

OVERTON PARK SURGERYPATIENT PARTICIPATION
GROUP
PPG MINUTES
2nd December 2014

Members Present

Apologies

NP – Chair Jayne Folwarski – Practice Manager Mark Thatcher - IT Manager AS SH CF MH	DR KM JT RS
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Item	Minute	Actions
A	<u>Welcome, Introductions & Apologies</u> We welcomed SH and CF Apologies were received from KM, DR and JT.	

<p>A</p>	<p><u>Acceptance of Minutes of Last Meeting</u></p> <p>The minutes of the meeting held on the 11th October were accepted.</p>	
<p>B</p>	<p><u>ACTIONS</u></p> <p><u>'Open Meeting' Invitations and Event.</u></p> <p>KM drafted an e-mail to those patients that expressed an interest in the PPG during the last survey. The practice sent out these invitations for the Open Evening Event on 19 November. Those who had expressed an interest but could not attend would be contacted. NP thanked KM, JF and the practice staff for their support for the event.</p> <p><u>Contact List</u></p> <p>MT to determine best way of maintaining email address lists. The new Website would provide some functionality to support this. It is proposed to have 2 listings: PPG Meeting Member Group + Virtual Group listing - Ongoing</p> <p><u>Welcome Pack</u></p> <p>The Welcome Pack material was updated for the Open evening. - Closed</p> <p><u>Next Health Educational Event –Spring 2015</u></p> <p>Diabetes event. JF provided an update on progress, Event speaker and Elim Hall booked for 22 April 2015. Lisa and Tracey will provide expert practice support. JF will contact CCG for other expertise.</p> <p>Follow on events were discussed for 2015: 'Bowel Health', Carers Event and Arthritis.</p>	<p>NP</p> <p>JF/MT</p> <p>JF</p> <p>JF</p>

<p>C</p>	<p>Friends and Family Test</p> <p>The Surgery this year is required to perform a Friends and Family Test, replacing the NHS England annual practice survey. This is a simpler 'test' consisting 2 questions. The first question has previously been trialed by another practice and the second question is available for local interest question. F&F responses required by 14th December. There is no set percentage to test of surgery patients. The survey can be conducted from comment card or website. The PPG and practice agreed to conduct a local survey in addition to cover areas the surgery wish to gain patient feedback. One topic area outlined was the appointment booking forward availability, changed due to recent doctor availability.</p>	
<p>D</p>	<p>Open Evening</p>	
<p>E</p>	<p>While we had limited attendees for this event we plan to hold another in the Spring, building on preparations for this event.</p> <p>N.A.P.P. Membership.</p>	
<p>F</p>	<p>NP had renewed on behalf of the PPG the annual membership. NP outlined a proposal that the PPG should be able to make more use of this membership, a suggestion was made to overcome the single member focus was that volunteer be the nominated lead on tracking and keeping group informed and briefed on national activities.</p>	
<p>G</p>	<p>Health Watch Glos.</p> <p>Health Watch Gloucestershire had contacted the NP for any details of surveys the practice were considering or had conducted. NP to reply.</p> <p>Future Events</p> <p><u>Health Care Events</u></p> <ul style="list-style-type: none"> a. Bowel Health b. Arthritis c. Carer's Event <p>Spring News Letter Practice & PPG Survey</p>	<p>NP</p>
<p>H.</p>	<p><u>PPG Meeting Dates:</u></p> <p>4th February 2015 15th April 2015 10th June 2015</p>	

<p>I</p>	<p>AOB</p> <p>Surgery Website: The practice Website is being updated. It is hoped that reordering prescriptions will be improved when this is implemented.</p> <p>Flu Vaccinations. NP commented on his experience of very slick and professional Saturday Flu clinic attended.</p> <p>NP Wished a Happy Christmas & New Year to all PPG members and the practice staff.</p>	
<p>J</p>	<p><u>Date of Next Meeting</u></p> <p>Wednesday 4nd February 6.30pm</p>	