

**OVERTON PARK SURGERY  
PATIENT PARTICIPATION GROUP  
PPG MINUTES  
4<sup>TH</sup> DECEMBER 2012**

**Members Present**

**Apologies**

Nick Parker – Chair Dr Moliver Glenys Ockwell Daisy Green Karen MacKie Mary Hawkhead In attendance – Mark Thatcher IT Manager	Bertoni Pamela Kerry Storer John Turner Hannah Lim
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<b>Item</b>	<b>Minute</b>	<b>Actions</b>
<b>1</b>	<p style="text-align: center;"><b><u>INTRODUCTION</u></b></p> <p>1.1 The minutes of 17 October 2012 were accepted. 1.2 Apologies were given on behalf of; HL, KS and JT</p>	
<b>2</b>	<p><b><u>ELECTION OF CHAIR</u></b></p> <p>It had been agreed that the position of Chair should be held for about 12 months. NP offered to stand down, as outlined in the agenda, as he had now held the position since nomination in December 2011. NP was asked if he would remain as Chair till the spring, which he did, when the survey and activities would be complete.</p>	
<b>3</b>	<p><b><u>WELCOME PACK UPDATE</u></b></p> <p>Copies of the proposed Welcome Pack were distributed. NP had obtained permission from the N.A.P.P to use a summary of their leaflet in our welcome pack. Members thought this was a good idea as it was rather lengthy and it saves on reproduction costs. NP thanked JT and the surgery for developing this document.</p> <p>NP to E-mail PM a copy of the approved N.A.P.P wording for the Welcome Pack . It was agreed that the Welcome Pack would be made available to members joining or genuine enquiries at reception, rather than for general publication to reduce overheads.</p> <p>NP asked if the Overton Park Surgery had joined the N.A.P.P as a group or as an area, as during his correspondence the N.A.P.P had enquired why the surgery had not registered. The cost of membership was £30 p.a. £50 registration in first year. This would allow the PPG to access information resources available through the N.A.P.P. The surgery agreed this.</p>	<p style="text-align: center;"><b>NP</b></p> <p style="text-align: center;"><b>Practice</b></p>
<b>4</b>	<p><b><u>SURGERY UPDATE</u></b></p> <p>The PM reported that the surgery had made their</p>	<b>GO</b>

	<p>required submission to the Care Quality Commission on 23/11/12. The practice were compliant in 10 out of 16 Outcomes (areas of patient care etc). However, when completing this on-line, there was only a “yes” or “no” tick box, so even if you were compliant with 90% of an Outcome, you still had to put a “no” followed by an action plan to bring the status up to 100% and the date by which this would be achieved. The Partners were very happy with their submission and await CQC’s response to see if this has been accepted (notice within 6 weeks). Practice inspections are supposed to begin as from 1/4/13 and to occur every 2 years.</p>	
<b>5</b>	<p><b><u>EVENTS UPDATE</u></b></p> <p>DG and HL were producing a write up of their recent Breast-feeding event. The Carers event was a great success and received commendations. Pamela had written up a report which had been distributed by PM.</p>	<b>HL/DG/PM</b>
<b>6</b>	<p><b><u>FUTURE EVENTS</u></b></p> <p>Following on from the recent events it was agreed that Men’s Health would be the next new Health themed event, planning for March 2013 early evening. SM suggested drawing on Winchcombe PPG’s experience who had utilised a Urologist from CGH as a main speaker. The PM said that practice doctors being on hand had proved at the Carers event to be of benefit to those attending. The main theme of this event would be aimed at prostate and urinary conditions for the over 50’s. NP would see if he could obtain a copy of a Men’s Health poster he had seen to use as advertising.</p> <p>PM suggested a book sale for Charity before Christmas – but this was postponed due to other time constraints on PPG members in December/January for the next Patient survey.</p>	<b>NP</b>

	<p>Other future events suggested.</p> <p>“The Menopause” could be another welcome one for women.</p> <p>An event for parents with children with “Learning Difficulties” was also suggested, as was one on “Arthritis” The next Breast-feeding event was planned for April. HL and DG were working with the surgery and Midwife on planning this and possibly one leading on from the Breast-feeding one – “Weaning off milk and on to eating solids”. Feedback was welcomed from non-attending PPG members next time, as well as from the virtual members.</p>	
<b>7</b>	<p><b>WAITING ROOM DISPLAY SCREEN</b></p> <p>A discussion was held on the display screen, and the comments that had been made were positive and those on frequency of refresh were noted. A few ideas were discussed to experiment to see if pages with more wording could be displayed differently to aid the reader eg over a couple of slides/pages of the TV screen.</p>	
<b>8</b>	<p><b>NEXT PATIENT SURVEY</b></p> <p>This is due again by end of Feb 13. The previous survey was discussed with PCT guidelines. DG, KM and NP would form a sub-group to review the suggested questions from various survey sources. The surgery had a number of areas where the survey could help on feedback. Some areas surveyed last year may be worth including to track patient changes in views. DG, KM and NP would meet on 16 Jan 13 (TBC). Other members are also most welcome. MT raised the issue of inputting data and would welcome assistance to process this from PPG members. Tomorrow the practice Partners were holding a workshop to discuss “access” for appointments, so this may feed into the survey questions.</p>	<p><b>Chair</b></p> <p><b>Practice</b></p>
<b>AOB</b>	<p>News Letter – the surgery made available The July Newsletter in the waiting room. Some members had not seen it so it was agreed to place this on the Website.</p>	<b>MT</b>

	<p>A Dementia talk was due to be held in Cheltenham this week. NP passed over details from the Glos Echo for information.</p> <p>At the Feb meeting it was suggested by the PM that we go for a meal after the meeting.</p>	
	<p><b>NEXT MEETING</b></p> <p><b>9.1 THE NEXT MEETING WILL TAKE PLACE ON WEDNESDAY 6th February</b></p> <p>9.2 Planned PPG meeting dates for the diary are:</p> <ul style="list-style-type: none"> <li>a. 2<sup>nd</sup> April 2013</li> <li>b. 4<sup>th</sup> June 2013</li> </ul> <p>Other dates may be planned in addition to these dates for the survey and event planning. Other members wishing to assist in these activities please contact the Chair or the surgery.</p>	<p><b>All</b></p>