

OCHS PPG Core Group (CG) Meeting Notes – Mon 11 April 2022

Present:

Patient Participation Group (PPG) CG: Audrey Alford (AA), Paul Alford (PA), Anne Allan (AnA)
Shri Mehrotra (SM), David Williams (DW)

Practice (for first part of meeting): JM

Item	Action
<u>1. Apologies</u> None	
<u>2. Actions from meeting notes 11/11/2021</u> <ul style="list-style-type: none"> • <u>Action 1</u> – AnA completed; notes of CG meeting sent to Practice for sharing and website. • <u>Action 2</u> – AnA completed; CG meeting notes sent to VG • <u>Action 3</u> – Incomplete; Review of Practice leaflet still in process – see 4 • <u>Action 4</u> – Part complete; Newsletter is laminated and on PPG noticeboard. The PPG patient information sheet is too small - see 4 • <u>Actions 5</u> – Incomplete; liaison between CG and Practice ongoing regarding signage and directions – see 4 • <u>Action 6</u> – AA completed; information for PPG web page amended • <u>Action 7</u> – PA completed follow up on outstanding PRG matters • <u>Action 8</u> – PA completed; responded to A McD's email regarding proposed meeting • <u>Action 9</u> – AA completed; meeting date agreed 	<u>ACTION 1:</u> AnA to send PPG notes of CG meetings 11/04/22 to Practice for sharing and uploading to website
<u>3. Correspondence</u> <ol style="list-style-type: none"> a) Virtual Group (VG) 70 members, Core Group (CG) 5. b) AA provided details of 2 new patient contacts to be added to the VG group 	<u>ACTION 2:</u> AnA to add 2 new patients to VG <u>ACTION 3:</u> AnA to send 11/4/22 meeting notes to VG when finalised
<u>4. Update from Practice and CG</u> <ol style="list-style-type: none"> 1) <u>Practice leaflet</u> – The Practice and CG had previously agreed that the current patient leaflet needed updating. The CG spent much of the meeting reviewing and updating this leaflet. Once approved by the Practice it will be printed and available in the waiting area. 2) <u>PPG noticeboard</u> – The Newsletter is laminated and on the board. A patient information sheet is also on the board but too small so AA will request an enlarged copy to replace it. 3) <u>Door signage</u> – previously discussed (small numbers in black on grey backgrounds is not ideal). Black on yellow or black on white would be preferable. 	<u>ACTION 4:</u> AnA to amend and send the CG's draft updated patient leaflet to the Practice for their approval/alteration before printing. <u>ACTION 5:</u> AA to request a larger copy of the patient information sheet be laminated by the Practice for the PPG noticeboard.

<p>4) <u>Direction to rooms 23 and 24</u> – previously discussed. If possible it would be helpful if they were in the main lobby in order to be seen from the upper waiting area.</p> <p>5) <u>Website</u> – AA has updated the PPG web page information to go on the OCH website and sent it to the Practice.</p>	<p><u>ACTION 6:</u> AA to liaise with Practice over possible improvements to door signage and directions.</p>
<p><u>5. Newsletter</u> The latest Newsletter is up to date.</p>	<p><u>ACTION 7:</u> AnA to put Newsletter as an item on the next agenda.</p>
<p><u>6. Patient Reference Group</u></p> <ul style="list-style-type: none"> a) Notes of the PRG meeting on 22/03/22 were circulated by SM and gone through in detail. b) Sutton Community Pharmacies; for those who may not be aware pharmacists now also work inside Practices. c) Paper prescriptions. Not every pharmacy issues them. However, people can ask their pharmacist for a paper copy of their prescription if they want it. d) Date of next meeting 18/05/22 PA and SM to attend. 	
<p><u>7. Date of next meeting</u> CG wish to suggest a Liaison/Core meeting with the Practice. Possible date:- Mon 30th May 2022; venue OCH Surgery 3.00 (Liaison) 3.30 Core.</p>	<p><u>ACTION 8:</u> AA to liaise with Practice and CG to set a date for the next meeting</p>
<p><u>8. AOB</u> A patient had reported a matter to the CG. After some discussion it was agreed the patient should write to the Patient Liaison Manager at the Practice.</p>	