

**OVERTON PARK SURGERY
PATIENT PARTICIPATION GROUP
PPG MINUTES
23rd October 2013**

Members Present

Apologies

NP – Chair Dr. Rachael Coker MH KM Mark Thatcher - IT Manager	Glenys Ockwell – Practice Manager DR AS RS JT
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Item	Minute	Actions
A	<p><u>WELCOME & INTRODUCTIONS</u></p> <p>Welcome to RC and thanks to those who were able to attend.</p>	
B	<p>Apologies were given on behalf of GO, DR, AS, RS, JT</p>	
C	<p><u>ACCEPTENCE OF MINUTES OF LAST MEETING</u></p> <p>The minutes of the last meeting on the 13th August were accepted.</p>	
D	<p><u>MINUTES ACTION REVIEW</u></p> <ul style="list-style-type: none"> • MT reported that the surgery has now moved to a new clinical IT system (systmone) and the staff, both clinical and admin, are gradually getting to grips with it. There are interesting possibilities that the new system presents in terms of the online side of things – it may be possible to distribute questionnaires via the website. MT reported that there are more options for the use of SMS and email with the new system (particularly useful for forthcoming PPG events). NP noted that the option to sign up to the newsletter is present on the OPS surgery website. • NAPP –NP has had feedback from NAPP – the PPG is now subscribing and whilst the membership fee is initially higher in the first year, the fees reduce from then on. 	<p>MT</p> <p>NP</p>

	<p><u>2013 WINTER PATIENT SURVEY UPDATE</u></p> <p>Version 3 of the patient survey was sent out by NP on 21/10/13.</p> <p><u>BREAST FEEDING AND WOMEN'S EVENTS</u></p> <p>Both were very successful and well attended. NP was thanked for his help with refreshments at the Women's event. KM will write a summary of the Women's Event.</p> <p><u>FUTURE EVENTS</u></p> <p>To be discussed under AOB.</p>	<p>NP</p> <p>ALL</p> <p>ALL</p>
<p>E</p>	<p><u>PATIENT SURVEY WINTER 2013</u></p> <p>The members present went through the latest version of the patient survey and made a number of changes to both the ordering of the questions and the content. It was agreed that the revised version would be sent out to PPG members for final approval.</p> <p>Follow on actions: The printing and postage of the</p>	<p>ALL</p> <p>GO/MT</p>

	<p>final version of the survey will be dealt with by GO/MT. All surveys must be returned by early December 2013.</p>											
F	<p><u>CQC</u></p> <p>NP reported that he has been investigating the CQC website and has found details of the requirements expected of the PPG by the CQC during practice inspection visits. It states that the PPG chair and deputy should be available to the CQC inspection team with as little as 48 hours notice. The meeting agreed that this is an unreasonable expectation due to work commitments. Action_– this will require further discussion at the next meeting.</p>	NP										
G	<p>AOB</p> <p>Future Events – it was agreed that future PPG events will be planned post-Christmas 2013.</p> <p>Newsletter – the next newsletter will be produced post-Christmas 2013. MT will speak to the practice manager at Stoke Road surgery about their newsletter (who produces it, costs etc).</p> <p>Next meeting – Tuesday 3rd December 2013 at 6.30pm</p>											
	<p>Suggested PPG Activity Planner - Updated</p> <table border="1"> <thead> <tr> <th></th> <th>2013</th> </tr> </thead> <tbody> <tr> <td>Newsletter/Web Communication</td> <td>Jun</td> </tr> <tr> <td>Autumn Health Care Event Planning</td> <td>Sep- Oct</td> </tr> <tr> <td>2014 Survey</td> <td>Sep – Jan 14</td> </tr> <tr> <td>News Letter</td> <td>Autumn - October</td> </tr> </tbody> </table>		2013	Newsletter/Web Communication	Jun	Autumn Health Care Event Planning	Sep- Oct	2014 Survey	Sep – Jan 14	News Letter	Autumn - October	
	2013											
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	Health Care Event Spring Planning	Spring 20 14	
		2014	
	2014 Survey Analysis	Jan – March 2014	
	Newsletter/Web Communication	May/Jun	
	Spring Health Care Event	April/May	
	Autumn Health Care Event	Sep/Oct	
	NEXT MEETING FORWARD PLANNER		
	Meetings are scheduled for:		
	3 rd December 2013		
	4 th February 2014		
	2 st April 2014		

Mark Thatcher (IT Manager, Overton Park Surgery)