**OCHS PPG Core Meeting Notes – Thu 10th October 2019**

Attendees:

David Williams (DW), Paul Alford (PA), Audrey Alford (AA), Hannah Street (HS), Shri Mehrotra (SM)

Jackie Manville (JM), Practice

Apologies:

Anne Allen

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| **Item** | **Action** |
| 1. **Introduction**
* AA confirmed apologies from Anne, and the group welcomed SM to his first core meeting
* Today’s meeting planned to largely focus on website review
* To speed up setting future meeting dates, availability was discussed with JM and future meetings agreed as follows:
	+ Nov 1st - no room, so not going ahead
	+ **Thu 28 Nov 10am - next mtg**
	+ No mtg planned for Dec
	+ **Thu 16 Jan 10am**
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| 1. **Core & Virtual Group**
* AA confirmed she will get contacts sorted on her iPad so she can take over virtual group communications from Anne while she is absent
* Practice website was checked, and confirmed the recent newsletter has been published
* 6th Sept meeting notes still need to be added to website - AA will send to JM for action

 ***Completed action:****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.* | **ACTION**: AA to set up virtual group on her iPad**ACTION**: AA to send 6 Sept meeting notes to Jackie for publication on the website |
| 1. **Communication with patients**
* Open mtg dates - public area needed so would take place in ancillary room downstairs. This is available every Thu afternoon until 6pm
	+ JM confirmed the Practice can probably hold this room clear on Thu 28th Nov to enable us to have open meeting following core meeting
	+ Would be advertised via virtual group, website and flip chart board downstairs
* ‘How to book appointments’ and ‘self care’ are the two things the practice needs to focus on:
	+ SM gave an anecdote of receptionists not signposting to out of hours services
	+ HS asked if there was scope to amend the Practice voicemail/queueing messages to outline the different appointment options, incl out of hours – if this is possible, group should give consideration to what recorded information would best serve patients
* JM confirmed that from Apr 2020, *whole patient records* will be visible (with some exceptions, eg mental health patient records). JM doesn’t know what this will look like yet but has set up a dummy patient record - waiting for functionality behind the scenes to be complete, but offered to share with us when available.
* Offering Skype from April 2020: A Wallington practice are piloting this currently, though having some internet access reliability issues. A couple of doctors at OCHS are interested in this service.
 | **ACTION**: HS/AA to ask JM what scope/appetite there is to amend Practice voicemail/queueing messages |
| 1. **Annual Survey**
* All actions complete so this is now finished action
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| 1. **PRG**
* PA gave a verbal update, his formal report will be sent to HS/AA for addition to these minutes – no official ‘drafts or actions’ yet received from PRG secretariat.
* Next meeting is 13th Nov 2019
* Core Group request that PRG notes/drafts and actions are shared with PPGs in a timely manner to enable time to review and address
 | **ACTION**: PS to send PRG report to HS/AA for inclusion in minutes**ACTION**: PA/DW to pass on request from OCHS PPG that PRG notes/drafts and actions are shared with PPGs in a timely manner to enable time to review and address |
| 1. **Newsletter**
* SM gave an anecdote of Self Referral and suggested this as a possible item for a future newsletter: (Following a consultation and for specific conditions/issues, a GP provides their patient with a dedicated referral number so the patient can contact St Helier directly to book an appointment and further examination of the identified matter).
* SM offered to take copies of the latest newsletter up to the Library for onward distribution
* SM also enquired about dropping off copies to the Age UK offices
* Laminated newsletters are now being placed in the waiting room
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| 1. **Practice booklet**
* PPG discussed the benefit of producing a flowchart to help a *patient in need* aid their access to care.
	+ Simplest way of conveying *I’m ill, what do I do*
	+ Visual approach may be best?
	+ HS suggested checking what’s already out there, it’s likely to have been done before
	+ SM asked if we can look at NHS X
	+ Would need approval by Practice
 | **ACTION**: All members to work on this and bring ideas to next mtg (28 Nov)**ACTION**: HS to look at what similar flowcharts may be available **ACTION**: SM to look at NHS X for relevant assistance |
| 1. **Assisting in NHS Days**
* Waiting for a call up from Jackie
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| 1. **Website Survey**
* Following the survey a number of issues were identified for action and the following is a list of items the group felt still needed looking at:
	+ Q10 - extended hours not yet addressed. Cancellation too.
	+ A reference to the hub was later spotted in the ‘rolling banner’, but the group felt this needed a more permanent reference/home
	+ Q13 - using a pharmacy/minor ailments scheme - only covered at the bottom of a process and the group felt this should be visible at the outset
	+ Q18 - still could find no charges published
* At this point, Practice WiFi issues prevented conclusion of this review, which the group agreed to continue as an action outside the meeting
 | **ACTION**: All members to look and see what we can find in relation to the outstanding issues - any feedback to be circulated to group |
| 1. **OCH & RHL development plans**
* Almost there!
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| 1. **Outstanding issues**
* Service Specification - improved access for people to surgery. Practice to work with PPG to promote technology solutions which promote self care, eg Health Help Now, iPlato etc.
* ‘Self care’ – in addition to earlier discussions, this should be added as a standing item to our PPG agenda
 | **ACTION**: AA to add ‘Self Care’ as a standing item to the PPG agenda  |
| 1. **AOB**
* None
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| 1. **Date of next meeting**
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