**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.
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| **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
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| **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
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