**Draft**

PATIENT PARTICIPATION GROUP: CORE GROUP: 26 MAY 2017

Those present:

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

(apologies received from Craig Marriott)

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)

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

Updated contact information was provided for the Virtual Group (VG). AAlford provided contact details for one new person for adding to the email circulation list taking the total number of VG members to 31.The CG agreed to allocate a BT email address for circulating information to VG. Once this has been set up the PPG pop-up board will need to be amended and the OCH website PPG contact link updated. The Practice, CG and VG will also need to be informed that the email address has been changed. | AAllan to update email list of VG membersAAllan to circulate notes of Core Group and Open meeting to VG membersAAllan to set up BT email address for VGAAllan to inform Dr W/Practice, JM for website alteration, CG and VGDW to amend PPG pop-up board |
| 1. **Communication with Patients:**

Unfortunately the Open meeting held prior to this Core Group (CG) meeting had not been advertised on the OCH website. However, one patient from the VG had attended the Open meeting and reported that he was pleased with the system for booking appointments online. Four VG members gave their apologies.The link to join Healthwatch to be sent to AAllan by AAlford for circulation to VG. | An item for next agendaAAlford to send HW joining link to AAllanAAllan to send HW joining link to VG |
| 1. **Annual Survey:**

AAllan reported that she had not yet received the final electronic version of the 2017 Annual Patient Survey.The CG will need the results and patient comments from the 2017 Annual Patient Survey both for information and to assist in the drafting of the 2018 survey later in the year.The 2017 results to be discussed at the next Core Group meeting. | A.Allan/AAlford to contact JM & Dr.W for electronic copy of surveyA.Allan/AAlford to request results and all patient comments from 2017 Annual Survey from JM & Dr W asap2017 Annual Survey results an agenda item for next meeting |
| 1. **PRG:**

OCH PRG Reps are P. Alford and A. AlfordReport from meeting 10 May 2017A presentation was made by local business Speak up Sutton – Top 10 tips for GPs and health professionals for adults with learning difficulties.It was agreed that a copy of the presentation should be sent to the Practice for their information.OCH PRG RepsThe meeting agreed to ask CM if he would act as the PPG’s third representative at PRG meeting as and when he is able to attend. PA and AA reported that they will both be unable to attend the meeting on 13 September.Dates of future meetings12 July 201713 September 2017Healthwatch Sutton is contracted by the SCCG to run PRG meetings. | PA to send JM a copy of the presentation for the Practice’s informationAAlford to email CM re. becoming 3rd PRG Rep & ask if he can attend 13 Sept meeting |
| 1. **Newsletter:**

It had been agreed that the next newsletter be published June/July.Content:It was suggested that the following pieces be written by the PPG:-(i) Questionnaire/proposed Central Sutton Health Centre – KS may have written an article which the PPG could use and put in under DW’s name (AAlford to liaise with KS and DW);(ii) new email address for PPG if altered (AAllan);(iii) GP Hubs – extended hours facilities (if space – D.Williams? or PAlford?);Articles to be sent to AA for placing in newsletter templateThe Practice have not yet indicated what pieces they may write. | AAlford to contact KS re. article on proposed Central Sutton Health CentreAAlford to liaise with DW re. questionnaire/proposed Central Sutton Health Centre articleAAlford to contact DrW when PPG articles ready & send to AAllanAAllan to send template to DrW if PPG articles ready before next meetingPossible item for next meeting agenda |
| 1. **Practice booklet:**

Awaiting the updated Practice booklet by KS. The CG to provide the Practice with basic information about the PPG for inclusion in the booklet. | An item for next meeting agenda |
| 1. **Assisting on National Health Days:**

No information |  |
| 1. **PPG Terms of Reference**

AAllan circulated a sample Terms of Reference taken from the guide to setting up a PPG from the National Association for Patient Participation (NAPP). The CG used the sample provided as a basis for drafting Terms of Reference for Dr Grice and Partners’ PPG.The CG proposed that this draft be sent to the Practice for their comments at the next Liaison meeting. | AAllan to send draft Terms of Ref to DrW & JM for Partners’ commentsAn item for next meeting agenda |
| 1. **Proposed Central Sutton Health Centre & OCH refurbishment:**

OCH refurbishmentAll plans are on hold due to the Central Sutton Health Centre proposal.Central Sutton Health CentreJM attended this part of the meeting to provide the CG with updated information. There was an informed discussion and the CG gave feedback on a Central Sutton Health Centre Patient Questionnaire.CG members had completed a selection of one hour bus counts outside OCH to help inform discussions and demonstrate the very good transport links to the surgery. The surveys showed that on average 60 buses an hour pass OCH front door - details were given to JM.***Please note:***1. proposed Central Sutton Health Centre was incorrectly called the Central Sutton GP Hub on draft notes of Core Group meeting 24/3/17 and Liaison meeting with Partners 24/3/17.
 | Update - next meeting agendaCG and JM to liaise as necessaryAn item for next meeting agendaAAllan to amend meeting notes & recirculate |
| 1. **Outstanding issues:**

WebsiteOn the PPG area of the website there are two links to PPG notes of meetings which still need to be merged. JM to be requested to merge them all under PPG notes of meetings which would then only require one link.Annual Patient Survey 2017 still needs to be removed from the website. | AAlford to contact JM/DrW re merging PPG notes of meetings on website & removing Annual Survey from website |
| 1. **AOB:**

WebsiteReminder that it has been agreed that any PPG website information to be sent to JM cc Dr W for uploading via the web manager.Some notes of meetings still need to be sent to JM for website. | AA to send relevant meeting notes to JM cc DrW |
| * **Dates for future meetings:**

The following dates have been proposed:CANCELLED Friday 30th June and Friday 15th September**NEW** Friday 21st July OCH Core Group 12.00-1.00pm, Liaison 1.00-2.00pm, Core Group 2.00-3.00pm agenda items - newsletter, dates, Terms of Reference, 2017 Annual Survey results, practice booklet, Central Sutton Health Centre, PRG**NEW** Tuesday 5th September OCH Core Group 1.00-2.30pm, agenda items - Annual Survey 2018, Central Sutton Health Centre, PRG, dates, newsletter | AAlford to liaise with Practice |

Anne Allan 5 JUNE 2017