**OCHS PPG Core Group (CG) Meeting Notes – Thurs 30 September 2021**

Present:

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

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| **Item** | **Action** |
| **1. Apologies**None |  |
| **2. Actions from meeting notes 1/10/2020**AA and AnA reported that all actions had been completed. | **ACTION 1:** AnA to send meeting notes from 1/10/2020 to JM for the Practice and website |
| **3. Correspondence**1. An email request via the Practice from a Primary Care Research Nurse asking to attend a PPG meeting to give a 10 minute presentation. Agreed this would be more appropriately covered with PPGs through the PRG and to forward the request to Andrew McDonald.
2. Written enquiry from a patient via Practice about PPG
3. Virtual Group (VG) 71 members Core Group (CG) 5. VG sent Engagement Survey and Chair received 3 positive responses about patients’ experiences during the pandemic. VG also sent Spring 2020 Newsletter and CG notes from 16/1/20, 7/2/20 and 27/2/20.
 | **ACTION 2:** AA to forward email request to Andrew McDonald and inform JM**ACTION 3:** AnA to reply**ACTION 4:** AnA to send notes from 1/10/20 to VG |
| **4. Liaison meeting between the Practice and CG**Items covered:a) Notes of Liaison meeting1. *National GP Survey*
2. *Door signage* – small number in black on grey background not ideal. Would be better if black on yellow or black on white.
3. *Direction to rooms 23 and 24* - 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.
4. *Website usage* – some increase in usage
5. *Facebook* – would benefit from updating
6. *Parking problems* – the Practice have been experiencing a wide range of difficulties. It was agreed that SM would contact JM for details of these problems and then raise this matter with Sutton Neighbourhood Watch.
7. *Patient Annual Survey* – none in 2022

b) Sutton Patient Experience Survey results1. Very positive for OCH Surgery everything is above the national and CCG averages
2. Practice aware that telephone system does not give the queue waiting order but this service is not available with current provider. Contract is for 2 years.

c) Newsletter1. Agreed that newsletters are relevant and a new Autumn/Winter 2021 should be written and circulated soon.
 | **ACTION 5:** SM to contact JM for details of the parking problems**ACTION 6:** SM to raise parking problems at the next Sutton Neighbourhood Watch meeting in November. |
| **5. Newsletter**The CG were under the impression that the Practice would be writing an article informing patients of the new ARRS roles. New types of Clinician available to patients at OCH via Primary Care Networks (PCN) – Social Prescriber; First Contact Practitioner; Nurse Associate and Pharmacist.The Practice may wish to cover items about blood tests, vaccinations, personnel etc.PPG article(s) as follows:* + Patient education - various aspects to include information from the document ‘Why are GP practices working differently?’ and the Practice leaflet.

CG suggested newsletter be circulated as follows:-* 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
 | **ACTION 7:** AnA to clarify with Practice they are writing the article on new ARRS roles**ACTION 8:** DW to draft PPG article(s) and circulate for comments**ACTION 9:** AnA to email draft newsletter to JM for Practice to amend, add their own articles and publish |
| **6. Patient Representative Group**1. SM to circulate a precis of the PRG meeting 2 months ago and PA will do the same for the PRG meeting 2 weeks ago. SM gave some oral feedback on the meeting 2 months ago.
2. Spring Consultation. CG have already responded to this so need to clarify with Andrew if anything further is required.
3. AA had received an email from Sue Healy Chair of Robin Hood Lane PPG requesting information about how OCH PPG worked. AA and PA have responded.
4. Guidance and Operating Procedures for GPs. This has been covered via the circulated document ‘Why are GP practices working differently?’ A summary will be included in the forthcoming PPG newsletter article.
 | **ACTION 10:** SM to circulate a short summary of the PRG meeting 2 months ago and PA to do the same for the PRG meeting 2 weeks ago.**ACTION 11:** AA to contact Andrew indicating that we’ve already responded - let us know if more is required. |
| **7. PPG Terms of Reference**The original Terms of Reference drawn up in July 2017 were revised and updated at this meeting. | **ACTION 12:** AnA to circulate revised Terms of Reference to the CG and JM for uploading to website. |
| **8. Date of next meeting**Thurs 21st October 1.30pm – Core Gp, venue OCH Surgery |  |
| **9. AOB****Reception Query**The CG would like clarity on the process that reception staff go through when someone rings and there are no immediate appointments available. What advice is given to the patient as to the next steps they can take to seek appropriate help?**Hub Query**The CG would like the Practice to clarify the hub situation.**Paper Prescriptions**During the course of the meeting it had been noted that there were inconsistencies in the issuing of paper prescriptions in with medicines. The CG thought that this should be drawn to the attention of the Practice.PA will raise this matter with the PRG (Healthwatch and NHS Sutton)**PRG meeting**Next Zoom meeting due to held on 11 November 2021, PA and SM will both attend.**PPG expenses**CG agreed to request some remuneration for printing and paper costs for ANA | **ACTION 13:** AA to contact JM for clarity on reception query and hub query.**ACTION 14:** AA to inform JM about inconsistencies with issuing paper prescriptions**ACTION 15:** PA to raise the issuing of paper prescriptions with the PRG**ACTION 16:** AA to ask Practice for a suitable contribution towards secretarial costs |