

## OCHS PPG Core Group (CG) Meeting Notes – Mon 14 February 2022

Present:

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

Practice (for part of meeting): JM, KS

Item	Action
<b><u>1. Apologies</u></b> David Williams	
<b><u>2. Actions from meeting notes 11/11/2021</u></b> <ul style="list-style-type: none"> <li><u>Action 1</u> – AA completed; the notes of meetings are up to date on the Practice website.</li> <li><u>Action 2</u> – AnA completed; CG meeting notes for 17/01/22 sent to Practice for sharing and uploading to website</li> <li><u>Action 3</u> – AnA completed; 17/1/22 meeting notes, Guidance and Operating Procedures for GPs and Newsletter sent to VG.</li> <li><u>Action 4</u> – Review and update of current Practice leaflet still in process.</li> <li><u>Actions 5, 6 &amp; 7</u> – Completed; Newsletter has been published.</li> <li><u>Action 8</u> – PA completed; suggestion that paper prescriptions should be mandatory passed on to the PRG.</li> <li><u>Action 9</u> – AA completed; new Terms of Reference for the PPG are on the OCH website.</li> <li><u>Action 10</u> – AA completed; meeting date agreed</li> </ul>	<b><u>ACTION 1:</u></b> AnA to send PPG notes of CG meetings 14/02/22 to Practice for sharing and uploading to website
<b><u>3. Correspondence</u></b> <ol style="list-style-type: none"> <li>Virtual Group (VG) 70 members Core Group (CG) 5. AnA removed one person from list as their emails have bounced back twice.</li> </ol>	<b><u>ACTION 2:</u></b> AnA to send 14/2/22 meeting notes to VG when finalised
<b><u>4. Update from Practice and CG</u></b> <ol style="list-style-type: none"> <li><u>Newsletter</u> – Published and circulated (see 5)</li> <li><u>Hub Query</u> - Information has been sent out by Practice, via text, to patients over 16 about out of hours appointments. Using the local paper and local radio as a way to let people know the services available at weekends was discussed. All agreed this could best be done through the Primary Care Network (PCN).</li> <li><u>Practice leaflet</u> – The Practice and CG are aware that the current patient leaflet is out of date and needs reviewing/updating.</li> <li><u>National GP survey</u> - is annual so a separate Practice survey not relevant at the moment.</li> <li><u>PPG noticeboard</u> – now available. The Practice will laminate items for pinning on the board. A patient information sheet was passed to the Practice for laminating. It was also suggested that the Newsletter be laminated for display as well.</li> </ol>	<b><u>ACTION 3:</u></b> Practice to update patient leaflet AA to liaise  <b><u>ACTION 4:</u></b> Practice to laminate Newsletter and patient information sheet provided for PPG noticeboard. AA to liaise.

<p>6) <u>PPG Terms of Reference</u> – The Practice confirmed with the CG that the September 2021 updated version was now on the website.</p> <p>7) <u>Door signage</u> – was discussed, small numbers in black on grey backgrounds is not ideal. If possible black on yellow or black on white would be preferable.</p> <p>8) <u>Direction to rooms 23 and 24</u> – were discussed. If possible it would be helpful if they were in the main lobby in order to be seen from the upper waiting area.</p> <p>9) <u>Website</u> – The Practice and CG agreed that the PPG page on the Practice website is very out of date. The CG discussed the necessary updates.</p>	<p><b><u>ACTION 5:</u></b> Practice and CG to liaise over possible improvements to door signage and directions.</p> <p><b><u>ACTION 6:</u></b> AA to update information for PPG web page and send to Practice for amending</p>
<p><b><u>5. Newsletter</u></b> The Practice have published and circulated the Newsletter. A text link to the Newsletter was sent to all patients aged over 16 (approx. 8,500 patients). It is also on the website and available in the waiting room. The CG have also sent it to the VG.</p>	
<p><b><u>6. Patient Reference Group</u></b></p> <p>a) Notes of the PRG meeting on 19/01/22 were circulated and gone through. Some outstanding matters are being pursued.</p> <p>b) A McD (Healthwatch Sutton) had sent an email proposing a meeting with some of the key staff representing the Central Sutton PCN. It was agreed that a meeting between all the PPGs in the PCN could be helpful but only if there are clear aims and objectives. The CG did not agree to a meeting if the all the key staff attending were medical.</p> <p>c) Date of next meeting 22/03/22 PA and SM to attend.</p>	<p><b><u>ACTION 7:</u></b> PA to follow up on outstanding matters</p> <p><b><u>ACTION 8:</u></b> PA to respond to A McD's email regarding his proposed meeting</p>
<p><b><u>7. Date of next meeting</u></b> CG wish to suggest a Liaison/Core meeting with the Practice. Possible date:- Mon 11<sup>th</sup> April 2022; venue OCH Surgery 3.00 (Liaison) 3.30 Core.</p>	<p><b><u>ACTION 9:</u></b> AA to liaise with Practice and CG to set a date for the next meeting</p>
<p><b><u>8. AOB</u></b> None</p>	