

OCHS PPG Core Group (CG) Meeting Notes – Mon 17 October 2022

Present:

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

Practice (for part of meeting): JM

Item	Action
<u>1. Apologies</u> Karol Selvey (KS)	
<u>2. Actions from meeting notes 30/05/2021</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 for 11/4/22 and 12/9/22 not yet on the website <u>Action 3</u> – AnA completed; CG meeting notes sent to VG; updated VG membership list <u>Action 4</u> – AnA completed; new PPG email address sent to Practice; ongoing see 4 <u>Action 5</u> – door signage and directions ongoing <u>Action 6</u> – pop-up board ongoing see 4 <u>Actions 7</u> – AnA completed; PPG comments on the NHS nationwide survey sent to Practice <u>Actions 8/9</u> – both about website, ongoing see 4 <u>Action 10</u> – AnA completed; draft winter 2022 newsletter sent to Practice – see 5 <u>Action 11</u> - PA completed; SM had received a paper prescription from pharmacy upon request <u>Action 12</u> – digital exclusion ongoing – see 6 <u>Action 13</u> – AA completed; meeting date agreed 	<p><u>ACTION 1:</u> AnA to send PPG notes of CG meetings 17/10/22 to Practice for sharing and uploading to website</p> <p><u>ACTION 2:</u> AA to check that notes of meetings 11/4/22, 12/9/22 and 17/10/22 are on the OCH website and contact JM Practice if not.</p>
<u>3. Correspondence</u> <p>a) Virtual Group (VG) list updated to 76 members, Core Group (CG) 5. All enquiries have been replied to by AnA and/or AA</p>	<p><u>ACTION 3:</u> AnA to send 17/10/22 meeting notes to VG when finalised.</p>
<u>4. Update from Practice and CG</u> <p>a) <u>Practice leaflet</u> – A revised leaflet is available in the waiting area. The PPG email address needs amending to ochppg156@yahoo.com (details have been sent to the Practice by AnA)</p> <p>b) <u>Door signage</u> – improved - blue on white. Still awaiting new signs for rooms 2 and 3.</p> <p>c) <u>Directions to rooms 23 and 24</u> - have been relocated as necessary.</p> <p>d) <u>Pop-up PPG board</u> - new PPG email address means the current pop-up is out of date. The Practice have this matter in hand.</p>	<p><u>ACTION 4:</u> update on Patient leaflet at next meeting</p> <p><u>ACTION: 5:</u> update on all signage and directions at the next meeting</p> <p><u>ACTION 6:</u> update on progress with the PPG pop-up board at the next meeting</p> <p><u>ACTION 7:</u> website to be discussed at the next meeting with the Practice (e.g.links to newsletter)</p>

<p><u>5. Newsletter</u></p> <p>It would be helpful if a link to the current newsletter could be added to the PPG link on the Practice website.</p> <p>A text link to the newsletter is now being sent to patients.</p> <p>A winter 2022 draft newsletter has been sent from the PPG to the Practice for amending and adding their articles. It is hope that this can be published in early December.</p> <p>AnA has requested an electronic copy of the finished winter 2022 newsletter.</p>	<p><u>ACTION 8:</u> AA to check if the newsletter has been added to the PPG link on OCH website.</p> <p><u>ACTION 9:</u> update on progress with the winter 2022 newsletter at the next meeting</p>
<p><u>6. Patient Reference Group</u></p> <ul style="list-style-type: none"> a) <u>The PRG meeting</u> on 21/9/22 was cancelled b) <u>Digital exclusion</u> – a trial to assist patients improve their digital skills to access medical services is going to be run by a group of professionals, assisted by volunteers, at Wallington Practice. If successful the scheme will be shared across all the 4 Primary Care Networks (PCNs) in Sutton. c) <u>Date of next meeting</u> by Zoom on 22/11/22 - PA and SM to attend. 	<p><u>ACTION 10:</u> an update on the digital exclusion trial as and when appropriate</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). Meetings will be held monthly.</p>	<p><u>ACTION 11:</u> to be reported on after the first meeting</p>
<p><u>8. Date of next meeting</u></p> <p>The CG wish to suggest a Liaison meeting with the Practice when KS can attend. Possible date: - Mon 14th Nov or Mon 21st Nov 2022; venue OCH Surgery 3.00</p>	<p><u>ACTION 12:</u> AA to liaise with Practice and CG to set a date for the next meeting</p>
<p><u>9. AOB</u></p> <p>Details about a walk-in health centre in Sutton (Wallington): - it was agreed that more information was needed about this matter from the Practice.</p> <p>New PPG email address - ochppg156@yahoo.com</p>	<p><u>ACTION 13:</u> seek clarification from the Practice at the next meeting</p>