

OCHS PPG Core Group (CG) Meeting Notes – Mon 15 May 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): PD, LM

Item	Action
<u>1. Apologies</u> JM	
<u>2. Actions from meeting notes 6/03/2023</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 completed; all meeting notes are on website • <u>Action 3</u> – AnA completed; sent CG meeting notes to VG; • <u>Action 4</u> – AnA completed VG up to date • <u>Action 5</u> – door signage and directions ongoing • <u>Action 6</u> – AnA completed draft Newsletter and sent to Practice (see 5) • <u>Action 7</u> – SM completed; link to guide for using the NHS App sent to JM • <u>Action 8</u> – AA completed; requested methods for booking appointments, especially children up to 12, be included in Newsletter • <u>Actions 9</u> – PA completed; AA to replace DW as one of the PRG Reps • <u>Action 10</u> – SM will update on digital exclusion scheme as relevant – ongoing (see 6) • <u>Action 11</u> – PA completed; some variation in PRG meeting days (see 6) • <u>Action 12</u> – AA completed; meeting date agreed 	<p><u>ACTION 1:</u> AnA to send PPG notes of CG meetings 15/05/23 to Practice for sharing and uploading to website</p> <p><u>ACTION 2:</u> AA to check that notes of the meeting on 15/5/23 are on the OCH website and contact JM if not</p>
<u>3. Correspondence</u> <ul style="list-style-type: none"> a) Virtual Group (VG) – up to date - 74 members. b) No other correspondence 	<p><u>ACTION 3:</u> AnA to send 15/05/23 meeting notes to VG when finalised</p>
<u>4. Update from Practice and CG</u> <ul style="list-style-type: none"> a) <u>Door signage</u> – generally improved. Four new signs have been ordered by the Practice. 	<p><u>ACTION: 5:</u> door signage in hand - update at the next meeting</p>
<u>5. Newsletter</u> The Spring Newsletter 2023 is complete and has been published. AnA had received an electronic copy from JM. AA queried how the Newsletter had been circulated this time as text link not feasible but JM not present to answer query. All agreed next Newsletter should be around August/September time.	<p><u>ACTION 6:</u> Clarify with JM at next meeting how Newsletter circulated if texts not possible now</p>

<p>The Practice will probably include items about booking appointments both electronically and for the digitally excluded, update personnel plus any other information as they deem appropriate.</p> <p>The PPG will draft an article to reflect the changes to booking appointments online (using a simple form) and seek to reassure the digitally excluded that other methods are still available e.g. ringing the surgery.</p> <p>It was suggested that a message to reassure digitally excluded patients be put on the PPG noticeboard</p>	<p><u>ACTION 7:</u> DW to consider PPG article(s) for the next meeting</p> <p><u>ACTION 8:</u> AA to liaise with SM and consider putting a message for digitally excluded patients on the PPG noticeboard</p>
<p><u>6. Patient Reference Group (PRG)</u> <u>PRG meeting 12/4/23</u> – SM circulated a report from this meeting which was discussed. Highlights:-</p> <ul style="list-style-type: none"> a) <u>Integrated Neighbourhood Teams (INT)</u> – these teams are made up from the Voluntary sector, Mental Health and Adult Social Care services, Hospitals and Primary Care Networks (PCNs). Intention is to improve services for patients. Each PCN has its own INT. Ideally each Practice to have patient representative(s) sit on their INT – DW and SM to be the reps for OCH. b) <u>PRG workshop</u> –PRG Action Plan to be drafted. c) <u>PPG feedback</u> – reminder that PRG members can bring issues raised by their PPG for discussion. Feedback from each PPG should be an agenda item. Ideas for PPG recruitment discussed. PPGs to give feedback on Practices' website design and content. d) <u>South West London Primary Care Strategy</u> – Key focus for coming year – improving access to health services, especially GP services e) <u>Digital exclusion</u> – a scheme to assist patients improve their digital skills to access medical services is ongoing. f) <u>Date of next meeting</u> 31/05/23 at 6.00pm – this is a Wednesday for a change - SM/PA to attend <p><u>Issue to be raised by PPG Rep at next PRG meeting</u> - it was reported that using the extended Access Hub had been very efficient over the Coronation weekend. However, it would have been helpful if the staff at the surgery had been able to accurately direct the patient to the nearest open pharmacy after seeing the doctor.</p>	<p><u>ACTION 9:</u> SM to update on digital exclusion as and when appropriate</p> <p><u>ACTION 10:</u> PA to give positive feedback on the Extended Hours Hub <u>but also</u> raise the problem of lack of knowledge about available pharmacies</p>
<p><u>7. Primary Care Network (PCN)</u> A Sutton Central PCN Integrated Neighbourhood Group has been formed (KS and DW to Chair and Co-Chair).</p>	<p>Ongoing agenda item</p>

<p><u>PCN cont.</u> <u>Rosehill Sharing Cupboard</u> – this is a non-perishable food sharing cupboard with a ‘give what you can, take what you need’ policy. It is a storage cabinet based at the Rosehill Tennis Centre outside the café and not locked. It is not a food bank. It is an initiative from Sutton NHS - Central Sutton INT which is part of the PCN that OCH is in. There will publicity to raise awareness but it is hoped that other PCNs will follow.</p>	
<p><u>8. Date of next meeting</u> The CG wish to suggest a Liaison meeting with the Practice. Possible date: - Mon10th July; venue OCH Surgery 3.00</p>	<p><u>ACTION 11:</u> AA to liaise with Practice and CG to set a date for the next meeting</p>
<p><u>9. AOB</u> For all enquiries to the PPG their email address is: - <u>ochppg156@yahoo.com</u></p>	