**OCHS PPG Core Meeting Notes – Thu 16th January 2020**

**Attendees**:

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

Practice: Karol Selvey (KS)

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| **Item** | **Actions** |
| **1. Apologies*** Noting ongoing apologies from Anne
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| **2. Introduction*** Future agenda - HS to do this going forward
* Anne – last communications stated she hopes to return in February
* JM email - provided an update on the remodel. Karol will likely provide further updates
* Meeting for Healthwatch PPG chairs – AA going, 29/1/2020
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| **3. Actions update, from meeting 28/11/19**ACTION 1: AA to set up virtual group on her iPad* AA started but will complete with HS later

ACTION 2: DW to write item for newsletter requesting re/submission of email addresses for the VG* Number of items for newsletter - Hospital consultation has now started (until 1st April, mail drop occurred to all Sutton residents), agreed to flag this with practice members via newsletter.

ACTION 3: HS/AA to ask JM what scope/appetite there is to amend Practice voicemail/ queueing messages* Not yet met with JM as she doesn’t work Thursdays so will find another day, (Wednesday?). Will also take opportunity to request dates for lift installation etc

ACTION 4: HS to obtain survey template then make agreed updates* Awaiting Anne to provide e- template (we only have paper copies)

ACTION 5: HS to check status of booking online appointments for under 12* HS has confirmed this can now be done

ACTION 6: PS to send Sept PRG report to HS for inclusion in minutes* Done

ACTION 7: AA to ask JM for updates, including any feedback about laminated newsletters being available in the waiting room* Newsletters are available in waiting room. Made request to have them always refreshed and visible.

ACTION 8: AA to ask JM if the Practice want to include retirement reception for SG? (For the Practice to lead on rather than PPG).* passed

ACTION 9: DW to start work on earlier newsletter updates now.* Newsletter updates pending update on public meeting for remodel, in addition to usual DW update

ACTION 10: HS to send Jackie ideas for this flowchart from her research. * To raise when HS and AA meet with JM

ACTION 11: Secretatiat role - AA will let JM know HS will be doing this, and that HS will be taking over secretariat role* done

ACTION 12a: Group to consider if social prescriber etc. information would be appropriate for a newsletter item* For discussion with JM and Karol, confirming when these will be in place and therefore if appropriate to include

ACTION 12b: AA to check with JM/KS if there are any upcoming NHS days* Unlikely during remodel, to check with JM.

ACTION 13: AA and HS to speak to JM and pass on website survey findings* For discussion with JM when we meet with her

ACTION 14: HS to enquire with JM whether usage stats are available for OCHS surgery* For discussion with JM when we meet with her

ACTION 15: HS/AA to enquire with JM whether there will be scope to use TV screens for promotional and awareness matters for the practice* For discussion with JM when we meet with her
 | **ACTION 1**: AA and HS to complete virtual group creation on iPad **ACTION 2**: AA to organise meeting with JM and HS to progress a number of items* Newsletter contents
* Remodel
* Practice voicemail
* Patient help flowchart
* Website content
* NHS days
* Website survey findings
* Website usage stats
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| **4. Future meetings:** Planning for the year (aiding accessibility and transparency for Virtual Group)* 12pm Fri 7th Feb for PPG Annual Survey (moved from 6 Feb) – action for Audrey to organise room
* 10:30am Thu 26 March
* 10:30am Thu 4 June
* Open meeting should be planned after practice meeting to discuss remodel details
 | **ACTION 3**: AA to organise meeting room for 7 Feb |
| **5. PRG dates for 2020*** Meetings, all scheduled to take place at ‘Sutton Civic Centre, Meeting Room 1’:

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| **Date** | **Day** | **Time** |
| 21st Jan 2020 | Tue | 5.00pm – 7.00pm |
| 16th Mar 2020 | Mon | 4.45pm – 6.45pm |
| 21st May 2020 | Thu | 6.00pm – 8.00pm |
| 22nd Jul 2020 | Wed | 6.00pm – 8.00pm |
| 16th Sep 2020 | Wed | 4.45pm – 6.45pm |
| 10th Nov 2020 | Tue | 4.45pm – 6.45pm |

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| **6. Newsletter*** Awaiting feedback from Karol to confirm timelines, following practice meeting on 30/1
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| **7. Annual Survey 2020*** AA to obtain format from JM and send to HS.
* Need information from JM on national Questions she would like adding
* To be discussed in pending meeting with AA and HS
* Given remodel progress, SM asked whether there’s flexibility to delay the annual survey? Eg what are the penalties for not doing it by 31 March? AA will enquire with JM
 | **ACTION 4**: AA to obtain survey format from JM and send to HS**ACTION 5**: JM to confirm survey question composition**ACTION 6**: AA to enquire about scope/penalties of delaying annual survey during remodel period |
| **8. OCH & RHL development plans*** Noted that all paperwork has now been signed
* PPG focus is that patients are advised/kept informed - how much does practice want from us, eg front page of newsletter?

Needs:* Timeline: start date, estimated finish date (6 months length)
* How it will affect patients, eg OCHS & RHL patients.

Ideas for patient communications* Need information that the remodel is happening.
* Initial information with ‘headlines’ needs to go out ASAP, eg disabled parking bays
* Channels – long discussion had on ways to share

Website changes:* The hub move will need amending on website
* Use of RHL site will need amending
* Later detail: more information via public meeting / newsletter / stand in reception
* Emailing where possible, postage may be required for remaining - one hit with all information needed
* Explore external channels too
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| **9. Discussion with KS*** Practice have a meeting on 30th January where timeline of remodel should be agreed
* Following this, information will be available to communicate with practice members
* Practice looking into venue(s) for an open meeting for patients (day and or evening)
 | **ACTION 7**: DW and HS to send room hire information to KS following discussion of local options |
| **10. Health and self care*** PPG had some ideas for items on the website that could be enhanced – to be discussed with JM in separate meeting with HS and AA.
 | **ACTION 8**: AA and HS to pass on self care website enhancement ideas to JM |
| **11. Date of next meeting*** **Fri 7th Feb 12pm – for annual survey specifically**
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