

**Overton Park Surgery Patient Participation Group
PPG Meeting Minutes
10 January 2012**

| Item | Minute |
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| 1 | <p><u>PREVIOUS MEETING MINUTES</u></p> <p>The minutes 6 December 2011 were accepted.</p> |
| 2 | <p><u>ACTION REVIEW</u></p> <p>Electronic Display – Ongoing PPG members had visited a surgery in Winchcombe to view their electronic display. It had cost around £3000 but had already re-cooped its cost in advertising and was now making a profit. There were some technical hitches – the screen kept getting stuck.</p> <p>Update to PPG section of the Website – Ongoing</p> <p>Newsletter - Ongoing PPG members would work on updated wording for the website.</p> <p>Facebook The pros and cons of social media such as Facebook were briefly recapped. At present it was not be the right option for Overton Park Survey, but other Practices were on Facebook and might offer example of how it could be used if of interest in the future.</p> |
| 3 | <p><u>PPG GROUND RULES</u></p> <p>Members were reminded of the ground rules.</p> |
| 4 | <p><u>PATIENT SURVEY</u></p> <p>Introduction Members agreed an introduction was necessary, a short paragraph that was as brief as possible and in clear language whilst covering the necessary information.</p> <p>Survey Questions The group was grateful for the initial set of questions that had been produced based on the discussion at the previous meeting. The questions were reviewed and refined.</p> <p>Patient Sample Overton Park had a total patient population of 11,270 with a total of 8,863 for the survey (i.e. the 18-90+ age group). The aim would be to receive 380 completed surveys representing the gender and age spread. Although postage costs would be high, this was the best way of ensuring a broad demographic was reached. There was no requirement by the Health Authority to cover ethnicity and disability</p> |

specifically, but by choosing a random sample of patients for postal surveys and using home visit nurses to distribute the survey, these groups should be represented.

Distribution of Survey

The questionnaire would be distributed in a number of ways:

- Postal - 300 surveys would be sent out with stamped addressed envelopes
- In surgery – members of the PPG would hand out surveys in the waiting room and doctors and nurses during consultations.
- Home visits – The elderly visit nurse and chronic disease nurse would hand some out during home visits.

Survey Format

The survey should be as brief and in as clear font as possible. The group discussed whether there was a need for alternative formats. There was no requirement to provide the survey in other formats (e.g. braille, translations) and no budget but the group agreed large print surveys would be made available on request.

Timetable for PPG Members to hand out surveys in the surgery

Members of the PPG volunteered to hand out surveys in the practice. Time slots were agreed at the meeting.

Next Steps

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| ASAP | Finalise questionnaire |
| 20 Jan | Surveys posted out and printed ready for handing out |
| 21 – 27 Jan | PPG Members, doctors and nurses hand out survey |
| 3 Feb | Results from all surveys received |
| 6 Feb | PPG Meeting to review progress and agree plan for data input and analysis |
| 30 Apr | Results published |