

OCHS PPG Core Group (CG) Meeting Notes – Thurs 11 November 2021

Present:

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

Item	Action
<u>1. Apologies</u> None	
<u>2. Actions from meeting notes 30/09/2021</u> <ul style="list-style-type: none"> • <u>Action 1</u> – AnA sent meeting notes from 1/10/2020 to JM - action needs repeating as notes not on website • <u>Action 2</u> – AA completed; referred matter to Andrew McDonald (see 3a) • <u>Action 3</u> – AnA completed; has replied to patient enquiry • <u>Action 4</u> – AnA completed (see 3b) • <u>Actions 5 & 6</u> – SM completed; talked to Practice about parking issues and raised with Sutton Neighbourhood Watch • <u>Action 7</u> – AnA not yet received a reply regarding Practice Newsletter articles so action needs repeating • <u>Actions 8 & 9</u> - completed by DW and AnA however newsletter not yet published so action needs repeating • <u>Action 10</u> – PA completed PRG report; SM to send report of previous PRG meeting – repeat this part of the action • <u>Action 11</u> – AA completed; contacted Andrew to indicate that CG have already responded to the Spring Consultation • <u>Action 12</u> – AnA completed; as revised Terms of reference are not yet on the website action needs repeating • <u>Action 13</u> – AA part completed; JM replied to telephone appointment query not hub query repeat this part of the action • <u>Action 14</u> - AA completed; JM responded that there is no guidance about paper prescriptions • <u>Action 15</u> – PA due to raise paper prescriptions with PRG at meeting on 11/11/21 • <u>Action 16</u> – AA completed, AnA has received a contribution to PPG secretarial expenses 	<u>ACTION 1:</u> AnA to re-send meeting notes from 1/10/2020 to JM for the Practice and website
<u>3. Correspondence</u> <ul style="list-style-type: none"> a) The request from a Primary Care Research Nurse asking to attend a PPG meeting to give a presentation was referred to Andrew McDonald and a response received. 	

<p>b) Virtual Group (VG) 71 members Core Group (CG) 5. VG sent notes from 1/10/21, 30/09/21 and advance notice of Newsletter. One email bounced back as work space was full.</p>	
<p><u>4. Update from Practice and CG</u></p> <p>a) <u>Ongoing matters from previous Liaison meeting</u></p> <ol style="list-style-type: none"> I. <i>Door signage</i> – small number in black on grey background not ideal. Would be better if black on yellow or black on white. II. <i>Direction to rooms 23 and 24</i> - needs to be in main lobby in order to be seen from upper waiting area. CG pleased to note that the sound alert for patients is on. III. <i>Facebook</i> – would benefit from updating IV. <i>Parking problems</i> – the Practice have been experiencing a wide range of difficulties. SM has discussed with the Practice. He raised the matter with Sutton Neighbourhood Watch who view it as a Council problem. <p>b) <u>Reception Query</u> - AA had received a reply from the Practice regarding the process that reception staff go through when someone rings and there are no immediate appointments. <i>Urgent</i> – add to Duty Doctor's list. <i>Non-Urgent</i> – offer a pre-book within 2 weeks; offer appropriate appointment with another clinician if possible e.g. Advanced Nurse Practitioner, Nurse, Physio; advise to phone back at 8am next day.</p> <p>c) <u>Hub Query</u> - The CG would like the Practice to clarify the hub situation.</p> <p>d) <u>Newsletter</u> - A new Autumn/Winter 2021 should be written and circulated soon</p> <p>d) <u>Practice poster</u> – for reception and website. Draft sent to CG for comments. CG generally very positive. Comments to feedback – under NURSE perhaps something broader or nothing; under SOCIAL PRESCRIBER non-medical issues; under HEALTH COACH return to fitness</p>	<p><u>ACTION 2:</u> Keep parking and other ongoing items on agenda</p> <p><u>ACTION 3:</u> Keep booking appointments by phone on agenda</p> <p><u>ACTION 4:</u> AA to contact JM for clarity on the hub.</p> <p><u>ACTION 5:</u> AA to feedback positive response to poster and CG comments to the Practice</p>
<p><u>5. Newsletter</u></p> <p>The CG were under the impression that the Practice would be writing an article informing patients of the new ARRS roles.</p> <p>The Practice may wish to cover items about blood tests, vaccinations, personnel etc.</p>	<p><u>ACTION 6:</u> AnA to seek to clarify with the Practice if they are writing the article on new Additional Roles Reimbursement Scheme (ARRS) roles</p>

<p>PPG article completed by DW and draft newsletter sent to Practice.</p> <p>CG suggested newsletter be circulated as follows:-</p> <ul style="list-style-type: none"> • via appointments with GPs, nurses • handed out at various clinics, vaccinations etc • given out at reception and available at desk • available on the website • available on Facebook • circulated to the VG 	<p><u>ACTION 7:</u> (If AA has no reply) AnA to re-send email draft newsletter to JM for Practice to amend, add their own articles and publish. Include CG suggested circulation methods</p>
<p><u>6. Patient Representative Group</u></p> <ol style="list-style-type: none"> CG had received PA's report from 14/9/21. SM to circulate a precis of the PRG meeting from over 2 months ago. AA had received an email from Sue Healy Chair of Robin Hood Lane PPG requesting information about how OCH PPG worked. AA and PA's response was shown to the CG. Guidance and Operating Procedures for GPs. A summary has been written for the forthcoming newsletter. AnA raised a problem with the 119 service which had no knowledge of the St Nicholas Centre in Sutton as a Covid vaccination centre. Paper prescriptions. The CG had raised the inconsistencies with issuing paper prescriptions with the Practice who had responded that there is no guidance/strategy that they are aware of. Therefore the CG decided to raise the matter with the PRG. Date of next meeting 11/11/21 PA and SM to attend. After this next meeting will be sometime in Jan 2022. 	<p><u>ACTION 8:</u> SM to circulate a short summary of the PRG meeting from several months ago to CG.</p> <p><u>ACTION 9:</u> SM (or anyone else) to find and send to AnA by email the Guidance and Operating Procedures for GPs <u>and/or</u> 'Why are GP practices working differently?'</p> <p><u>ACTION 10:</u> AnA to send the Guidance and Operating Procedures for GPs to the VG.</p> <p><u>ACTION 11:</u> PA to raise problem with 119 at meeting on 11/11/21</p> <p><u>ACTION 12:</u> PA to raise the inconsistencies with issuing paper prescriptions at meeting on 11/11/21</p>
<p><u>7. PPG Terms of Reference</u></p> <p>The original Terms of Reference drawn up in July 2017 were revised and updated in September 2021.</p>	<p><u>ACTION 13:</u> AnA to re-send new Terms of Reference to JM for uploading to website.</p>
<p><u>8. Date of next meeting</u></p> <p>CG wish to suggest a Liaison meeting with the Practice. Possible dates:- Fri 26th Nov; Fri 3rd Dec, Tues 14th Dec (morning only), Weds 15th Dec (after 3pm), Fri 17th Dec (not between 12midday-2.00pm) venue OCH Surgery</p>	<p><u>ACTION 14:</u> AA to liaise with Practice and CG to set a date for the next meeting</p>
<p><u>9. AOB</u></p> <p>None</p>	