

**Overton Park Surgery
Patient Participation Group
PPG minutes
10th June 2015**

Members Present

Nick Parker – Chair, Mark Thatcher – IT Manager, Sally Davies – Secretary, Dr Copps, Sylvia Hayman, Mary Hawkshead, Karen Mackie, Clive Freeman

Apologies

Jayne Folwarski, Anne Smith, Christine Furney (virtual group)

A. Introductions

Dr Copps welcomed to the group.

B. Acceptance of Minutes of the last meeting

The minutes of the meeting held on 15th April 2015 were accepted.

A tour of the new clinical rooms was undertaken at this point.

C. Matters Arising.

1. Visiting another PPG:

NP gave feedback following a visit to another 'open' PPG meeting elsewhere.

This was a large meeting with about 60 people attending including a raffle, refreshments and 2 talks. One talk was mainly allaying fears about the future of Cheltenham hospital (which is important) and another about the changes in pharmacy services.

This could give Ideas for future PPG meetings here to increase attendance/members etc.

Thanks to NP for that.

2. Plans moving forward:

The group are keen for health care events to go ahead. They would like the cancelled diabetes event to go ahead to keep the momentum going, perhaps with a more structured approach. Aim for this in the autumn at Elim hall with a Dr as lead, nurses and consultant present.

Questionnaires/feedback forms could be given out at this event to promote the PPG. A sample feedback form was given out which was accepted with minor alteration.

It was agreed that surveys are still important and now that reception is back to full staff levels could think about one we could do for that area e.g. Access/appointments or the new EPS.

The group identified a need to recruit more members for the PPG for sustainment and self-sufficiency. Maybe Dr's could try and recruit 1 per partner? Need a representative group. Maybe target young people/ 6th formers

Increased membership will mean roles can be shared.

Health Watch Survey results with data specific for Overton Park have been received. On the whole the feedback is very good. 'Happy with the GP's' 'The GP's are good'

The main negative that kept cropping up was waiting times.

D. Actions

NP to feedback to JF outcomes of the meeting.

E. AOB

Staff news: Dr Fox become a partner; Dr Charlwood has decided not to be a partner. Nurse Sally Turner has left. Now need to recruit a new nurse, possibly leave till autumn.

New screen in the waiting room!

There was a suggestion to move the meeting to once a month but it was agreed every 2 months was enough.

F. Date of Next Meeting

Wednesday 5th August 2015