

**OVERTON PARK SURGERY
PATIENT PARTICIPATION GROUP
PPG MINUTES
6th August 2013**

Members Present

Apologies

NP – Chair Dr. Sarah Moliver Glenys Ockwell – Practice Manager Mark Thatcher - IT Manager MH KM DR AS RS JT	HL
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Item	Minute	Actions
A	<p><u>WELCOME & INTRODUCTIONS</u></p> <p>Welcome to new members, RS, AS, DR.</p>	
B	<p>Apologies were given on behalf of HL</p>	
C	<p><u>ACCEPTENCE OF MINUTES OF LAST MEETING</u></p> <p>The minutes of the meeting on the 4th June were accepted.</p>	
D	<p><u>MINUTES ACTION REVIEW</u></p> <ul style="list-style-type: none"> • MT reported that the surgery was moving to a new clinical IT system as the current one was past its useful life. The new system is windows based and will offer more features, compatibility and better efficiency, with the potential to assist the surgery with management of its services in the future. The planned installation date for the new system is 30th September, going live on 1st October 2013. Staff training is planned between 10-11 September and will necessitate only emergency surgeries for both Dr's and nurses on these days. Surgery patients will be informed prior to this. The surgery asked for PPG feedback when the system goes live. • With the new software it should be possible to offer a subscriber service for patient communications to promote services and events. <ul style="list-style-type: none"> - Ongoing • NAPP –NP contact NAPP and has application form. The annual membership plus admin fee for first year is £60. NP to send off for membership. 	<p>PPG</p> <p>MT</p> <p>NP</p>

<p>D</p>	<p><u>2014 PATIENT SURVEY UPDATE</u></p> <p>Future Survey Time Table as proposed at April’s meeting was modified at August meeting following a review of practice requirements for this year’s patient survey.</p> <table border="1" data-bbox="343 526 1189 1142"> <tr> <td>Prepare Survey Questions</td> <td>Oct</td> </tr> <tr> <td>Additional PPG Mtgs.</td> <td>Sept -Jan</td> </tr> <tr> <td>Agree and Format Survey</td> <td>End Oct- Mid Nov</td> </tr> <tr> <td>Survey to be sent to Patients</td> <td>Middle of Nov</td> </tr> <tr> <td>Questionnaire Returns</td> <td>Mid-December</td> </tr> <tr> <td>Data Entry</td> <td>Jan</td> </tr> <tr> <td>Data Review</td> <td>Feb</td> </tr> <tr> <td>Agree Survey Follow on Actions</td> <td>Early March</td> </tr> <tr> <td>Publish PCT Report</td> <td>End of Mar</td> </tr> <tr> <td>Communicate to Patients survey results via Newsletter/Website</td> <td>May-June</td> </tr> </table> <p>First meeting questionnaire preparation was planned for 25 September 18:30 Second meeting 11 October 18:30</p> <p>The Practice is to consider the areas that it wishes to illicit feedback on for this year’s survey, prior to the PPG drafting the questions. Possible areas: New appointment system, telephone appointments. Continued use of Waiting Room display screen.</p>	Prepare Survey Questions	Oct	Additional PPG Mtgs.	Sept -Jan	Agree and Format Survey	End Oct- Mid Nov	Survey to be sent to Patients	Middle of Nov	Questionnaire Returns	Mid-December	Data Entry	Jan	Data Review	Feb	Agree Survey Follow on Actions	Early March	Publish PCT Report	End of Mar	Communicate to Patients survey results via Newsletter/Website	May-June	<p>Practice</p>
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<p>E</p>	<p><u>PPG EVENTS PLANNING</u></p> <p><u>Breast Feeding</u></p> <p>A further event is planned in 28th September</p> <p><u>Women’s Health 15th October</u></p> <p>On-going with planning but venue is changed for this event and will now be held in St Andrews’ Montpellier</p>	<p>JT & GO</p>																				

	<p>Hall, in Montpellier Street, Cheltenham at 6.30pm. It was considered that we would need to cater for about 50 attendees.</p> <p>To be advertised on the surgery TV, website and posters.</p> <p>CCG Communication</p> <p>We have received communication for contact information of the PPG Chair from the CCG, (Cheltenham Commissioning Group), for the Chair to be invited to some of their meetings.</p> <p><u>Future Events</u></p> <p>Future Topics to be supplemented from survey feedback were:</p> <p>Senior Women’s Health Heart Health Alzheimer’s/Dementia Mental Health Future of NHS</p>	
F	<p>Infection Control</p> <p>The Care Quality Commission (CQC) had requested that the practice ask the PPG to determine the best methods for communicating to patients, information about infection control (Flu etc.) Methods to be recommended were message on “waiting” message on main surgery number, the Website, on Repeat prescriptions, posters, on the Patient appointment log in screen, TV waiting room screen.</p>	NP
G	<p>AOB</p> <p>Dr Sarah Moliver announced her retirement from the practice. She expressed her appreciation to the PPG and how much she had enjoyed the meetings and would miss these meetings with practice patient representatives. Dr Rachel Coker would be taking over from Dr Moliver .</p>	
	Suggested PPG Activity Planner - Updated	

