**Draft**

PATIENT PARTICIPATION GROUP: CORE GROUP: 5 SEPTEMBER 2017

Those present:

Patients: David Williams, Audrey Alford, Paul Alford, Anne Allan (apologies received from Hannah Street)

Glossary: Old Court House (OCH), Patient Participation Group (PPG), Sutton Clinical Commissioning Group (SCCG), Patient Reference Group (PRG), Healthwatch (HW), Robin Hood Lane (RHL), Care Quality Commission (CQC)

|  |  |
| --- | --- |
| ***Item*** | ***Action*** |
| 1. **Core Group and Virtual Group**:

The Core Group (CG) has 6 members and the Virtual Group (VG) 40 members.The allocated BT email address for circulating information to the VG has been changed and is presently working. It was decided not to amend anything yet i.e. PPG pop-up board and OCH website or notify the Practice, CG and VG until it has been fully tested.Notes of Core Group meetings and last Open meeting plus Terms of Reference had been sent to VG members by AAllan using the new VG email address. A few emails to VG members had bounced back as unknown addresses. | AAlford and AAllan to liaise over submitted VG email addresses that are not accepting messagesAAllan to adjust VG group accordinglyAAllan to monitor new VG group email address |
| 1. **Communication with Patients:**

The next Open meeting date is advertised on the OCH website and all VG members have been invited.**The following date has been agreed:**Friday 1st December OCH Core Group 10.00-11.00am (meeting room)Open meeting 12.00-1.00pmMeeting with Partners 1.00-2.00pm**The following dates were proposed:**Thursday 11thJanuary 2018 OCH Core Group 9.30-11.00amWednesday 28th March 2018 OCH Core Group 9.30-10.00amOpen meeting 10.30-11.30amLiaison meeting with DrW and JM (plus KS?) 12.00midday onwards | Items for Partners meeting to be decided by CG via email (possibly include Annual Surveys 2017/2018)AAlford to liaise with DrW & JM re proposed meeting dates and venues |
| 1. **Annual Survey:**

Members of the CG met on 31 August to collate patient responses from the 2017 Patient Annual Survey. These comments have been sent to DrW and JM for dissemination. Additional positive comments from patients about the Practice had been typed up separately for sending to the Practice.It was agreed that the CG clarify with the Practice if they wish them to draft the next Patient Annual Survey as in previous years and if so whether there are any specific questions they wish to be included. However, in the interim the CG used the results and patient comments from the 2017 survey to draft a provisional one for 2018. | AAlford to send positive comments from 2017 survey to PracticeAAllan to liaise with Practice regarding the 2018 Patient Annual Survey2018 Patient Annual Survey an agenda item for next meeting |
| 1. **PRG:**

OCH PRG Reps are P. Alford, A. Alford, C. Marriott (when available)Report from meeting 12 June 2017There was a presentation by Sarah Taylor, SCCG Senior Pharmacist titled ‘Medicines Optimisation in Sutton’.The main task is to achieve financial balance by prescribing which is: a) safe; b) high quality and c) good value for the NHS. Sarah then outlined the fine details including reducing waste by appropriate prescription, patient education and whether some medicines should be purchased off prescription by patients. The full presentation should be available if required.A Sustainability and Transformation Plan for the South West London CCG has been set up comprising 6 CCG areas in 4 groups called Local Transformation Boards. The 4 groups are Richmond/Kingston, Merton/Wandsworth, Sutton and Croydon with each group having a major hospital.On 10 July there is to be published the 2020 to 2030 plans for Epsom and St. Helier hospitals. This is a 28 page document to be read by PRG members before the next meeting:www.epsom-sthelier.nhs.uk/epsom-and-st-helier-2020-2030The weblink for the above plan had been sent to all VG members for comments.There will be another consultation on medicines in NovemberDates of next meetings13 September 2017 – PA and AA are unable to attend15 November 2017Healthwatch Sutton is contracted by the SCCG to run PRG meetings. | AAlford to ask CM to attend if available |
| 1. **Newsletter:**

