

**OVERTON PARK SURGERY
PATIENT PARTICIPATION GROUP
PPG MINUTES
6TH FEBRUARY 2013**

Members Present

Apologies

Nick Parker – Chair Dr Moliver Daisy Green Kerry Storer John Turner Mary Hawkhead Mark Thatcher IT Manager	Glenys Ockwell Karen MacKie
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Item	Minute	Actions
A	<u>WELCOME & INTRODUCTIONS</u>	
B	Apologies were given on behalf of KM & GO	
C	<u>MINUTES OF LAST MEETING</u>	
	The minutes of the meeting on the 4 th December 2012 were accepted.	
D	<u>MINUTES ACTION REVIEW</u>	
	<ul style="list-style-type: none"> • Nick thanked all for their input on the survey and thanks to those that attended the extra meeting. • The workshop regarding the appointment system went ahead. The surgery will be trialling a new telephone appointment system from early March. It is hoped that the new system will address issues of continuity and access for patients. Website, leaflets & display screen to advertise new service 	MT
	New voice recording to be put on telephone answering machine to advise of the new system and that reception staff may ask questions to ascertain best options for patients.	MT
	<ul style="list-style-type: none"> • Newsletter added to website, still need to add option to subscribe 	MT
	<ul style="list-style-type: none"> • Welcome pack completed. Packs to be sent to all PPG members electronically with printed packs available at the next meeting 	GO
	<ul style="list-style-type: none"> • NAPP – practice to decide on membership 	
	Decision deferred to next meeting	

E

2013 PATIENT SURVEY PREPARATION

FORMAT

- Draft outline done, thanks again to all involved.
- Amendments agreed as follows
 - Change question about cleanliness to a Y/N with space to comment
 - Format to be tidied up
 - Return by date added
 - PPG Invitation letter (appendix to survey) to be changed to ensure it is consistent with other material i.e. poster, on letterhead & signed by a doctor.
 - Questions to be added about PPG events
 - a) Were you aware of PPG’s recent events?
 - b) Would you be interested in future events?
 - c) Are there any health areas you would like to have more information on?

**MT
&SM**

DISTRIBUTION

The target is 380 completed surveys back. 600 – 700 will be sent out. Half will be sent to a randomly generated list of patients in the post, plus to housebound patients. The other half will be completed in the surgery with PPG members in the waiting area as well as handed out by doctors and nurses during appointments. Timetable agreed as follows:

Postal surveys out	w/c 11 th Feb
PPG members in surgery	w/c 11 th & 18 th Feb
Review of number of responses	22 nd Feb
Postal forms returned	by 1 st March
Data entry complete	mid March
Published on website	by 30 th April

**MT
MH, NP,
JT, KS**

MT

F	<p><u>PPG EVENTS PLANNING</u></p> <p>Men's health event will take place in April or early May.</p> <p>Poster has been designed by NP.</p> <p>Agreed the event will take place on a midweek evening, depending on the availability of speakers.</p> <p>GO to contact Urologist for date</p> <p>Nick to liaise with GO and contact Cotswold Prostate Support Group to arrange a speaker</p> <p>Agreed to use same venue as carers event.</p>	<p>GO</p> <p>NP</p>
G	<p>AOB</p> <p>MH brought attention to a new vaccine for shingles being offered to patients over 50. No further information available on this.</p>	
H	<p>NEXT MEETING</p> <p>Meetings are scheduled for</p> <p>2nd April 2013</p> <p>4th June 2013</p>	<p>All</p>