

**OVERTON PARK SURGERY  
PATIENT PARTICIPATION GROUP MEETING 20 SEPTEMBER 6:30PM**

**MINUTES**

**A. Welcome – introductions and apologies**

**Apologies:**

**Attendees:** CLC student, DC School student, Mark Thatcher Practice Manager, Dr Fox, KM, SH, MH, EH, AS

**B. Minutes of previous meeting**

The minutes of the previous meeting were discussed and agreed. MT began the meeting by apologising for the shorter length of the meeting as he needed to finish earlier that evening.

MT welcomed the representatives from CLC and DC.

**C. Next PPG health education evening (Dementia)**

MT reported that he has arranged with Kathy Holmes from the Managing Memory 2gether team at Charlton Lane Hospital to provide an education evening session in November (date to be confirmed). Kathy had asked that numbers be relatively low, around 20 or so and explained that the session would be aimed at newly diagnosed patients and/or family members/carers.

The event will be held at the Cheltenham East Fire Station on Keynsham Road. MT advised that Kathy has offered to run a further session in 2018 if the demand is there.

MT confirmed that he will discuss possible invitees with Nic Stephens, the Nurse for the Older Person at Overton Park Surgery, as she deals with newly diagnosed patients and their families.

**E. Staff and surgery news (MT)**

**Staff news**

**Clinical Staff** – MT reported that three new GP Registrars joined the surgery in August. They are Dr Yasmin Langford-Wells, Dr Laura Prichard and Dr Thomas Sutherland. MT is looking forward to working with the new Registrars over the next year.

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

**Administrative staff** – A new receptionist, Laura Day, has joined the surgery and will be working evenings as part of the choice+ service held at Overton Park.

### **Surgery news**

MT reported that the surgery has agreed to take part in a prescription ordering pilot called 'NHS Prescription Ordering Line'. This will allow patients to speak to pharmacists based at the CCG to order their repeat prescriptions. MT said that other surgeries have taken part in this pilot and reported that it is helpful to patients and admin staff.

The parking at the surgery was discussed. MT noted that the car park continues to be difficult to access but did feel that the local roads do now provide further options for patients due to the time restrictions/permits.

Care navigation training for receptionists has also begun. This will enable receptionists to better sign post patients towards various services where sometimes people will ask to see a GP but would be better served seeing another healthcare professional.

### **G. Patient survey update**

MT reported that the patient survey has been completed and analysed by the IT Manager Kayleigh Moore. MT asked for feedback from the PPG members for the next meeting.

### **H. PPG information pack**

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

### **I. Any other business**

MT thanked all of the members and Dr Fox for attending.