

OVERTON PARK SURGERY

PATIENT PARTICIPATION GROUP MEETING 18th JANUARY 6:30PM

MINUTES

A. Welcome – introductions and apologies

Apologies: KM, CF, DR, Kayleigh Moore (IT Manager)

Attendees: CLC student, Mark Thatcher Practice Manager, Dr Nelson, RS, SH, MH

MT and RS welcomed the members of the group and one of the GP Partners, Dr Nelson. The group noted NP's absence and asked MT to check whether NP will return at some point.

MT reported that SS had decided to stand down from the group. MT and the group expressed their disappointment as SS had been a very valued contributor.

B. Minutes of previous meeting

The minutes of the previous meeting were discussed and agreed. It was requested that specific actions be recorded in the minutes so that progress with agenda items can be seen.

C. PPG terms of reference review (MT)

MT brought copies of the PPG terms of reference to the meeting. These terms were set out and agreed in 2011. MT wanted to go through the terms to remind PPG members of their responsibilities – particularly with reference to number 3 in the terms.

It was agreed that the frequency of the meetings should be every two months rather than quarterly.

D. Choice+ (Dr Nelson)

Dr Nelson explained to the group that Overton Park Surgery has agreed to provide Choice+ services in Cheltenham. The service is already in operation at St. Paul's Medical Centre and the Healthy Living Centre. The surgery will offer

additional appointments via Choice+ 5 days a week (Monday to Friday) from 4pm until 8pm. Dr Fox and Dr Williams will be on the rota so it is hoped this will help with improving appointment access at the surgery. The appointments will be for non-urgent, acute conditions. The PPG welcomed this development.

E. Staff and surgery news (MT)

Staff news

Clinical Staff - MT reported that there will be two new GP Registrars joining the surgery in the next month; they are Dr Hanan and Dr Morrison, both female GPs. Dr Duncan will be leaving the surgery at the end of January.

Administrative staff – A new receptionist, Ms Janine Howse will be joining the surgery in February and will be helping with the Choice+ clinics at the surgery.

Surgery news

MT reported that the surgery has agreed to sign up to extra Winter Resilience clinics – these will be provided between January and April. The aim of the clinics is to try and help relieve pressure on the A&E department.

F. Patient survey

MT reported that around 60 questionnaires have been completed – another 400 plus will be needed to provide the appropriate sample size. MT asked if anyone from the PPG would be able to help in giving out the questionnaires to patients in the waiting room. RS and MH both volunteered to do so. MT expressed his gratitude to them for this.

G. Health education event update

Pre-diabetes – MT has again contacted the specialist dietician Sarah Hughes who has confirmed she is still available to talk at the planned event. Nurse Lisa May has helped to identify patients. The aim would be to invite along 20-30 patients with the assistance of practice nurse Lisa May in identifying the patients.

POST MEETING NOTE:

The date of the event will be Monday 10th April at 7pm at the Elim Church Hall.

The next PPG meeting in March is cancelled as a result of the above.

F. Any other business

The CLC student thanked the PPG for the experience of attending the meetings and wished everyone well. The PPG thanked the CLC student in return and wished her all the best for the future.

G. Future meeting dates

March meeting cancelled.

17/05/2017