**OCHS PPG Open Meeting Notes – Fri 8th March 2019, 12:30pm**

Attendees:

David Williams, Paul Alford, Hannah Street (Core PPG)

Christopher and Sylvia Webb (patients)

Apologies:

Anne Allen and Audrey Alford (Core PPG)

1. **Remodelling update** from DW
	* Work scheduled to start in next couple of weeks - cells downstairs to be used for storage, additional rooms will provide more consulting space and greater range of services will be offered.
	* Accessibility improvements will include electronic front door, a lift and a dropped front desk. Disabled parking bays will move but not change in number (though throughout building work the current spaces will be unavailable – alternatives on Lodge Place, but not specific to surgery)
	* The practice will grow (by 5,000 patients over next 5-10 years) to accommodate the growing town, with more doctors (some part time) expected to join
	* Practice will be a Training Centre for GPs and nurses (as part of a bigger national programme country to address number of GPs approaching retirement)
2. **Integrating Services**
	* Brief explanation provided about ability of 111 operators and ambulance staff to book GP appointments directly with surgery
3. **Comments from patient attendees**
	* Frustrations with telephone appointment booking queues when lines open in morning – explained the concept and approach for signing up for *online* appointment booking, which was of interest to patients.
	* Query about signing up for Patient Records Access – patients thought they may have opted out but were now interested in granting permission so advised to speak to practice staff to confirm (and enact permissions if required)
4. **Closing**
	* It was noted that free wifi is now available to patients throughout (most areas of) the surgery
	* Patients thanked for attending
	* **No actions required**

**OCHS PPG Core Meeting Notes – Fri 8th March 2019, 1pm**

Attendees:

David Williams (DW), Paul Alford (PA), Hannah Street (HS) (Core PPG)

Karol Selvey, KS (Practice)

Apologies:

Anne Allen and Audrey Alford (Core PPG)

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| **Item** | **Action** |
| * **Renovations**
* KS confirmed no go live date yet – 2nd week April?
* Venue for Open Meetings to present remodelling plans to patients – can’t use Salvation Army (don’t do evenings) so Thomas Wall Centre and Throwley Way Hall (‘Grand Hall’?) being looked at for evening meeting and one afternoon
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| * **Annual Survey**
* KS has reviewed this and thinks it looks fine
* DW – requested Core PPG be informed when survey ready and printed to allow us to organise rota to help survey patients in waiting room
* To note closing date likely to need adjusting to allow sufficient time to complete, this doesn’t seem to be of concern
 | * KS to request Jackie updates PPG when survey is ready/printed (and closing date amended, as required)
* Once received, PPG to liaise and organise rota for promoting survey in practice waiting room
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| * **Newsletter**
* KS reviewed this a couple of weeks ago and confirmed this is now with Jackie
 | * KS to request Jackie updates PPG on status of newsletter
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| * **Upcoming PRG meetings**
* PA confirmed apologies for Mar and likely May
* All dates for 2019 were shared with HS, who accepted DW’s invitation to be nominated as an additional OCHS representative. HS will need to negotiate childcare to attend relevant meetings, but keen to, where appropriate.
* HS will also attend the Healthwatch PPG Forum on 25th March 2019.

Upcoming PRG Dates:* Wed 13 Mar, 6-8pm, Civic Centre
* Mon 20 May, 4:45-6:45pm, Civic Centre
* Tue 16 Jul, 4:45-6:45pm, Civic Centre
* Wed 18 Sep, 4:45-6:45pm, Civic Centre
* Wed 13 Nov, 6-8pm, Civic Centre
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| **AOB*** It was noted that free wifi is now available to patients throughout (most areas of) the surgery
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