**OCHS PPG Core Meeting Notes – Fri 21st and 28th June 2019**

Attendees 21st and 28th:

David Williams, Paul Alford, Audrey Alford, Anne Allen, Hannah Street

Jackie Manville (Practice)

Attendees 21st only:

Craig Marriott

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| **Item** | **Action** |
| **Newsletter*** Issue identified that newsletters are not on the website under the PPG section. A search reveals two editions, but not the most recent.
	+ Audrey emailed Jackie, Lidia confirmed they are there, but under ‘practice’ not PPG – all are now housed there and are no longer under PPG.
	+ We proposed a link should be added to the ‘PPG’ section, directing users to the section where these are now published.
* Newsletters are not being taken by patients, so suggestion to place copies on waiting room chairs to facilitate patients reading them whilst attending appointments.
* We propose an *August* Newsletter to include:
	+ The new GP starting and update on Dr Grice’s retirement timeframe
	+ Refurb - we should have an update by then
	+ Dates for open meetings
	+ Primary Care Networks update (& our Central Sutton partners)
	+ Survey feedback
* Jackie confirmed she and Carly are continually collating content items for future newsletters
 | * Request a ‘Newsletters’ link is created on the PPG section of the website to direct users to the where the newsletters are now published on the Practice area.
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| **Website*** JM has confirmed that further website updates will be more timely
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| **Booking appointments sheet** * Jackie confirmed this has been sent out
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| **Utilising online access*** Confirmation that Karol provided wording (sent to the virtual group) about utilising online access.
* Her next update will be about the triage service, explaining that patients are asked questions to ensure the right person is seeing them.
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| **Refrub/CCG*** Some issues continue to delay completion of the Contract. The PPG would like to support the Practice in moving forward in any way possible.
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| **Doctor Link*** This is an algorithm-based app which takes your symptoms and directs/signposts you accordingly.
* Surgery interested in where the liability lies if they recommend it - not endorsing/promoting it currently.
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| **OCH Contact point*** Karol is our practice liaison
* Paula and Jackie should be the main recipients for all emails
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| **AOB*** Craig tended his resignation to focus on a new project ‘Just Talk’ at The Dolphin (offering an ear and signposting to those in need).
* The PPG group offered to promote this in upcoming newsletters and David offered to connect him with community action (?) to assist with their signposting
* Shri Mehrotra will be joining the core group going forward.
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| **Survey*** 157 responses were submitted, the majority of which were paper. The group queried of some responses were missing but it appears not.
* 34 email address were submitted for addition to the virtual group. 12 of these bounced back, and need reviewing (1 was a repeat address - solved)
	+ We asked if the remaining addresses can be reviewed - Jackie confirmed paper submissions were typed into the website form to provide a full set of electronic responses to assist with assessment but then original paper copies were destroyed. She offered to cross-reference problematic addresses against patient email address records.
* We confirmed that the practice have already compiled and published a statistical summary of the tick box questions on to the website.
* The PPG analysed the remaining *free text* replies and will produce a summary of these remaining responses, for the practice only (these will not be published on the website).
	+ Free text comments were categorised as: **P**ositive (commendations), **N**egative (recommendations) and **O**bservations (Comments).
	+ A handful of responses were uncategorised for reasons of ambiguity
* An overview of the results will be published in the newsletter, ideally visualized with pie or bar graphs (including a comparisons to previous year’s results where appropriate)
* Wording proposed along lines of:
	+ “The statistical data from the annual survey has been published on the practice website (give section). The PPG have analysed the free text responses and, where appropriate, fed back comments to the practice for action/to pursue. Here are their high level findings”
 | **Actions**1. Send a summary of the positive comments to the practice
2. Provide the practice with an overview of the comments submitted for each question. (Renaming observations as comments)
3. Produce an overview of results for newsletter.
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