**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 |  |
| **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 |  |
| **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 |
| **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’:  |  |  |  | | --- | --- | --- | | **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 | |  |
| **6. Newsletter**   * Awaiting feedback from Karol to confirm timelines, following practice meeting on 30/1 |  |
| **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 |  |
| **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** |  |