

OCHS PPG Core Group (CG) Meeting Notes – Mon 17 July 2023

Present:

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

Practice (for part of meeting): JM, LM

Item	Action
<u>1. Apologies</u> David Williams (DW)	
<u>2. Actions from meeting notes 15/05/2023</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 5</u> – door signage and directions updated <u>Action 6</u> – AnA completed Newsletter published <u>Action 7</u> – PPG article for next Newsletter ongoing (see 5) <u>Action 8</u> – message for digitally excluded patients on the PPG noticeboard ongoing (see 5) <u>Actions 9</u> – SM will update on digital exclusion scheme as relevant – ongoing (see 6) <u>Action 10</u> – PA given raised problem of lack of knowledge about available out of hours pharmacies – ongoing (see 6) <u>Action 11</u> – AA completed; meeting date agreed 	<p><u>ACTION 1:</u> AnA to send PPG notes of CG meetings 17/07/23 to Practice for sharing and uploading to website</p> <p><u>ACTION 2:</u> AA to check that notes of the meeting on 17/7/23 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) – 74 members. b) AA had forwarded 3 enquiries on to Practice 	<p><u>ACTION 3:</u> AnA to send 17/07/23 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> – been improved and updated. 29 + 30 signs have been added in the Waiting Room and there is a new sign for rooms 2-3. b) <u>People with a Learning Disability or Autism (PDLA)</u> - OCH has a dedicated nurse and receptionist for PDLA patients (see 6c) 	
<u>5. Newsletter</u> The Spring Newsletter 2023 is in circulation and was also sent by the Practice via text to around 2000 patients. The Practice hope to send the next Newsletter to more patients via text next time. The next Newsletter to be published around August - September 2023. DW will draft the PPG article. JM to send DW the key paragraphs of information that the Practice will be writing for background information. The article should also seek to reassure digitally excluded patients.	<p><u>ACTION 4:</u> JM to send DW key paragraphs from Practice Newsletter articles</p> <p><u>ACTION 5:</u> DW to draft PPG article</p>

<p>The Practice will include items about</p> <ol style="list-style-type: none"> 1) The phone system 2) Access to GP services and the triage link to complete a simple online form 3) Referring to/seeking advice from pharmacists 4) Musculoskeletal (MSK) app 5) Update personnel plus any other information as they deem appropriate. <p>It was suggested that a message to reassure digitally excluded patients be put on the PPG noticeboard</p>	<p><u>ACTION 6:</u> AA and SM to construct a message for digitally excluded patients on the PPG noticeboard <u>after</u> the next Newsletter is published</p>
<p><u>6. Patient Reference Group (PRG)</u> <u>PRG meeting 31/05/23</u> – SM and PA reported on this meeting and their meeting notes were discussed. Highlights:-</p> <ol style="list-style-type: none"> a) <u>Over 75s health checks</u> – GPs are not routinely calling over 75s for a health check. The patient has to request one first and then it must be given within a reasonable time period. b) <u>Practice websites</u> – the rollout of a new format across Sutton practice websites (from the same provider) is expected to last over the next 12-16 months. c) <u>PDLA</u> – Every borough now has a statutory obligation to have a strategy to support PDLA. PPGs were asked to find out if PDLA can book appointments by going into their practice and asking for one and the answer is yes for OCH (see 4). The Practice is also aware of and promoting the sunflower lanyard scheme (for people with a hidden disability to wear). d) <u>Community Health Project at Volunteer Centre Sutton - PPG volunteering opportunity</u>. The Volunteer Centre is designed to address health inequality in Sutton. The project recruits and trains a group of volunteers to engage with those most in need. Volunteers would provide support and guidance to residents through health and wellbeing events, health checks, health education awareness, signposting to other services and NHS app training. All expressed very serious concerns about this role for volunteers on many levels e.g. safeguarding and privacy deeming much of this work to be inappropriate for volunteers and better left to appropriately trained and screened professionals. All agreed that volunteers could help with NHS app training. At this time the PPG would decline a talk from the Volunteer Centre but feedback our concerns via DW and SM. 	<p><u>ACTION 7:</u> AA raise CG concerns re. Volunteering opportunity with DW. These to be fed back to appropriate body via DW, SM our INT representatives.</p>

<p>e) <u>Extended Hours Hub</u> – Under PRG AOB PA had questioned whether or not GPs have an up to date list of out of hours pharmacies (it had been previously reported that a surgery had been unable to accurately direct a patient to the nearest open pharmacy). This is being followed up by the PRG.</p> <p>f) <u>111 service</u> – 2 recent reports of poor experience from the 111 service e.g. poor advice to go to a pharmacy when open – given at 1.50am Sunday morning on a Bank Holiday weekend and no information as to where to find an open pharmacy, requested more guidance and then waited 8 hours for clinician callback by which time an extended hours weekend GP appointment had been made. Another slow to respond to chest pain. 1 good experience reported with a visual problem.</p> <p>g) <u>Integrated Neighbourhood Teams (INT)</u> – For information - 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. K. Selvey has given up as Chair of the Central Sutton PCN INT as she has an ‘oversight’ role as Responsible Officer. Dr N. Bennett, the new Chair, is a Partner at the Robin Hood Practice.</p> <p>h) <u>Digital exclusion</u> – a scheme to assist patients improve their digital skills to access medical services is ongoing.</p> <p>i) <u>Date of next meeting</u> 26/07/23 at 6.00pm – PA to attend</p>	<p><u>ACTION 8:</u> List of out of hours pharmacies being followed up by PA - awaiting response from PRG</p> <p><u>ACTION 9:</u> PA to raise concerns about 111 service but balance with 1 good experience</p> <p><u>ACTION 10:</u> SM to update on digital exclusion as and when appropriate</p>
<p><u>7. Primary Care Network (PCN)</u> Sutton Central has a PCN Integrated Neighbourhood Team (see 6g).</p>	<p>Ongoing agenda item</p>
<p><u>8. Date of next meeting</u> The CG wish to suggest a Liaison meeting with the Practice. Possible date: - Mon4th September; 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: - ochppg156@yahoo.com</p>	