

**OVERTON PARK SURGERY
PATIENT PARTICIPATION GROUP MEETING 29 NOVEMBER 6:30PM**

MINUTES

A. Welcome – introductions and apologies

Apologies: MH, Partners

Attendees: DC School student, KM, AS, RS, Mark Thatcher Practice Manager
MT apologised for the late change in dates of the PPG meeting, this may have accounted for some of the absences of other PPG members.

B. Minutes of previous meeting

The minutes of the previous meeting were discussed and agreed.

MT welcomed the representative from DC school.

C. PPG health education evening (Dementia)

MT asked for feedback about the health education evening from KM and AS. They reported that there was a good mix of attendees; patients, carers, family members, Overton Park Clinical staff and PPG members. The session was well presented and from the outset the presenter from the managing memory 2gether team made it clear that the session was for those present and she was happy to discuss any issues. The materials provided were all good and it was felt to be an informative session which allowed for questions to be asked throughout.

MT asked about the venue as the surgery has not previously been involved with sessions run from Cheltenham East Fire Station. It was felt that signage could have been better and refreshments should have been arranged. MT apologised for this. It was also suggested that for similar events in future perhaps the title of the session could be changed from 'dementia', as this may be off-putting, to 'managing memory'. MT will discuss this with the managing memory 2gether team.

It was agreed that the session should be run again in 2018, MT reported that the offer to re-run the session from the 2gether team still stood. MT asked the PPG members to confirm which topics should still be under consideration for 2018 – it was felt that pre-diabetes (to be renamed as 'lifestyle'), arthritis and sexual health would all be worthwhile. The PPG would like another session to be arranged for Spring 2018.

D. Staff and surgery news (MT)

Staff news

Clinical Staff – MT reported that Dr Thomas Sutherland will be moving on in February 2018. Dr Morgan has just returned to work from paternity leave.

Yasmin Woods has taken on a number of HCA hours but will also continue to work in reception.

Surgery news

MT reported that the surgery has signed up to the NHS **winter resilience scheme**. This is designed to help to alleviate pressure on Accident & Emergency departments. The scheme will run between December and March with GPs at the surgery putting on additional clinics and the practice nurses will be running asthma review clinics.

MT reported that the **prescription ordering line** (NHS POL) is now up and running. Patients can access this repeat prescription service from Monday to Friday 9am – 5pm by calling the surgery telephone line and selecting option 3. Feedback would very much be welcomed.

MT reported that from April 2018 the central Cheltenham cluster of practices (which includes Overton Park Surgery, Underwood Surgery, Yorkleigh Surgery, Royal Crescent Surgery, Crescent Bakery Surgery and Berkeley Place Surgery) will be taking part in a service to provide more clinics to their patients outside of the usual core GP surgery hours. This would mean opening until 8pm on Monday to Thursday at Overton Park, with Friday evenings, Saturday morning and Sunday opening at St Paul's Chapel on Swindon Road.

E. CQC inspections

MT reported that CQC inspections appear to be increasing in frequency in Gloucestershire and that this could mean that Overton Park may receive another inspection in the near future. MT would be grateful for support from the PPG if a visit is arranged in the near future. This may involve talking to one of the CQC inspectors.

F. PPG information pack

MT reminded members of the PPG to have a look at the information pack and to provide feedback as and when they can.

G. Any other business

Membership of the PPG.

The involvement and feedback of the virtual PPG group was discussed. The PPG and MT are both keen to ensure that the virtual PPG has the opportunity to comment on matters relating to the PPG and the practice. MT will continue to share documents etc with the virtual PPG and will ascertain whether those people currently included on the distribution list wish to remain on it.

MT thanked all of the members for attending.

H. Future meeting dates

The following dates for PPG meetings in 2018 were agreed:

31/01/2017

21/03/2017

23/05/2017

18/07/2017

19/09/2017

21/11/2017

The meeting closed.