It was proposed that the next newsletter be published Oct - Autumn/Winter 2017.Content:It was suggested that the following pieces be written by the PPG:-(i) date of next Open meeting (AAlford);(ii) notes of meetings and Terms of Reference on website (AAlford);(iii) weblink for comments on Epsom and St Helier 2020-2030 (AAlford);(iv) Epsom and St.Helier having issued thoughts as to how healthcare 2020/2030 can be considered (DW);(v) repeat ‘making an advance appointment’, ‘repeat prescriptions’, health and social care and ‘join us’ from Autumn/Winter 2016 newsletter if space (AAllan);Articles to be sent to AAllan for placing in newsletter template.Possible articles to be written by the Practice:-(i) update on Central Sutton Health Centre;(ii) OCH being the second extra hours GP Hub;(iii) staffing update;(iv) ‘flu vaccinations. | Completed PPG articles to be sent to AAllan for placing in templateAAllan to send template to JM/DrW for adding Practice articles, printing and publicationPossible item for next meeting agenda |
| 1. **Practice booklet:**

The Practice booklet is being updated. It was suggested the CG contact the Practice to confirm that they are following the preferred route, as previously discussed, of producing the booklet in-house thus making it cheaper and easier to produce as well as update in future. The CG to also clarify with the Practice when it would like their information sending for inclusion in the booklet. | AAllan to seek clarification from DrW & JM about in-house production of booklet and when the PPG information for inclusion is required  |
| 1. **Assisting on National Health Days:**

The CG have agreed to help, where possible, with the ‘Ask about Medicines’ week in November 2017 but wish to know the dates. | AAlford to contact DrW and JM for dates and any other relevant information |
| 1. **PPG Terms of Reference**

The PPG Terms of Reference for Dr Grice and Partners’ PPG have been sent to DrW and JM for dissemination to the Partners and uploading to the website. They have also been sent to all VG members. |  |
| 1. **Proposed Central Sutton Health Centre & OCH refurbishment:**

Following representation at the Primary Care Commissioning Committee an article with all updated information will be published by the PPG in the forthcoming Autumn/Winter 2017 newsletter. | Update - next meeting agenda |
| 1. **Outstanding issues:**

WebsiteAll notes of PPG meetings had been sent to DrW and JM for uploading to the OCH website along with the Terms of reference.The next Open meeting is advertised on the website.Although it had been agreed that the 2017 Patient Annual Survey summary document should be available on the website for patients to see the CG had not been able to find any direct link to it. The CG agreed to contact DrW and JM for clarification.It was suggested that the PPG have 2 new links/headings in their section of the website:1. Patient Annual Survey summary
2. PPG Terms of Reference

*For information - current access to PPG information on the website*Appearing on the Home page of the website‘Join our Patient Participation Group’ and clicking on ‘find out more’ links to the Patient Participation Group section where there are 3 link headings:i) PPG Meeting Notes – notes of uploaded meetings are listed;ii)PPG Reports – PPG Report 2014-15;iii)Practice Newsletters – newsletters are listed. | AAllan to contact DrW and JM re patient access to the survey summary on the websiteAAllan to contact DrW and JM to request two new headings be added under the PPG area of the website with links to the appropriate information |
| 1. **AOB:**

PrintingAAlford requested that it be noted that AAllan was doing a lot of printing |  |
| 1. **Dates for future meetings:**

The following date has been agreed:Friday 1st December OCH Core Group 10.00-11.00am (meeting room) agenda items to include – update on all items from 5.9.2017 meeting, AOB, datesOpen meeting 12.00-1.00pmMeeting with Partners 1.00-2.00pmThe following dates were proposed:Thursday 11thJanuary 2018 OCH Core Group 9.30-11.00amWednesday 28th March 2018 OCH Core Group 9.30-10.00amOpen meeting 10.30-11.30amLiaison meeting with DrW and JM (plus KS?) 12.00midday onwards | AAlford to liaise with DrW & JM re confirmation of meeting dates and allocation of venues |

Anne Allan 10 SEPT 2017