- ❖ Concerned about ringing at 8am and being 13th in the queue! Feels people are losing trust in GPs and feels that we don't have compassion – alternative to this would be total triage on-line and explained that this would not benefit our demographic of patients as most are elderly and have no concept of on-line and this would put them at a disadvantage.

AOB:

- Nick subscribes to Derbyshire Healthwatch updates and was asking about Falls prevention – can we develop on this, ?audit frailty patients -, explained that we have a severe frailty register which patients are cross referenced against known falls

Action plan:



Questions:

Agreed:

- ❖ **Next meeting Tuesday 3rd September 2024 at 12:30pm**