**OCHS PPG Core Group (CG) Meeting Notes – Thurs 1 October 2020**

Present:

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

|  |  |
| --- | --- |
| **Item** | **Action** |
| **1. Apologies**NoneHannah Street has left having moved out of the area.Sharon’s attendance, as an observer from another PPG, has been deferred to a later date due to C-19. |  |
| **2. Update****From Chair:**Meeting for local PPG Chairs, 10 people attendedHighlights:* Not much PPG activity at the moment
* Wider patient engagement
* Too many surveys
* Disseminating information to patients
* Primary Care Networks
* Keeping Sutton safe
* Pam from HealthWatch (HW) is stepping down this October/November.

**Visit to refurbished surgery**AA and DW viewed OCH and confirmed some issues identified by the Practice were still outstanding.AA and PA attended more recently and all issues have been resolved. However, some concern remains that only 1 disabled parking slot is easily available the other is blocked by a pop-up which has to be unlocked. This could cause problems if 2 patients require a disabled bay at the same time.We wondered if it would it be possible to:-* ring to reserve 1 of the disabled parking slots if attending for an appointment/treatment
* have information about the new disabled parking incorporated into the TV display
* have an item in the newsletter
* have information inserted into the Practice leaflet
* have information on the website
* send information to the Virtual Group (VG) via the CG.

All information should be consistent and reuse same lines for newsletter as other promotional material.**From DW:** Improving Healthcare Together (IHT)DW had provided many time slots in reception to promote the IHT consultation. He had spoken to a lot of people all of whom were in agreement with the new hospital being sited in Sutton. All aspects of the new hospital have been well researched. | **ACTION 1:** AA to send CG thoughts regarding disabled parking to JM for the Practice to consider |
| **3. Update from Practice**Email sent to AA from Jackie (JM).Following the refurbishment the Practice has written or texted all the ex-Dr Elliott patients to update them and advise that they will no longer be providing appointments from RHL. They have spoken to everyone who has contacted them. |  |
| **4. Patient Representative Group (PRG)**At the last meeting there was a presentation by one of the Primary Care Networks (PCN) clinical leads. A lot more information will be coming out in November so more will be reported at our next meeting.Social prescribing is being organized in Sutton by Age UK who are attending the next PRG meeting to explain how they will be operating. Initially there will be one Social Prescriber (to be called a Link Worker) per PCN. In time it is hoped to have one per practice. More will be reported at our next meeting.It was agreed that Shri would act as a replacement for Hannah and be a PRG rep along with PA.* Next PRG meeting 10th November 2020, 6.00-8.00pm.
* Either PA and/or SM will attend – to decide between themselves.
 | **ACTION 2:** AA to inform Pam (HW) about the change of PRG Reps. |
| **5. Newsletter**Spring 2020 was published. Now an Autumn/Winter 2020 newsletter needs to be drafted.PPG articles as follows:* + PPG inspection of OCH refurbishment
	+ Refurbishment complete
	+ Emergency Care Hospital
	+ Primary Care Networks
	+ Advert for VG members
	+ Covid-19 restoration – hospital appointments
	+ Video link about GP services (once permission is obtained). However it is on YouTube
	+ Excellent community reaction to Covid-19 across Sutton

The Practice may wish to cover flu vaccinations, personnel, how OCH is operating at the moment, disabled parking etc. | **ACTION 3:** DW to draft all items other than VG advert and circulate for comments**ACTION 4:** AnA/AA to draft VG advert**ACTION 5:** SM to send video link about GP services to CG so DW can insert into articles**ACTION 6:** AnA to email draft newsletter to Jackie for Practice to amend, add their own articles (hopefully including new disabled parking) and publish |
| **6. Website**All alright at the moment, Covid-19 features on the front page, the Spring 2020 newsletter is available and notes of meetings are up to date.Notes of the meeting on 27/2/20 were agreed for sending to JM for uploading to the website.We recommended that the results of the National GP Survey should be published on the website as positive for OCH as well as interesting. | **ACTION 7:** AnA to send CG notes from 27/2/20 to JM for publication on the website**ACTION 8:** AnA to ask JM if National GP Survey could be made available on the website |
| **7. Surveys**The meeting for PPG Chairs raised the issue of too many surveys plus the problems of circulating those that are genuinely needed.Although we had drafted an Annual Patient Survey for 2020 it was decided not to implement it.The SWLCCG (South West London Clinical Group) are likely to produce a cross borough survey (in conjunction with HW) in 2021. This would be part of the new GP engagement scheme (NHS Sutton funded). This survey would be to assess and meet patients’ needs now. As in previous years the PPG would offer to help completion of surveys if C-19 circumstances allowed.As a result of the above we would like to confirm with the Practice that an in-house Patient Survey will not be needed next year.The group thanked SM for his work in collating the (pre C-19) NHS England National GP Patient Survey results, which the Practice had also been grateful to receive – *see Action 9* | **ACTION 9:** AA to confirm with Jackie that the Practice will not be running their own Patient Survey in 2021 |
| **8. Primary Care Networks (PCN)**A lot more information will be coming out in November so more will be reported at our next meeting *see item 4 PRG*. |  |
| **9. Virtual Group*** AnA has updated the list of VG contacts and there are currently 76 members.
* Core Group notes sent to VG for 16/1/20, 7/2/20, 27/2/20
* Spring 2020 Newsletter sent to VG
 |  |
| **10. AOB****Promotion of flu vaccine**Concern that some patients won’t want to go to the surgery. Promotion could help and include being added to the newsletter/website, as a message on paper repeat prescriptions, put on the digital display in reception. The National TV advert may also help.**Sutton Restoration Group**The way forward for practices with regards to Covid-19. More detail will be published in the next newsletter.**Health Assurance Seminar**SM had been able to attend this Zoom seminar. There is a helpful video presentation about GP services that would be appropriate for us to see. As it is available on YouTube there should be no confidentiality issues. *See Action 5***Chair**AA had emailed Practice to enquire if there was anything PPG can do at the moment**Future Meetings**It was decided to stay as we are for Core Group meetings with face to face/video meetings courtesy of the hospitality of AA and PA for which the group are very grateful. This will be reviewed as circumstances demand. | **ACTION 10:** AA to contact JM with our thoughts.**ACTION 11:** AA to send video link to VG |
| **11. Dates of next meeting*** Thurs 12th November 10.30-12.30pm – Core Gp, venue AA and PA
 |  |