

**OAKHAM MEDICAL PRACTICE (OMP) AND MARKET OVERTON AND SOMERBY (MOSS) SURGERIES
PRACTICE PATIENT GROUP (PPG) MEETING – 20 MAY 2015**

Attended

NAME	APPOINTMENT
Ian Razzell (IGR)	Business Manager
Sherry Bullough (SB)	Practice Administrator (Secretary)
Elizabeth Bell (EB)	Patient from MARKO
Patricia Flynn (PF)	Patient from Somerby
Rosemary Lorkings (RL)	Patient from MARKO
Miriam Bird (MB)	Patient from Somerby
Frank Hayes (FH)	Patient from MARKO
Andrew Stewart (AS)	Patient from MARKO

Apologies received

NAME	APPOINTMENT
Mr Hitchcock	Patient from MARKO
Mrs Hitchcock	Patient from MARKO

SER	ISSUE	LEAD	DISCUSSION	ACTION
1	Minutes of last meeting	IGR	Not available	IGR
2	Introductions	All	<p>All those present were given the opportunity to introduce themselves and in particular, the new Business Manager for the surgeries gave all present some background on his previous medical employment in the military.</p> <p>FH thanked all present for their engagement and explained that this was his last meeting as he was moving away from the area. He wished everyone well in the future.</p>	NIL NIL
3	Matters from the floor	IGR	<p>With no formal agenda and no committee selected at this time, IGR took questions from the floor:</p> <p>All those present wanted to understand what the PPG was for and how it worked. IGR explained that it was designed to be owned by the patients and was a friendly critic of the Practice and Surgeries, acting as eyes and ears close to the patient grouping. IGR emphasised throughout the meeting that the group will be supported by the Practice through premises provision but the PPG should look to function alongside the Surgery with support from formal membership of the National Association of Patient Participation (NAPP). IGR also made clear that he would support the PPG personally until August 2015 but thereafter it would require a committee structure with Chair and members.</p>	

		<p>IGR then addressed several concerns from those present including:</p> <p>Access to GPs – IGR explained that along with the rest of the UK, Rutland is experiencing difficulty in recruiting GPs into vacancies. The two Surgeries have seen an increase of 40% in the patient base over the last four years and no increase in Doctors. The PPG were asked to help manage patient expectations by recognising that Nurse led clinics were available and could be used fully by the population to ease demand on GP time.</p> <p>Communication – Several of those present felt that communication between the Practice and its patients could be improved. Specifically, it was mentioned that the walk-in clinic amendments were not advertised as well as they might have been. IGR apologised on behalf of the surgery and advised that in some cases the expectations of patients exceed the capability and capacity of the surgery. In this case, walk in clinics were still available but the decision to better balance patient time with appropriate healthcare providers had led to adjustments. IGR advised that in future, the practice would endeavour to consult on major changes where possible. IGR also agreed to email all those present within 24 hours to re-establish communications with the PPG members.</p> <p>RL made a very generous offer to provide printing facilities for the PPG. This was gratefully accepted as plans progress to publicise the work of the PPG over the coming months.</p> <p>PPG advertising – All of those present felt that the PPG could be better advertised, possibly through Parish Councils and Magazines. All PPG members attending were asked by IGR to engage in this principle and through their contacts, enable Parish Council involvement. IGR is also happy to write articles for the Parish Magazines if they are happy to receive them.</p> <p>PF asked about the possibility of meetings in Somerby. It was agreed that this could happen – dates for the future TBC.</p> <p>Summary As this was the first meeting for some</p>	<p>IGR</p> <p>RL</p> <p>IGR</p> <p>IGR</p>
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			time, it was agreed that communications between the surgeries and patients need to improve. Patient Satisfaction surveys are considered important and this is something the PPG will focus on over the coming months. Membership was also considered as a key factor and it is hoped that through Parish Council engagement, more can be done to attract younger members of the community to join the PPG.	
6	Any other business		Nil	
7	Date of next meeting		IGR to contact all members and confirm the next meeting date.	IGR