

OCHS PPG Core Group (CG) Meeting Notes – Mon 30 January 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

Item	Action
<u>1. Apologies</u> David Williams (DW)	
<u>2. Actions from meeting notes 17/10/2022</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 17/10/22 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 on patient leaflet• <u>Action 5</u> – door signage and directions ongoing• <u>Action 6</u> – pop-up board ongoing see 4• <u>Actions 7/8</u> – completed; newsletter has been added to PPG link on website• <u>Actions 9</u> – complete Winter Newsletter 2022-2023 has been published• <u>Action 10</u> – Digital exclusion trial ongoing• <u>Action 11</u> – ongoing PCN awaiting 1st meeting• <u>Action 12</u> – AA completed date agreed• <u>Action 13</u> – completed, no walk-in health centre in Sutton but there is a walk-in centre next to A&E at St Helier Hospital open until 10.00pm	<u>ACTION 1:</u> AnA to send PPG notes of CG meetings 30/01/23 to Practice for sharing and uploading to website <u>ACTION 2:</u> AA to check that notes of meetings 17/10/22 and 30/01/23 are on the OCH website and contact JM Practice if not.
<u>3. Correspondence</u> <ul style="list-style-type: none">a) Virtual Group (VG) – emails for 2 members keep bouncing back - AnA asked JM to check if they are correct.b) VG – 1 enquiry received regarding requesting repeat prescriptions online and booking appointments online. AnA had responded explaining that the matter would be referred to the Practice. Copy of query given to JM for the Practice to deal with and respond.	<u>ACTION 3:</u> AnA to send 30/01/23 meeting notes to VG when finalised. <u>ACTION 4:</u> JM to check the email addresses of 2 VG members and contact AA or AnA <u>ACTION 5:</u> AnA to let VG member know that their enquiry had been passed on to the Practice
<u>4. Update from Practice and CG</u> <ul style="list-style-type: none">a) <u>Practice leaflet</u> – A revised leaflet is available in the waiting area. The PPG agreed the month and year on the heading would be helpful.b) <u>Door signage</u> – generally improved. Four new signs have been ordered by the Practice.	<u>ACTION 6:</u> AA to request month and year go on the heading of the next Patient Leaflet <u>ACTION: 7:</u> in hand - update at the next meeting

<p>c) <u>Pop-up PPG board</u> – two PPG pop-up designs were viewed and discussed. All agreed the pop-up with colour was the most appealing with a slight amendment to show a better range of people.</p>	<p><u>ACTION 8:</u> In hand - JM to circulate amended pop-up board design for approval before confirming the order. Update at the next meeting</p>
<p><u>5. Newsletter</u> The Winter Newsletter 2022-2023 is complete and has been circulated via a text link to patients, an attachment to the VG and is on the website. AnA has received an electronic copy. It was suggested that the next newsletter be published by Easter. AA will contact DW regarding the PPG article(s) The Practice may wish to cover items about self-referrals e.g. musculoskeletal; information about, and use of, the NHS app; methods for booking appointments; personnel and/or any other information.</p>	<p><u>ACTION 9:</u> AA to contact DW regarding an article for the PPG section of the next newsletter</p> <p><u>ACTION 10:</u> AA to contact the Practice regarding the PPG suggestion that the next newsletter should be issued by Easter</p> <p><u>ACTION 11:</u> DW to circulate PPG article and AnA to then email draft newsletter to JM for Practice to amend, add their own articles and publish.</p>
<p><u>6. Patient Reference Group</u></p> <p>a) <u>The PRG meeting</u> – a report was given by SM. In brief: - there is a new Healthwatch coordinator for the PRG - Peace Kayode. Chief Pharmacist will attend the next meeting. A randomly selected patient from each of the 4 PCNs will be invited to talk about their health experiences. A PRG workshop is being held on 9/03/23. A new section of St Helier Hospital called Lavender Lodge will act as a half-way house for some patients to be discharged to before returning home.</p> <p>b) <u>Digital exclusion</u> – a scheme to assist patients improve their digital skills to access medical services is being run by a group of volunteers in Sutton. If successful the scheme will be extended to libraries.</p> <p>c) <u>Date of next meeting</u> 27/03/23 - PA and/or SM to attend. Meeting on 29th May has been cancelled</p>	<p><u>ACTION 12:</u> Arising from the PRG report and needing clarity or further information from the Practice – 1) new practitioners (not doctors) at each surgery and 2) how community service home visits to assess (intended to be within 2 hours) will work. Next agenda</p> <p><u>ACTION 13:</u> SM to update on digital exclusion as and when appropriate</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><u>ACTION 14:</u> to be reported on after the first meeting</p>
<p><u>8. Date of next meeting</u> The CG wish to suggest a Liaison meeting with the Practice. Possible date: - Mon 6th March ; 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> For all enquiries to the PPG their email address is: - ochppg156@yahoo.com</p>	