OCH PPG Core Meeting Notes - Friday 24.05.19 - 12.00 midday

Attendees: Audrey Alford, Paul Alford, Anne Allan, David Williams,

Shri Methrota ( OCH patient & HW member as observer)

Apologies from Craig Marriott & Hannah Street

1. **Partners:** Karol Selvey is now our Partner Liaison.

 All communications to be sent to

paula.daunt@nhs.net **and** sutccg.ochsurgery@nhs.net.

Information specifically for JM (e.g. Re website) can be sent straight to JMs email

2) **Core & Virtual Group:** one member has left the Practice & the name is removed from the Virtual group contact list.

The Virtual group was contacted & asked to complete the Annual Survey.

NB The NHS system uses one email per patient (no shared email addresses)

 ACTION: new Virtual group email addresses to be added to Virtual group list AAA & AA

3) **Communication with patients:** Core members spent 6/7 sessions in reception supporting completion of the Annual Survey.

Shri Methrota would like to join the Core Group.

SM had visited the OCH Reception area as a ‘secret shopper’. He told us “Reception was working well, courteous & efficient”.

 ACTION: AAA to contact Craig re continued availability

 Core to discuss at next meeting

4) **Annual Survey Results:** JM has presented us with the results & comments, some analysis to come. We plan meeting on Friday 21.06.19 to discuss the results. Pharmacy distribution has not been feasible.

NB: add new email contacts; Partners would like information shared with patients re booking advice (KS will email statement); discuss focus on email contact that disadvantages some; identify number of paper/online completions of Survey.

5) **PRG:** PA was unable to attend 20.05.19. HS represented us as an observer.

 ACTION: HS or DW to give report of meeting.

HS attended the PPG Forum

 ACTION: HS to tell us about it.

Our representatives are now Re-registered with PRG: PA, DW & HS

6) **Newsletter** Winter/Spring 2019

This was issued in March & is on the reception desks at both sites,

 ACTION: next Newsletter to include the ‘Booking Appointments’ statement & Survey Collation notes/Partners responses.

7) **Practice booklet**: to be revisited after Remodelling

8) **Website Survey:** Core to revisit site using our survey data.

 ACTION Core group, Friday 28.06.19

PRG will be asking for information on the improvement of the website re the Survey & publishing comment online.

NB Access to making an urgent appointment is now more visible.

 Access for iPad users is improved.

9) **Surgery Remodelling:** slow progress.

10) **AOB:** as there is so much accumulated paperwork, it was decided that PPG history would only be stored online

Next meetings: Friday 21.06.19 - 12.30 Core, Annual Survey evaluation.

 (12.00-12.30 AAA & AA VG contact list update)

 Friday 28.06.19 - 12.00 Core, Website review.

Dates subject to Practice confirmation.

AAA 8.08.19