

OVERTON PARK SURGERY  
PATIENT PARTICIPATION GROUP  
PPG MINUTES  
5<sup>th</sup> February 2015

Members Present

Apologies

Chair (NP) AS KM DR SH Mark Thatcher - IT Manager	Jayne Folwarski – Practice Manager MH CF
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**AGENDA**

- A. Apologies
- B. Acceptance of Minutes of the last meeting 2<sup>nd</sup> December 2014
- C. Actions arising
- D. Friends and Family Test
- E. March Health Event Update
- F. Future events
- G. AOB
- H. DONM 15<sup>th</sup> April 2015

Item	Minute	Actions
<p><b>A</b></p>	<p><b><u>Apologies</u></b></p> <p>Apologies were received from JF and MH.</p> <p>MT apologised that minutes weren't posted to SH.  MT also acknowledged that CF wasn't on the e-mail list and therefore did not receive the minutes and wouldn't have had a reminder about the meeting date.</p> <p>MT promised to post further minutes/paperwork (including the NAPP bulletin) to SH in future and other members who do not access e-mail.</p>	<p>MT</p>

<p><b>B</b></p>	<p><b><u>Acceptance of Minutes of Last Meeting</u></b></p> <p>The minutes of the meeting held on the 2<sup>nd</sup> December 2014 were accepted.</p>	
<p><b>C</b></p>	<p><b><u>ACTIONS</u></b></p> <p><u>Contact List</u></p> <p>MT reported that he has reviewed the virtual group e-mail contact list. The patients on the list are still registered at the surgery.</p> <p>The group discussed the function of the virtual group and felt it would be worth emailing the group to see if they would like to attend a meeting for the whole PPG group (both members who attend meetings and those on the virtual group) – the next PPG meeting is scheduled for <b><u>Wednesday April 15<sup>th</sup></u></b> and it was agreed that this would be a suitable date.</p> <p>NP agreed to compose an e-mail to the virtual group members, this will be sent out by the surgery.</p> <p>NAPP Bulletin – this was discussed at some length, particularly in relation to the A&amp;E ‘crisis’ over the Winter and in what way this impacted upon the surgery in terms of finances and attendance pressures. MT explained that the surgery has both winter resilience patient slots and also specific appointment slots for A&amp;E to use via an ‘ex-directory’ number. NP and DR asked MT if it was possible to report on the number of A&amp;E reports returned to the surgery during this time and whether it would be possible to see what demographic groups used A&amp;E. MT will have a look at this and see what information is easily obtainable from the surgery’s clinical system.</p> <p>NP reported that the national PPG awareness week is 01/06/2015. The group queried whether this would be an opportunity to promote the OPS PPG.</p>	<p>NP/MT</p> <p>MT</p>

D	<p><b>Friends and Family Test</b></p> <p>MT reported that a number of FFT cards had been returned and pointed out that some were on display in the staff room. The vast majority of feedback has been positive with MT only recalling one or two less than favourable responses. DR asked MT about the validity of FFT to practices, MT explained the background to FFT and the way in which it will be used to benefit practices. The group discussed the benefits and drawbacks of FFT. DR asked MT to provide details of a contact at the CCG to discuss FFT further.</p>	MT
E	<p><b>April Health Event Update</b></p> <p>MT reported that JF has booked the Elim Church venue on St George's Road and that Diabetes Clinical Nurse Gail Pasquail will be attending, as will Dr Nelson from the surgery.</p> <p>NP asked for PPG members to attend the event if possible. KM volunteered to produce a feedback form to be handed out at the event. It was also suggested that a 'flyer' for the diabetes event would be a good idea – MT will ask members of staff at the surgery (or Mrs MT!) for help with this.</p>	KM MT
F	<p><b>Future Events</b></p> <p>The next event (Bowel health) will be held in October. The group asked if MT could check with Tracey Moore if there are any existing health promotion events schedules at that time.</p>	MT
G	<p><b>AOB</b></p> <p>Spring News Letter – MT reported that it is likely that the next newsletter will be produced around Easter time.</p> <p>Practice &amp; PPG Survey – NP reminded the group that the PPG will need to produce a survey. MT reminded the group that there is already a national survey and that the group should avoid duplicating those questions. NP also asked if there were any specific questions that the surgery would like to include.</p>	
H.	<p><b>Date of Next Meeting</b></p> <p><b><u>Wednesday 15<sup>th</sup> April 2015</u></b></p> <p><b><u>Future PPG Meeting Dates:</u></b> <b>10<sup>th</sup> June 2015</b></p>	