

**Overton Park Surgery  
Patient Participation Group  
PPG Meeting Minutes**

**7 Aug 2012 (Draft – for  
comment)**

Item	Minute	Actions
1	<p><b><u>INTRODUCTION</u></b></p> <p>1.1 The minutes of 12 June 2012 were accepted.</p> <p>1.2 New and returning members were welcomed to the group.</p>	
2	<p><b><u>VSIT FROM WINCHCOMBE PPG</u></b></p> <p>2.1 The current Chair for the Winchcombe surgery’s PPG kindly visited to talk about their PPG’s activities and share ideas. Below is a summary of his talk:</p> <p><u>Introduction</u> Winchcombe PPG has 12 members and the surgery is the only one in Winchcombe. After a few meetings the PPG had a clear direction and set out some objectives and a series of projects.</p> <p>The PPG meets around 9 times a year at 6 week intervals. Smaller meetings take place as required on particular topics with relevant members.</p> <p><u>Objectives</u> One of the primary objectives of the PPG was to bring the surgery into the community – for example, many patients, including members of the PPG did not realise the surgery was a minor injury walk-in unit.</p> <p><u>Projects</u> <i>Survey</i> - The closure of a hospital outpatients department led to more patients having physio and other treatment at the surgery. This prompted a survey which helped to identify areas for activity.</p> <p><i>Electronic screen</i> - Installing a screen to communicate messages more easily to patients was one of the first steps. In addition to surgery messages, NHS messages are also displayed, average waiting times were calculated to be 9 minutes so the messages and videos are timed accordingly. The screen is divided into sections for the main message, advertising space and a rolling news banner.</p> <p><i>Advertising</i> - The screen is also used for selected local advertising. The list of advertisers was approved by both the PPG and the GPs and there is a disclaimer making clear that the companies are not approved or recommended by the practice. Once the list was drawn up, PPG members visited the potential advertisers personally to sell the advertising space. The space is sold at £100 per year to run an advert</p>	

and the revenue generated is owned by the PPG to be ploughed into PPG activities.

*Comments system* – Not a complaints system but a constructive way of patients making suggestions for improvements. The PPG and GPs are very willing to consider and act on suggestions so as a result some practice operations have changed and a new nurse practitioner has been employed as a result.

*Schools Healthy Living Campaign* – A PPG member led a campaign to promote healthy living in schools alongside a GP Partner. Resources from prominent websites were used. The project is now reaching the end of its life and the PPG are considering options for a follow on campaign, for example, sexual health.

*Health Events* – Winchcombe have now run 3 health events on 1) Womens Health – the Menopause, 2) Lifestyle/stress, 3) Mens health. They have all been held in the evening around 7.30pm. Attendance has ranged from 23 to 40 at the Mens health event. They have deliberately used different venues for each event and the GPs have been involved. Awareness of the events has been raised via advertising on-line, posters around Winchcombe, the repeat prescription messaging service and on the electronic screen. All the events have involved outside agencies e.g. complimentary medicines and consultants from the local hospital. The presence of both PPG members and doctors was thought to be a real positive of the events. Winchcombe's next planned event is Healthy Eating. It will be a different format with groups such as weightwatchers, local gym, good food companies having tables at the event.

#### Working with the PCT

As a result of Winchcombe PPG activities, in particular with the survey following the closure of the local hospital services, they are now working with the PCT at senior to help shape policy decisions. The PCT have also offered to support future health forums.

#### Summary

It is always a challenge to raise awareness of the PPG so Winchcome are always thinking of ideas to do this. Last years stand at the local summer fair was very good with a rowing challenge proving popular.

A rolling Chair system with Chairs staying for around a 1 year term seems to be the best way of keeping up the pace and not wearing out any one chair!

Clear objectives for the group and delegation of projects to sub-groups is the most effective way of working. It allows the PPG to undertake a lot of work as the load is spread between members. Winchcombe members both suggest and volunteer projects.

He also mentioned the possibility of creating an inter-PPG group to allow PPGs to keep up to date on each others activities and share

	<p>ideas. Overton Park PPG would be keen to participate</p> <p>One member of the PPG and Practice Manager agreed to keep in touch with the Chair going forward.</p> <p><b>ACTION - Chair to send through – posters, details of outside agencies/ consultants that have been involved in events</b></p>	<p><b>PPG</b></p>
<p>3</p>	<p><b><u>REVIEW OF ACTIONS FROM 12 JUNE</u></b></p> <p><b>2.1 Electronic Display –</b> Up and running. Software update to take place</p> <p><b>2.2 Update to PPG section of the Website –</b> Updated. To be kept under regular review and new content to be added as appropriate.</p> <p><b>2.3 Patient Survey: Analysis of data and Report –</b> Complete until 2013 survey.</p> <p><b>2.4 Expanding the PPG –</b> the previous minutes had been circulated to virtual members for feedback. No feedback received to date</p> <p><b>2.5 PPG Events –</b> Ongoing.</p> <p><b>2.6 PPG Members meeting Practice Staff –</b> The meeting went very well and both PPG members and the Practice staff would like to do it again. One of the Partners mentioned a Patient Roadmap but the PPG members did not have the link. Another Partner agreed to look into it.</p> <p><b>Action – One Partner to send link re Patient Roadmap</b></p> <p><b>2.7 Newsletter –</b> Complete – has been produced and distributed in waiting room and on the website. A suggestion was made to develop a patient mailing list to which patients could subscribe/unsubscribe themselves. This could be used to send copies of the newsletter and other useful information.</p> <p><b>Action – IT Manager to look into setting up a patient e-mailing list.</b></p>	<p><b>See later</b></p>
<p>4</p>	<p><b><u>PPG EVENTS</u></b></p> <p><b>5.1 Venues</b>  A lot of very useful research about possible venues, prices, capacities etc. for the health awareness events that the PPG was hoping to run had been investigated. One member briefed the group on each of the venues and agreed to keep a list of all the details. When the time to organise an event the event organizer could contact her to discuss possible venue options.</p>	



	<p>PM to do this</p> <p>Pack would then be finalised once these additions were received.</p>	<b>PPG/PM</b>
8	<p><b>AOB</b></p> <p>There were some issues with email distribution lists for members of the PPG and not all members receiving things. PM agreed to check the mailing list and the list of members would be checked at the next meeting.</p> <p><b>ACTION – PM to check email list.</b></p> <p><b>ACTION – Check list of members below.</b></p>	<b>PM At next PPG Meeting</b>
8	<p><b>NEXT MEETING</b></p> <p><b>8.1 THE NEXT MEETING WILL NOW TAKE PLACE ON WEDNESDAY 17 OCTOBER (not 2 October as previously planned)</b></p> <p>8.2 Planned meeting dates for the diary</p> <ul style="list-style-type: none"> <li>a. Wed 17 October 2012</li> <li>b. 4 December 2012</li> <li>c. 5 Feb 2013 (the following 2013 meetings are proposed as suggested by the PPG for a 12 month look ahead)</li> <li>d. 2 April 2013</li> <li>e. 4 June 2013</li> </ul>	