

OCHS PPG Core Group (CG) Meeting Notes – Mon 6 March 2023

Present:

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

Practice (for part of meeting): JM

Item	Action
<u>1. Apologies</u> None	
<u>2. Actions from meeting notes 30/01/2023</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 and 30/01/23 not yet on the website <u>Action 3</u> – AnA completed; CG meeting notes sent to VG; <u>Action 4</u> – JM completed check on 2 VG email addresses; query re. prescriptions and booking appointments been referred (see 3) <u>Action 5</u> – AnA completed; reply sent to VG member - enquiry being dealt with by Practice <u>Action 6</u> – AA completed; month and year on Patient Leaflet <u>Action 7</u> – door signage and directions ongoing <u>Action 8</u> – Practice completed; new pop-up board finished (see 4) <u>Action 9</u> – AA completed; contacted DW re. PPG Newsletter article <u>Actions 10</u> – AA completed; contacted Practice suggesting next Newsletter issued by Easter <u>Action 11</u> – DW completed; PPG article for Newsletter drafted (see 5) <u>Action 12</u> – Completed; discussed issues arising from PRG report information to be included in next Newsletter (see 5) <u>Action 13</u> – SM completed; will update on digital exclusion scheme as relevant – ongoing <u>Action 14</u> - ongoing PCN awaiting 1st meeting <u>Action 15</u> – AA completed; date agreed 	<p><u>ACTION 1:</u> AnA to send PPG notes of CG meetings 6/03/23 to Practice for sharing and uploading to website</p> <p><u>ACTION 2:</u> AA to check that notes of meetings 30/01/23 and 6/3/23 are on the OCH website and contact JM Practice if not.</p>
<u>3. Correspondence</u> <ol style="list-style-type: none"> Virtual Group (VG) – 2members to be removed (1 left/1 by request). 1 address to be monitored. VG – 1 enquiry regarding requesting repeat prescriptions online and booking appointments online is being dealt with by the Practice. 	<p><u>ACTION 3:</u> AnA to send 6/03/23 meeting notes to VG when finalised.</p> <p><u>ACTION 4:</u> AnA to remove 2 VG members and monitor 1 email address that has bounced back before</p>
<u>4. Update from Practice and CG</u> <ol style="list-style-type: none"> <u>Door signage</u> – generally improved. Four new signs have been ordered by the Practice. <u>Pop-up PPG board</u> – the new pop-up with colour is on display in the OCH waiting area 	<p><u>ACTION: 5:</u> door signage in hand - update at the next meeting</p>

<p><u>5. Newsletter</u></p> <p>The draft PPG article for the Spring Newsletter 2023 is complete and has been circulated by DW. All agreed to keep column 2 information from the last Newsletter.</p> <p>The next newsletter will be published by Easter.</p> <p>The Practice will include items about:-</p> <ol style="list-style-type: none"> 1. Sutton MSK (musculoskeletal service) and details about the MSK App which is on the OCH website 2. How community service home visits (acute within 2 hours) will operate 3. Information about, and use of, the NHS App including a link to the self help guide to be sent to JM by SM 4. Methods for booking appointments and a reminder that parents can book appointments online for children up to the age of 12 5. Update personnel plus any other information. 	<p><u>ACTION 6:</u> AnA to email draft newsletter to JM for Practice to amend, add their own articles and publish. To also request an electronic copy of the new edition once finished.</p> <p><u>ACTION 7:</u> SM to email JM the link to the NHS App step by step guide for inclusion in the Newsletter</p> <p><u>ACTION 8:</u> AA to email JM (following enquiries) our wish for an article about the methods for booking appointments to be included in the next Newsletter along with a statement reminding parents that they can book appointments online for children up to the age of 12</p>
<p><u>6. Patient Reference Group</u></p> <ol style="list-style-type: none"> a) <u>PRG workshop</u> – SM circulated the agenda for this workshop being run on Thursday 9th March. b) <u>PRG Reps</u> – the meeting agreed these will now be PA, SA and AA (who will replace DW). c) <u>Digital exclusion</u> – a scheme to assist patients improve their digital skills to access medical services (run by a group of volunteers in Sutton) is ongoing. SM reported that the numbers attending are not as high as hoped. d) <u>Date of next meeting</u> 27/03/23 – SM/AA to attend. Meeting on 29th May has been cancelled. It has been proposed that meetings will take place on Mondays between 6.30-8.30pm which is difficult for PA. If they all remain on Mondays AA will attend as and when is possible along with SM. 	<p><u>ACTION 9:</u> PA to inform PRG that AA is replacing DW as one of our PRG Reps.</p> <p><u>ACTION 10:</u> SM to update on digital exclusion as and when appropriate</p> <p><u>ACTION 11:</u> PA to raise the problem (for him) of all PRG meetings being held on Monday evenings.</p>
<p><u>7. Primary Care Network (PCN)</u></p> <p>A Sutton Central PCN Integrated Neighbourhood Group has been formed (KS and DW to Chair and Co-Chair).</p>	<p>Ongoing agenda item, no action needed</p>
<p><u>8. Date of next meeting</u></p> <p>The CG wish to suggest a Liaison meeting with the Practice. Possible date: - Mon15th May; venue OCH Surgery 3.00</p>	<p><u>ACTION 15:</u> AA to liaise with Practice and CG to set a date for the next meeting</p>
<p><u>9. AOB</u></p> <p>For all enquiries to the PPG their email address is: - ochppg156@yahoo.com</p>	