



**Oakhill Medical Practice**  
**Patient Participation Group Meeting**  
**Tuesday 3rd September 2024 at 12:30pm**

<b>PRESENT</b>	
<b><u>Practice Representatives:</u></b> Practice Manager – Juliet Borrill Practice Administrator – Caroline Clarke-Mason GP – Dr E Guirey	<b><u>Patient Representatives:</u></b> Chair: Nick Welch Jan Dakin Judith Parker
<b><u>Apologies:</u></b> John Reedman	Next Meeting: agreed by all. 16th January 2025

**Minutes of Meeting**

**Opening and Welcome:**

- 1) JR's apologies were recorded
- 2) The minutes from the last meeting were circulated by CC-M and read
- 3) 2 items were referred to: a) the spiffing new carpet, and b) the offer of a call-back for those trying to phone the Practice and who find themselves in a 'long' queue.
- 4) JP raised the issue that Medicines online have carped about Oakhill being slow to respond, when in fact the meeting felt it's probably their system that is slow...
- 5) NW raised the issue of Peak Pharmacy out-sourcing the fulfilment of prescriptions, leading to a dispensing time of up to 5-days, and asked JB to amend the Practice Px order webpage to notify this potentially longer wait.
- 6) The Meeting discussed the National Association of Patient Participation (NAPP). JB agreed to look at the web site and then discuss with NW if the Practice and our PPG would benefit from membership.  
NW also asked about the other Practice's PPGs and if JB could get him access to the meetings.
- 7) NW expressed concern that he'd been told of another disgruntled patient.  
The meeting concluded that overall matters reflect modern GP practice and expectations referring back to times well passed...



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8) AOB:

JD asked that the 2017 CQC report be taken down as it is now totally out of date.,

however, as per CQC guidelines: 'By law, care providers have to display the ratings given to them. They must display them in the places where they provide care, somewhere that people who use their services can easily see them. This might be the main entrance to a hospital or the waiting area of a GP surgery.

They must also show their ratings on their website, if they have one'.

Therefore, Oakhill must still display the rating given, irrespective of the date, which will be in the waiting room area in a visible place for all patients and visitors to see and this is also available to view on the website as per current CQC guidelines. Please see the link below for further clarification.

<https://www.cqc.org.uk/about-us/how-we-do-our-job/ratings>

JB agreed to print off the National Satisfaction survey and put that up. NW reminded JB that she was going to get access to the 'old' Virtual Groups email addresses and see if we can resurrect that part of our Group. CC-M told us that she had gotten hold of a large number of 'Flu jabs, which the Practice will be able to use from October 1<sup>st</sup>. Appointments are already available to pre-book. She also told us, that the winter COVID jab will also be available at the same time. JP offered to Marshal on October 9th

9) The date of our next meeting will be 16<sup>th</sup> January 2025 at 12.30

10) NW thanked JB for the facilities and the attendees for coming to the meeting.