

**OVERTON PARK SURGERY
PATIENT PARTICIPATION GROUP
PPG MINUTES
2TH APRIL 2013**

Members Present

Apologies

Nick Parker – Chair Dr. Sarah Moliver Karen MacKie John Turney Fredoon Amroliwalla Mark Thatcher - IT Manager	Glenys Ockwell – Practice Manager Mary Hawkhead Daisy Green Pamela Bertoni
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Item	Minute	Actions
A	<p><u>WELCOME & INTRODUCTIONS</u></p> <p>Apologies were given on behalf of DG, GO, MH & PB.</p>	
B	<p><u>MINUTES OF LAST MEETING</u></p> <p>The minutes of the meeting on the 3rd. February were accepted.</p>	
C	<p><u>MINUTES ACTION REVIEW</u></p> <ul style="list-style-type: none"> • NP thanked all members and practice staff for their participation in preparing, distribution, and personally handing out questionnaires during surgery hours. Mark reported over 400 had been returned, a 5% increase on the previous year. • MH reported that the revised telephone appointment system is still settling down, this is still within the 6month trial. Through experience refinements are being made. The surgery is contacting the Portland surgery to discuss lessons learned from their experiences. Further consideration is to be given to promoting this new service, i.e. text notification, through Mjog. An update will be provided at the next meeting - On-going • MT reported Surgery Newsletter added to website, but still considering enabling option for a patient subscribe capability for patients for next Newsletter availability notification – On-going • Electronic copies were distributed – Closed • New members to receive Welcome packs Open. • MT to provide pack to FA • NAPP – before a decision is made, further definitive information is required on subscription cost and benefits of membership; discussed - if other forms of support such as the Gloucester Healthwatch (former Gloucester LINK) could provide the similar support – Nick to provide additional information on NAPP subscriptions. • MT/SM Survey updated in line with comments 	<p>MT</p> <p>MT</p> <p>MT</p> <p>NP</p>

	<p>including PPG Invitation letter and Data entry completed- Closed.</p> <ul style="list-style-type: none"> • GO/MT/NP had made contact with Urologist and Prostate Support Group in connection with next Health Care event - Closed 																			
<p>D</p>	<p><u>2013 PATIENT SURVEY UPDATE</u></p> <p>The Survey has been distributed and data entry complete with over 400 returns. MT to collate results and GO to write up summary report ready for publishing on website and sending to Glos. Commissioning Group. There was a discussion on the timing of future surveys to try and avoid multiple activities competing with demands on the surgery resources at the end of the financial year. Commitment of surgery resources for data entry was used as an example.</p> <p>Following discussion it was agreed that the next survey preparation could be brought forward to around October with a plan for distribution early in the new year thus providing time for publishing the PCT report a mandatory requirement at the end of April. A proposal was put forward to start Survey preparation in October and distribute early January. An outline timetable is provided below:</p> <table border="1" data-bbox="344 1352 1187 1879"> <tr> <td>Prepare Survey Questions</td> <td>Oct</td> </tr> <tr> <td>Plan addition PPG Mtgs.</td> <td>Oct –Jan</td> </tr> <tr> <td>Agree and Format Survey</td> <td>End Nov- Mid Dec</td> </tr> <tr> <td>Publish Survey</td> <td>Early Jan</td> </tr> <tr> <td>Data Entry</td> <td>Feb</td> </tr> <tr> <td>Data Review</td> <td>Mar-Apr</td> </tr> <tr> <td>Agree Survey Follow on Actions</td> <td>Apr</td> </tr> <tr> <td>Publish PCT Report</td> <td>End of April</td> </tr> <tr> <td>Communicate to Patients Summary, Newsletter/Website</td> <td>May-June</td> </tr> </table> <p>MT will provide feedback to PPG members on survey results to assist in putting together Newsletter and</p>	Prepare Survey Questions	Oct	Plan addition PPG Mtgs.	Oct –Jan	Agree and Format Survey	End Nov- Mid Dec	Publish Survey	Early Jan	Data Entry	Feb	Data Review	Mar-Apr	Agree Survey Follow on Actions	Apr	Publish PCT Report	End of April	Communicate to Patients Summary, Newsletter/Website	May-June	<p>MT</p>
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	Website information at end of April.	
E	<u>PPG EVENTS PLANNING</u> <u>Men's Health</u> The Men's health event has been scheduled for 20 May	

