

OCHS PPG Core Group (CG) Meeting Notes – Mon 4 September 2023

Present:

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

Practice none

Item	Action
<u>1. Apologies</u> David Williams (DW)	
<u>2. Actions from meeting notes 17/07/2023</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>Actions 4 & 5</u> – DW completed draft of PPG article (see 5) • <u>Action 6</u> – message for digitally excluded patients on the PPG noticeboard ongoing (see 5) • <u>Action 7</u> – concerns re. volunteering opportunity raised with PRG (see 6) • <u>Action 8</u> – a link to out of hours pharmacies has been shared with the PRG (see 6) • <u>Action 9</u> – Incomplete; 2 concerns and 1 positive experience of 111 still to be reported to PRG • <u>Action 10</u> – SM will update on digital exclusion scheme as relevant – 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 4/09/23 to Practice for sharing and uploading to website</p> <p><u>ACTION 2:</u> AA to check that notes of the meeting on 4/09/23 are on the OCH website and contact JM if not</p>
<u>3. Correspondence</u> a) Virtual Group (VG) – 74 members.	<p><u>ACTION 3:</u> AnA to send 4/09/23 meeting notes to VG when finalised</p>
<u>4. Update from Practice and CG</u> a) <u>Telephone system</u> – the new phone system is up and running and the Practice are receiving positive feedback since it started. b) <u>Automation of tasks</u> - The Practice are using a new product whereby it is possible to automate some clinical and admin tasks within the Practice.	<p><u>ACTION 4:</u> AA to request GP Patient Survey Results 2023 as an agenda item at next meeting (see 6f)</p>
<u>5. Newsletter</u> The Autumn Newsletter should be ready to be published by September/October 2023. The Practice hope to send it to more patients via text this time. The CG discussed the PPG article drafted by DW and added some more information to reassure digitally excluded patients. The CG agreed a link to an OCH YouTube health video would be helpful once made – to query timing with Practice.	<p><u>ACTION 5:</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 6:</u> AA to ask Practice when they will be making their own YouTube health information video</p>

<p>Newsletter cont.</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><u>ACTION 7:</u> AA to ask Practice about suitability of slide 4 from GP Practice Briefing 1 Aug 2023 in newsletter</p> <p><u>ACTION 8:</u> AA and SM to construct a message to reassure digitally excluded patients on the PPG noticeboard <u>after</u> the next Newsletter is published</p>
<p><u>6. Patient Reference Group (PRG)</u></p> <p><u>PRG meeting 26/07/23</u> – PA reported on this meeting and the meeting notes were discussed. Highlights:-</p> <ol style="list-style-type: none"> a) <u>Mental Health Provision</u> – the PRG has received information about local mental health provision. b) <u>PRG Action Plan</u> – The PRG Action Plan sets out areas for the PRG to focus on. They all relate to health and care services in Sutton. c) <u>Community Health Project at Volunteer Centre Sutton - PPG volunteering opportunity</u>. The CG concerns about this project have been fed back to the PRG. After further discussion it was noted that the CG view was no longer unanimous. One CG member is currently participating in the project and gave positive feedback. d) <u>Out of hours pharmacies</u> – A link to a list of these pharmacies has been shared with the PRG e) <u>111 service</u> – As discussed and recorded in the notes of the CG meeting 17/7/23 - 2 recent reports of poor experience from the 111 service. 1 good experience reported with a visual problem. f) <u>2023 National GP Patient Survey</u> – The PRG has received the results from this survey. g) <u>GP Access Improvement Plan</u> - The PRG has received information about this plan. h) <u>Digital exclusion</u> – a scheme to assist patients improve their digital skills to access medical services is ongoing. i) <u>Date of next meeting</u> 25/09/23 at 6.00pm – SM to attend 	<p><u>ACTION 9:</u> SM to raise concerns (using notes from 17/7/23) 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></p> <p>Sutton Central has a PCN Integrated Neighbourhood Team. No update.</p>	<p>Ongoing agenda item</p>
<p><u>8. Date of next meeting</u></p> <p>The CG wish to suggest a Liaison meeting with the Practice. Possible date: - Mon6th November; 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></p> <p>For all enquiries to the PPG their email address is: - ochppg156@yahoo.com</p>	