

OCHS PPG Core Group (CG) Meeting Notes – Mon 30 May 2022

Present:

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

Shri Mehrotra (SM)

Practice (for first part of meeting): PD

Item	Action
<u>1. Apologies</u> David Williams (DW)	
<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; 2 new patients added to VG <u>Action 3</u> – AnA completed; CG meeting notes sent to VG <u>Action 4</u> – AnA completed; CG's draft of Practice leaflet sent to Practice – see 4 <u>Action 5</u> – Incomplete as PPG patient information sheet is too small - see 4 <u>Actions 6</u> – Incomplete; liaison between CG and Practice ongoing regarding signage and directions – see 4 <u>Action 7</u> – completed; newsletter on agenda - see 5 <u>Action 8</u> – AA completed; meeting date agreed 	<p><u>ACTION 1:</u> AnA to send PPG notes of CG meetings 30/05/22 to Practice for sharing and uploading to website</p> <p><u>ACTION 2:</u> AA to check that notes of meetings 14/2/22 and 11/4/22 are on the OCH website and contact JM Practice if not.</p>
<u>3. Correspondence</u> <p>a) Virtual Group (VG) list updated to 74 members, Core Group (CG) 5.</p>	<p><u>ACTION 3:</u> AnA to send 30/5/22 meeting notes to VG when finalised</p>
<u>4. Update from Practice and CG</u> <p>1) <u>Appointments</u> – As things return to normal it was suggested that booking appointments by phone and in person should now start at the same time each day for parity i.e. 8am. It was agreed that a new 'updated' sign on the front door should outline that Reception no longer starts booking appointments before 8am in order to avoid any confusion.</p> <p>2) <u>Practice leaflet</u> – Following on from point 1, it was proposed that a small amendment be made to the Practice leaflet. Under the heading 'Opening Times' it should be made clear that Reception is open for booking appointments from 8.00-19.00 each day (i.e. starting at the same time as the phone lines open). Once approved by the Practice the revised leaflet will be printed and available in the waiting area.</p> <p>3) <u>PPG noticeboard</u> – The patient information sheet on the board is too small so AA will provide an enlarged copy to replace it.</p>	<p><u>ACTION 4:</u> AA to contact JM with suggestion for an updated front door sign regarding reception no longer booking appointments before 8am</p> <p><u>ACTION: 5</u> AnA to alter and send the proposed patient leaflet to the Practice for their approval/amendment before printing.</p> <p><u>ACTION 6:</u> AA to provide a larger copy of the patient information sheet to be laminated by the Practice for the PPG noticeboard.</p>

<p>4) <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.</p> <p>5) <u>Directions to rooms 23 and 24</u> – as previously discussed it would be helpful if they were in the main lobby in order to be seen from the upper waiting area.</p>	<p><u>ACTION 7:</u> AA to liaise with Practice over possible improvements to door signage and directions.</p>
<p><u>5. Newsletter</u></p> <p>It was suggested that the next newsletter be published in the summer.</p> <p>PPG article(s) as follows:</p> <ul style="list-style-type: none"> • Information about the Patient Participation Group (PPG) and Virtual Group (VG) membership – taken from the patient information sheet on the PPG noticeboard (AnA) • Short awareness statement about HealthWatch (AA) <p>The Practice may wish to cover items about post COVID arrangements including that, for parity, booking appointments at reception will no longer start before 8am; vaccinations; personnel; Primary Care Network (PCN) and/or any other information.</p>	<p><u>ACTION 8:</u> AA to send HealthWatch awareness statement to AA</p> <p><u>ACTION 9:</u> AnA to email draft newsletter to JM for Practice to amend, add their own articles and publish</p>
<p><u>6. Patient Reference Group</u></p> <p>a) Notes of the PRG meeting on 18/05/22 were circulated by SM and gone through in detail.</p> <p>b) Paper prescriptions. SM and PA to raise this issue again as there is a query regarding item 3d in the minutes.</p> <p>c) Digital exclusion: SM kindly offered to assist people who wish improve their digital skills to access medical services e.g. booking appointments. The CG to query if the Practice have any ipads.</p> <p>d) Date of next meeting 19/07/22 PA and SM to attend.</p>	<p><u>ACTION 10:</u> SM and PA to seek clarity from the PRG on the issue of paper prescriptions again</p> <p><u>ACTION 11:</u> AnA to contact the Practice with SM's digital support offer (and also ask the Practice if they have any ipads)</p>
<p><u>7. Date of next meeting</u></p> <p>The CG wish to suggest a Liaison/Core meeting with the Practice. Possible date: - Mon 12th Sept 2022; venue OCH Surgery 3.00 (Liaison) 3.30 Core.</p>	<p><u>ACTION 12:</u> AA to liaise with Practice and CG to set a date for the next meeting</p>
<p><u>8. AOB</u></p> <p>Primary Care Network (PCN)</p> <p>This item needs to be added to the agenda for the next meeting. It was agreed that AA and SM would attend PCN meetings</p> <p>New PPG email address (post meeting addition)</p> <p>ochppg156@yahoo.com</p>	<p><u>ACTION 13:</u> AnA to add PCN to the agenda of the next meeting after PRG.</p> <p><u>ACTION 14:</u> AA and SM to attend PCN meetings</p>