

**OVERTON PARK SURGERY
PATIENT PARTICIPATION GROUP
PPG MINUTES
15th April 2015**

Members Present

Apologies

Chair (NP) Dr Stuart Nelson (SN) MH AS Mark Thatcher - IT Manager (MT)	Jayne Folwarski – Practice Manager DR SH
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AGENDA

- A. Apologies and Introductions
- B. Acceptance of Minutes of the last meeting 5th February 2015
- C. Actions arising
- D. Health Watch Survey results
- E. Events review
- F. AOB
- G. Future PPG meeting dates
- H. DONM 10th June 2015

Item	Minute	Actions
A	<p><u>Apologies and Introductions</u></p> <p>Apologies were received from JF, DR and SH</p> <p>MT confirmed that minutes will posted to MH, SH and CF</p> <p>Dr Nelson was welcomed to the group by NP.</p>	MT

<p>B</p>	<p><u>Acceptance of Minutes of Last Meeting</u></p> <p>The minutes of the meeting held on the 15th February 2015 were accepted with acknowledgement of some typos relating to the dates.</p>	
<p>C</p>	<p><u>ACTIONS</u></p> <p><u>Virtual group invitation</u></p> <p>It was agreed that this should be re-arranged and it was felt that this could perhaps happen around the time of the National PPG Awareness week in June. The next scheduled PPG meeting is 10th June.</p> <p>MT will email the virtual group to invite them to the next meeting.</p> <p>NP has composed an e-mail to the virtual group members, this will be sent out by the surgery.</p> <p><u>A&E attendance details</u></p> <p>MT reported that these figures aren't easily obtainable from the clinical system but that with some work the demographics could be obtained. NP felt that if this is onerous then undue time should not be spent on it.</p> <p><u>Friends and Family Test (FFT)</u></p> <p>MT has the details of the project manager for FFT as requested by DR. FFT is managed by Kath Rooksby at NHS England South. MT will pass the details on to DR.</p> <p><u>Diabetes PPG event</u></p> <p>The group expressed their disappointment that the event was postponed but appreciated the circumstances that lead to this.</p> <p><u>Future PPG events</u></p> <p>MT confirmed that there are no bowel awareness weeks/months in October 2015.</p>	<p>MT</p> <p>NP/MT</p> <p>MT</p>

<p>D</p>	<p>Health Watch Survey results</p> <p>NP confirmed that he had emailed the survey results to the PPG members and that they are lengthy documents! MT forwarded this to SN. NP has asked for surgery specific data for Overton Park to be sent to him. NP will forward this. The group briefly discussed the overall results and noted that they were generally positive which is encouraging given the press coverage of primary care.</p>	<p>NP</p>
<p>E</p>	<p>Events Review</p> <p>It was agreed by the group that they would like to avoid postponements of future events if at all possible and wondered what could be done about this. Both SN and MT agreed to discuss this with the Partners in a practice meeting and agreed that other members of staff at the surgery should be able to ensure that events go ahead.</p> <p>NP asked for more dates to be offered to re-schedule the Diabetes Event.</p> <p>In terms of future events, the group would like the planned Bowel Health event to go ahead in October. It was felt that these events help to maintain the momentum of the PPG.</p>	<p>SN/MT</p> <p>MT</p>
<p>F</p>	<p>AOB</p> <p><u>Spring/Summer Newsletter</u></p> <p>MT reported that the practice will aim to produce a newsletter in May. SN reminded MT that a consultant would be contributing a piece. MT advised that a section of the newsletter would also be set aside for the PPG.</p> <p><u>Out of Hours Service developments</u></p> <p>SN reported that Out of Hours has been taken over by South Western Ambulance Service from 1st April 2015 and that there have been problems with the service. SN noted that the funding has been substantially cut and this is being reflected by the problems that have arisen.</p> <p><u>Staff news</u></p> <p>MT reported that Dr Daniel Fox is now a Partner at the surgery. SN added that Dr Fox will be part time in conjunction with Dr Coker's return from</p>	

EPS

MT reported that Electronic Prescription Service will go live from Friday May 15th at the surgery. MT explained there have been several delays to the launch of the service but this new date is concrete. SN explained that the service will allow patients to order repeat prescriptions online and then collect them from the pharmacy of their choice without having to come in to the surgery to collect the prescription.

G

Date of next meeting

Wednesday 10th June 2015

H

Future PPG Meeting Dates:

10th June 2015

5th August 2015

7th October 2015

2nd December 2015