**OCHS PPG Core Meeting Notes – Thurs 27 February 2020**

Attendees:

PPG Core: Audrey Alford (AA), Paul Alford (PA), Shri Mehrotra (SM), Anne Allan (AnA)

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| **Item** | **Action** |
| **1. Apologies**  David Williams (DW), Hannah Street (HS) |  |
| **2. Update**  From Core Group meeting notes 7/2/20   * Action 1 not complete – retain. The last notes on the website are 6/9/19. Notes to be sent are 10/10/19, 28/11/19, 16/1/20 and 7/2/20. * Action 2 completed * Actions 3 and 4 uncertain if completed as HS not present – retain. * Action 5 completed, all our ideas on the remodel have been sent to the Practice. * Actions X (timings to support promotion of Annual Survey sent to Practice) and X (timings to support promotion of IHT by DW sent to Practice) completed. | **ACTION 1:** AA to send Core and Liaison meeting notes to JM (former for website publication, latter for information).  **ACTION 2:** HS to check references to “the hub” have been removed from practice website.  **ACTION 3:** HS to advise Practice on location for ‘booking online appointments with nurses’. |
| **3. Update from Practice**   * Email sent to AA from Jackie (JM) attaching a timeline for the work to remodel OCH. The Practice have received quotes for the TV screens / patient displays and 2 check in screens. * JM also sent a draft newsletter (with the Practice articles) for PPG comments. |  |
| **4. PRG**   * Next PRG meeting 16th March 2020, 4.45-6.45pm. * Either PA or HS will attend – to decide between themselves. * PA to clarify dissemination of Doctorlink info. | **ACTION 4:** PA to clarify dissemination of Doctorlink info.  **ACTION 5:** PA / HS to decide who will attend next PRG meeting. |
| **5. Newsletter**  Jackie hoping to have newsletter ready for publication by Fri 28 Feb.  PPG comments on the draft Winter/Spring 2020 newsletter sent by JM:   * + Does the heading still include RHL as OCH is not yet operating independently?   + Should we be using the term refurbishment or remodel? Practice’s first item refers to OCH refurb.   + Page 2 ‘Change to Surgery Opening Times’ and ‘Appointments’ - although the times published are correct the disparity between the phone lines opening at 8.00 and the surgery at 7.30 has been raised as a concern in previous patient surveys. This could lead to increased numbers arriving at the surgery for 7.30. Are there any plans to align the opening times?   + We would like an additional article writing by the Practice advertising the forthcoming Patient Annual Review. | **ACTION 6:** AnA to email all 4 Core Group comments on the draft newsletter to Jackie by the end of the day so that the deadline for completion is not missed. |
| **6. Patient Annual Survey 2020**   * Core Group spent time preparing draft survey. * Questions 17 and 31 from the GP survey were incorporated as requested by the Practice. * New Q8 self manage to become self care and a ‘did you know’ self care box added * The Practice will produce the survey statistics * The PPG should do the ‘we heard’ and ‘we did’ summary. | **ACTION 7:** AnA to prepare draft survey and email to the Core Group and Practice. |
| **7. Self care**   * Paragraph on self care to be included in the newsletter * Self manage to become self care and a ‘did you know’ self care box added added to Patient Annual Survey |  |
| **8. Virtual Group**   * AnA has updated the list of VG contacts and there are currently 76 members. * Core Group notes to be sent to VG (this will also check the validity of their email addresses). * Newsletter to be sent to VG when complete * Patient Annual Survey to be sent to VG when ready | **ACTION 8:** AnA to email Core Group notes to VG  **ACTION 9:** AnA to email newsletter to VG  **ACTION 10:** AnA to email Patient Annual Survey to VG |
| **9. AOB**   * Conflicting messages regarding the use of different apps – MyGP, Patient Access (used when renewing prescriptions), Doctorlink | **ACTION 11:** AA to ask Jackie for clarification |
| **10. Dates of meetings**   * Thurs 26th March 10.30am – Core Gp, venue tbc * Thurs 4th June 10.30am – Core Gp, venue tbc |  |