	<p>at 06:30. The event has been advertised using the Surgery TV screen and posters round the waiting room. Expressions of interest to go to practice reception.</p> <p>MT to check the level of interested expressed and gauge if further promotion is required. Some suggestions – patient text – adding to prescriptions targeted text notification, Poster information on venue and time details updated on surgery display, place a poster at reception and so it is easily seen by those entering the surgery for reception services only.</p> <p>Looking at a target of 40 possible attendances due to size of the event.</p> <p>NP to follow up his initial contact with Prostate Support Group.</p> <p>News Letter/Web Communication</p> <p>The next Surgery News Letter is planned for March – May and will include summary of findings from 2013 survey.</p> <p><u>Future Events</u></p> <p>It was agreed that the aim of 2 events per year with the next one if the Autumn should be planned for. However, there is to be an additional “Breastfeeding” event again on a Saturday June 1st to be held at the surgery – with the midwife and other experts on hand.</p> <p>Future Topics to be supplemented from survey feedback were:</p> <p>Heart Health Future of NHS Alzheimer’s Mental Health</p>	<p>MT</p> <p>NP</p>
<p>F</p>	<p>Gloucester LINK</p> <p>NP briefed on recent communication and invitation to</p>	

	<p>the meeting on 26 March he had received from Gloucester Health Watch which is replacing Gloucester LINK. NP was unable to attend the meeting as away, but had received information from the group, and will be advised of future meetings.</p> <p>NP to forward communication received to PPG members.</p>	NP																						
G	<p>AOB</p> <p>NP asked if either PPG members could assist on secretarial support or if there was a way of easily maintaining member lists for the group to aid/improve consistency and accuracy of e-mail distribution.</p> <p>GO has added to the minutes the Partners and her own thanks and appreciation to those members who gave their time to handing out the Patient Survey questionnaires.</p>																							
	<p>Suggested PPG Planner</p> <table border="1"> <tr> <td></td> <td>2013</td> </tr> <tr> <td>Men's Health Event</td> <td>20 May</td> </tr> <tr> <td>Newsletter/Web Communication</td> <td>May-Jun</td> </tr> <tr> <td>Autumn Health Care Event Planning</td> <td>Jun- Oct</td> </tr> <tr> <td>2014 Survey</td> <td>Oct – Jan 14</td> </tr> <tr> <td>News Letter</td> <td>Autumn</td> </tr> <tr> <td>Health Care Event Spring Planning</td> <td>Oct – Feb 14</td> </tr> <tr> <td></td> <td>2014</td> </tr> <tr> <td>2014 Survey Support</td> <td>Jan – March 2014</td> </tr> <tr> <td>Newsletter/Web Communication</td> <td>May - Jun</td> </tr> <tr> <td>Spring Health Care Event</td> <td>April/May</td> </tr> </table>		2013	Men's Health Event	20 May	Newsletter/Web Communication	May-Jun	Autumn Health Care Event Planning	Jun- Oct	2014 Survey	Oct – Jan 14	News Letter	Autumn	Health Care Event Spring Planning	Oct – Feb 14		2014	2014 Survey Support	Jan – March 2014	Newsletter/Web Communication	May - Jun	Spring Health Care Event	April/May	
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H	<p>NEXT MEETING</p> <p>Meetings are scheduled for 4th June 2013 6th August 2013</p>																							

	1 st October 2013 3 rd December 2013	
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