

**OVERTON PARK SURGERY
PATIENT PARTICIPATION GROUP
PPG MINUTES
4TH JUNE 2013**

Members Present

Apologies

NP – Chair Dr. Sarah Moliver Glenys Ockwell – Practice Manager FA Mark Thatcher - IT Manager DG	PB CF MH KM HL KS JT
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Item	Minute	Actions
A	<p><u>WELCOME & INTRODUCTIONS</u></p> <p>Apologies were given on behalf of PB, CF, MH, HL, KM, RS& JT.</p> <p>FA presented his apologies to the PPG, as this would be his last meeting due to unforeseen circumstances</p>	
B	<p><u>MINUTES OF LAST MEETING</u></p> <p>The minutes of the meeting on the 2nd April were accepted.</p>	
C	<p><u>MINUTES ACTION REVIEW</u></p> <ul style="list-style-type: none"> • GO & SM gave an update on the telephone appointment trial. The system was now bedded in and proving worthwhile, with more appointments available on the day. Tweaking of the system was going to be discussed at the next weekly meeting, to help with the “book ahead” slots. The web site information regarding the appointment system and Patient Survey results were analysed at the meeting for trends. • MT reported on follow up on IT developments for the clinical system the surgery uses. It is hoped that the new system will be in place by the end of September. This may facilitate a subscriber service to be hosted to the website allowing patients to subscribe to surgery information, such as Newsletters etc. This will be advertised. <p>Ongoing</p> <ul style="list-style-type: none"> • New members to receive PPG Welcome Packs <p>Closed.</p> <ul style="list-style-type: none"> • MT to provide pack to FA - Closed • NAPP –It was agreed that NP would contact NAPP and seek clarification on subscription cost – the surgery were willing to fund annual subscription.- Closed 	<p>MT</p> <p>MT</p> <p>NP</p>

D **2013 PATIENT SURVEY UPDATE**

SM thanked the PPG for all their support and efforts in this year’s survey which was a great success. From experience this activity coincides with a number of end of financial year external practice commitments during Feb to April. Bringing the survey forward would help the practice to avoid this clash as discussed last meeting.

MT/GO provided Survey results and feedback to PPG members. The surgery provided a summary of the survey required by the PCT to all PPG members by e-mail.

The Surgery Website has the full details of the survey and the next Newsletter is due for publication in June.

Future Survey Time Table as proposed at April’s meeting.

Prepare Survey Questions	September
Plan addition PPG Mtgs.	Oct/Nov
Agree and Format Survey	End Oct
Publish Survey	Early November
Data Entry	Dec/Jan
Data Review	Feb/March
Agree Survey Follow on Actions	Apr
Publish PCT Report	End of March
Communicate to Patients Summary, Newsletter/Website	April-May

E **PPG EVENTS PLANNING**

Breast Feeding

DG briefed in a report on the Breast feeding event last Saturday 1st June. This was a repeat of this popular event with Mums to be. DG & HL organised this with the surgery’s midwife and Practice Manager. The positive feedback was a great credit to everyone

<p>from the practice and PPG involved. Another one will be planned for around September. GO to liaise with LL, DG and HL.</p> <p><u>Men’s Health</u></p> <p>NP to follow up his initial contact with Prostate Support Group. – Closed.</p> <p>The Men’s health event was held as planned on 20th May. Thirty eight people attended presentations by Mr B Patel a Urologist Consultant from CGH and Robert Ewart from the Gloucestershire Prostate Support Group. The talks were well received dispelling myths and replacing them with facts and figures. The message to men was: “act promptly and consult your Doctor if there is any change, no matter how small or insignificant it may seem.” Early intervention is vital to have the most success – so don’t put off seeing your GP – seek help”</p> <p>A review of the event promoted discussion on how to improve the communication with practice patients of these events. It was decided that the TV screen was good, together with posters on internal surgery doors and letters to patients if funds allowed, website if patients could subscribe in some way using the new IT clinical system from the autumn.</p> <p>News Letter/Web Communication</p> <p>Planned for June 13, delayed from March due to other Surgery Commitments. Work continuing on improving the web software and applications.</p> <p><u>Future Events</u></p> <p>Breast feeding and Men’s Health events have been a success; ideas for follow on events were discussed.</p> <p>Breast feeding would continue with regular events, and participation by both parents would be promoted as joint attendance had been seen by participants as positive, and</p>	<p>NP</p>
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	<p>adding to the event value.</p> <p>Women's health (45-55 target audience) covering suggested areas of Osteoporosis, Menopause and Breast Cancer were suggested. Event planned for September/October 2013. The Elim Hall would be booked as this has provided a successful venue and close to the surgery. Potential Consultants for this event would be looked into by the practice, following consultation with the Practice doctors.</p> <p>Future Topics to be supplemented from survey feedback were:</p> <p>Heart Health Alzheimers Mental Health</p>																							
F	<p>Gloucester LINK</p> <p>NP had distributed the details by e-mail. - Closed</p>	NP																						
G	<p>AOB</p> <p>.</p>																							
	<p>Suggested PPG Planner -Updated</p> <table border="1"> <thead> <tr> <th></th> <th>2013</th> </tr> </thead> <tbody> <tr> <td>Newsletter/Web Communication</td> <td>Jun</td> </tr> <tr> <td>Autumn Heath Care Event Planning</td> <td>Sep- Oct</td> </tr> <tr> <td>2014 Survey</td> <td>Oct 13 – Jan 14</td> </tr> <tr> <td>News Letter</td> <td>Autumn/Winter</td> </tr> <tr> <td>Health Care Event Spring Planning</td> <td>Spring 20 14</td> </tr> <tr> <th></th> <th>2014</th> </tr> <tr> <td>2014 Survey Support</td> <td>Jan – March 2014</td> </tr> <tr> <td>Newsletter/Web Communication</td> <td>May/June</td> </tr> <tr> <td>Spring Health Care Event</td> <td>April/May</td> </tr> <tr> <td>Autumn Health Event</td> <td>Sep/Oct</td> </tr> </tbody> </table>		2013	Newsletter/Web Communication	Jun	Autumn Heath Care Event Planning	Sep- Oct	2014 Survey	Oct 13 – Jan 14	News Letter	Autumn/Winter	Health Care Event Spring Planning	Spring 20 14		2014	2014 Survey Support	Jan – March 2014	Newsletter/Web Communication	May/June	Spring Health Care Event	April/May	Autumn Health Event	Sep/Oct	
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H	The PPG members wished FA the very best for the future, and thanked him for his participation in the group.	
I	<p>NEXT MEETING</p> <p>Meetings are scheduled for:</p> <p>6th August 2013 (extra meeting Sept. for survey Q's)</p> <p>1st October 2013</p> <p>3rd December 2013</p>	

NP (Overton Park PPG Chair)