

**OVERTON PARK SURGERY  
PATIENT PARTICIPATION GROUP MEETING  
WEDNESDAY MARCH 21ST 6:30PM**

**MINUTES**

**PRESENT: SH, KM, RS, Mark Thatcher Practice Manager**

**A. Welcome – introductions and apologies**

Apologies from MH and RS.

MT apologised that there was not a Partner present – this is for MT to sort out a rota to ensure the Partners take it in turns to attend. MT again apologised for this and promised that this will be sorted out as soon as possible. RS pointed out that there has not been a Partner present for the last three meetings. MT acknowledged this and again promised to resolve this.

The group remarked on the number of members of the group who were unable to attend. MT promised to contact those members to try and ascertain why they weren't able to attend and to look at how the invitations to the meetings are sent out and the timing. It was felt that now would be a good time to look at trying to increase the membership of the group.

MT mentioned that Yorkleigh surgery had been in contact asking if they could possibly run joint health education sessions, this was discussed under 'AOBs'.

**B. Minutes of previous meeting**

The minutes of the meeting were discussed. SH asked for clarification about the Choice+ service. MT explained that this would be covered under item G of the agenda. KM asked about the next managing memory health care event. MT advised that this would be covered under item D of the agenda.

**C. Proposal for future meetings**

MT asked the group to consider whether it would be possible to meet on a less frequent basis as meeting once every two months often means not enough time has passed for items to come up for inclusion on the agenda and in addition MT is struggling to meet the commitment given his own personal commitments.

The group agreed that the PPG meetings in future will be held every 3 months and that meeting 4 times a year should be sufficient. RS asked for this to be reviewed to see if this works. This was agreed.

## **D. Next PPG health education evening**

MT reported that Kathy Holmes from the managing memory service has replied to say that a daytime session would be possible. MT also confirmed that there is availability in June or July for the education event. RS pointed out that it should not be called “health education evening” as it is now likely to be held during the day.

MT stated that he has not yet had any replies from speakers for the sexual health or arthritis health education events, but he will continue to search for options and will again speak to his clinical colleagues about this.

It was felt that the next event should avoid using the term ‘dementia’, with more emphasis placed upon managing memory.

## **E. Care Navigation – feedback and experiences**

MT explained that care navigation is an initiative that GP practice in Gloucestershire have signed up to that essentially is a progression of ‘sign-posting’ for patients. The idea is that receptionists receive training to allow them to assist patients in directing them to services that are most appropriate for their needs. For instance, sometimes patients don’t need to see or speak to a doctor, they may need a nurse, physio or pharmacist.

MT went on to explain that to try and help patients understand what this is about, Dr Nelson has recorded a telephone message which kicks in when people call the surgery. Dr Nelson’s message seeks to reassure patients that the receptionists will ask them questions so that their calls can be directed appropriately. MT stressed that patients don’t have to do this if they really would prefer not to follow this route.

SH reported that her experience with the receptionists dealing with her calls was very good, particularly in relation to a prescription request which didn’t necessarily need a GP face to face consultation.

## **F. Staff and surgery news**

Dr Sarah Macrow is on maternity leave from April until February 2019. MT reported that her sessions will be covered by Dr Fox, Dr Williams and Dr Morrison.

Dr Suzanna Lake, GP Registrar started work with the surgery in February and will be here until August. MT asked Dr Lake to explain what ‘ST’ means as this is used interchangeably with the title GP Registrar. ST means ‘Speciality Training’ and the 1, 2 and 3 refer to the years of speciality training. MT explained that the surgery currently has two ST3 GP Registrars in addition to Dr Lake who is an ST2. Dr Lake explained that during the 3 years the GPs gain experience in hospital jobs such as A&E, gynae and paediatrics. On completion of the exams the doctors then become fully qualified GPs.

MT explained that a number of the GPs at Overton Park Surgery have trained here as GP Registrars including Dr Coker, Dr Fox and Dr Christmas.

## **G. GP Access update**

MT reported that the previous Choice+ clinics ended on 31/03/2018 and was replaced on 01/04/2018 by a new service called 'Improved Access'. The new service is available to the six surgeries which form the central Cheltenham surgeries cluster. Previously the Choice+ clinic (which will continue to operate from both Overton Park and St Paul's Chapel) was limited to seeing patients with acute illnesses. This has now been expanded to routine illnesses with some exclusions.

MT explained that the funding is in place for the next 12 months and is likely to continue in one form or another as the Government continues to press for seven day opening, 8 til 8.

## **H. Date of next meeting**

MT asked that the frequency of meetings be changed to every 3 months. The members agreed to this. The meetings for the rest of the year will therefore fall on the following dates:

**23/05/2018  
22/08/2018  
21/11/2018**

## **I. AOB**

### **Meeting attendance**

The group discussed the non-attendance of PPG members, how to improve this and also how to gain more input from the virtual members. The group also discussed the need to give the group greater authority. MT felt that it would be appropriate to bring proposals relating to the practice to the group for discussion and input. This was welcomed by the group.

### **Joint working with Yorkleigh Surgery's PPG**

MT reported that Yorkleigh Surgery have expressed an interest in running some combined PPG health education events that would include patients from both surgeries. The group thought that this would be fine and MT noted that it may be easier to find speakers with combined resources of the two surgeries.

### **Information screen**

The group asked that the information screen be updated to show that it is not possible to see your doctor of choice on the day. One of the slides currently gives this incorrect impression.

### **Newsletter**

The group asked that PPG feedback from the dementia event be added to the next newsletter. It was also requested that there be an advert for the PPG asking for patients to express an interest in joining.