

OCHS PPG Core Group (CG) Meeting Notes – Mon 12 September 2022

Present:

Patient Participation Group (PPG) CG: Audrey Alford (AA), Paul Alford (PA), Anne Allan (AnA)

David Williams (DW)

Practice (for first part of meeting): JM

Item	Action
<u>1. Apologies</u>	
<u>2. Actions from meeting notes 30/05/2021</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> – AA checked notes on website, 14/2/22 are on, 11/4/22 not yet on the website <u>Action 3</u> – AnA completed; CG meeting notes sent to VG <u>Action 4</u> – AA completed; front door sign explains reception don't book appointments before 8am <u>Action 5</u> – AnA completed; draft patient leaflet sent to Practice see 4 <u>Action 6</u> – AA completed; larger patient info sheet laminated and on PPG noticeboard <u>Actions 7</u> – AA part completed; liaison between CG and Practice ongoing regarding signage, directions and pop-up in reception– see 4 <u>Action 8</u> –HealthWatch awareness statement sent to AnA for newsletter by AA <u>Action 9</u> – AnA completed; draft summer 2022 newsletter sent to Practice – see 5 <u>Action 10</u> - PA & SM completed; clarity on paper prescriptions established – see 6 <u>Action 11</u> - AnA completed; ongoing digital support offered and ipad/tablet availability established – see 6 <u>Action12</u> – AA completed; meeting date agreed <u>Action 13</u> – AnA completed; PCN an item on agenda – see 7 <u>Action 14</u> – AA and SM waiting to attend PCN meetings – see 7 	<p><u>ACTION 1:</u> AnA to send PPG notes of CG meetings 12/09/22 to Practice for sharing and uploading to website</p> <p><u>ACTION 2:</u> AA to check that notes of meetings 11/4/22 are on the OCH website and contact JM Practice if not.</p>
<u>3. Correspondence</u> <ul style="list-style-type: none"> a) Virtual Group (VG) list updated to 76 members, Core Group (CG) 5. 1 VG has been removed. 1 new patient has applied will be added to the VG 	<p><u>ACTION 3:</u> AnA to send 12/9/22 meeting notes to VG when finalised. 1 member to be removed and 1 new to be added.</p>
<u>4. Update from Practice and CG</u> <ul style="list-style-type: none"> a) <u>Practice leaflet</u> – A revised leaflet is available in the waiting area, however the PPG email address is now out of date and needs amending to ochppg156@yahoo.com b) <u>Door signage</u> – improved - blue on white. Still awaiting new signs for rooms 2 and 3. 	<p><u>ACTION 4:</u> AnA to request that PPG email address is amended before the next print run of the leaflet.</p> <p><u>ACTION: 5:</u> confirm all signage and directions are complete at the next meeting</p>

<p>c) <u>Directions to rooms 23 and 24</u> - have been relocated as necessary.</p> <p>d) <u>Pop-up PPG board</u> - new PPG email address means the current pop-up is out of date. The Practice have this matter in hand.</p> <p>e) <u>National Survey</u> - a nationwide survey by the NHS about patient experiences was discussed. A random selection of approx. 1% of OCH patients were selected to complete it. More information will be available in the next newsletter (see 5).</p>	<p><u>ACTION 6:</u> update on progress with the PPG pop-up board at the next meeting</p> <p><u>ACTION 7:</u> AnA to send PPG comments to Practice</p> <p><u>ACTION 8:</u> website to be discussed at the next meeting with the Practice</p>
<p><u>5. Newsletter</u></p> <p>The summer 2022 newsletter has been published. It would be helpful if it could be added to the PPG link on the Practice website. A text link had been sent to patients.</p> <p>It was suggested that the next newsletter be published by 1st December 2022 – winter 2022/2023.</p> <p>PPG article(s) may cover:</p> <ul style="list-style-type: none"> Information about the National Survey; reiterate roles in the Practice; signage; 'flu/Covid vaccinations coming; telephone system under review; <p>The Practice may wish to cover items about Covid/'flu vaccinations; personnel; Primary Care Network (PCN) and/or any other information.</p>	<p><u>ACTION 9:</u> AA to check if the newsletter has been added to the PPG link on OCH website.</p> <p><u>ACTION 10:</u> AnA to email draft newsletter to JM for Practice to amend, add their own articles and publish.</p> <p>AnA to request email with previous summer newsletter attached to use as a template.</p>
<p><u>6. Patient Reference Group</u></p> <p>a) <u>Notes of the PRG meeting</u> on 19/07/22 had been circulated by PA.</p> <p>b) <u>Paper prescriptions</u> - these should always be provided by pharmacists on request.</p> <p>c) <u>Extended access</u> - (previously extended hours) - from October this will be available Mon-Fri 6.30-8.00pm; Sat/Sun 8.00am-8.00pm offering face to face, video and phone appointments plus pharmacy and physio appointments.</p> <p>d) <u>Digital exclusion</u> - SM has offered to assist people who wish improve their digital skills to access medical services e.g. booking appointments. The Practice have some equipment that could possibly be used.</p> <p>e) <u>Date of next meeting</u> 21/9/22 PA to attend.</p>	<p><u>ACTION 11:</u> PA to check with SM if he has been able to obtain a paper prescription from his pharmacist</p> <p><u>ACTION 12:</u> digital exclusion to be discussed at the next meeting</p>
<p><u>7. Primary Care Network (PCN)</u></p> <p>No meetings held to date.</p>	
<p><u>8. Date of next meeting</u></p> <p>The CG wish to suggest a Liaison/Core meeting with the Practice. Possible date: - Mon 17th Oct 2022; venue OCH Surgery 3.00 (Liaison) 3.30 Core.</p>	<p><u>ACTION 13:</u> AA to liaise with Practice and CG to set a date for the next meeting</p>
<p><u>9. AOB</u></p> <p>New PPG email address - ochppg156@yahoo.com</p>	