

## **OVERTON PARK SURGERY**

**PATIENT PARTICIPATION GROUP MEETING 28<sup>TH</sup> SEPTEMBER 2016 6:30PM**

### **AGENDA**

Present: KM, SS, CF, CLC student, RS, Mark Thatcher Practice Manager, Kayleigh Moore IT Manager, Dr Copps GP Partner

#### **A. Welcome – introductions and apologies**

The meeting began with MT's invitation for the members of the PPG to go around the table and introduce themselves. Apologies were sent by NP, AS, SH. MT apologised for not contacting MH in time.

MT thanked the members for attending this rearranged meeting – the dates were altered to avoid having a meeting in December with the usual festive holiday commitments etc.

#### **B. Minutes of previous meeting**

The minutes of the previous meeting were circulated and approved.

#### **C. PPG membership**

Further ways of boosting the membership of the PPG were discussed. MT reported that Dean Close students will be invited to future meetings. NP is currently unable to attend PPG meetings due to study commitments. CC asked if anyone would be willing to chair future meetings – RS volunteered to chair the next one with the understanding that the chair be rotated.

#### **D. Building work update**

MT reported that the work is going well, with the external work virtually completed and just the internal ground floor and first floor work to be finished. The initial date for completion of the work was set at November 2016 but the builders are optimistic that the works will be finished prior to the above date.

## **E. Proposed move to North Place – update**

CC confirmed that Overton Park Surgery will not be taking part in the proposed move to North Place. CC stated the reasons for the decision that the Partners have taken and also emphasised that she felt that the practice would be best served staying in the current premises for the foreseeable future.

## **F. Staff news**

MT confirmed that the surgery has appointed a new salaried GP – Dr Michael Williams, previously a GP Registrar at the practice. Dr Williams will be working 2 sessions per week on Fridays.

MT also confirmed that a new practice nurse has been appointed – Jo Herbert started in August and has joined the surgery from the Urology department of CGH.

The surgery also has a new GP Registrar, Dr Kate Duncan, who will be here until January 2017.

A new receptionist started in August – Andrea Hadland.

MT was also pleased to report that Dr Coker will be returning from maternity leave in October. Unfortunately that means that Dr Katy McIntosh will be leaving us at the end of September on the completion of her maternity leave cover locum.

## **G. I.T. update**

KM provided an update on I.T. developments at the practice. The website is in the process of being updated with one particular noteworthy highlight being larger profiles on the doctors.

Text messages are now being sent to patients who 'DNA' (did not attend) appointments.

The PPG suggested adding an option to the telephone message re. cancelling appointments. This was added to the 'to do' list.

KM briefed the PPG about the 'Accessible Information Act' and the requirements for practices to meet this including the induction loop at the front desk, larger print on request, notes on patient records to help clinicians/admin staff to accommodate patient needs, emailing information requests and so on.

The group discussed potential innovations such as skypeing/video consultations. This isn't an area that the surgery feels comfortable adopting just yet because of several factors including the technology itself.

## **H. Patient survey**

The group were asked for feedback about the patient survey – there is a requirement for the practice to run a survey on an annual basis to include topics such as extended hours/access to appointments.

It was agreed that it should be fitted on to a single sheet of paper – a further draft will be circulated to the PPG/Virtual members for comment.

## **I. Future health education events**

MT reported (and was supported by KM) that the event in June whilst not well attended was a success in as much as the speaker was excellent. The subject was pre-diabetes. It was agreed that the speaker was excellent and it would be good to ask her to re-run the session in the new year giving the surgery time to invite more patients to make it worthwhile.

It was also agreed that arthritis would be a good subject to run an event on in 2017. This will be explored in more detail at future meetings.

## **J. Any other business**

MT thanked all present for attending.

## **K. Future meeting dates**

Wednesday 23<sup>rd</sup> November 2016

2017 dates? To be agreed.