

**OVERTON PARK SURGERY
PATIENT PARTICIPATION GROUP MEETING 17th MAY 6:30PM**

DRAFT MINUTES

A. Welcome – introductions and apologies

Apologies: MH, AS, CF, NP, Kayleigh Moore (IT Manager)

Attendees: CLC student, Mark Thatcher Practice Manager, Dr Coker, KM, SH, EH

B. Minutes of previous meeting

The minutes of the previous meeting were discussed. MT was asked to provide new copies of the PPG terms of reference to the members of the PPG.

C. Feedback from pre-diabetes event

MT reported that the pre-diabetes education evening at Elim Church Hall on April 10th 2017 was excellent but unfortunately the attendance was low despite a large number of invitations being sent out.

The group discussed the reasons for this and Dr Coker suggested that the name of the education evening may be off-putting as it mentions pre-diabetes. It was felt that something along the lines of 'Lifestyle, Well Being or Prevention of diabetes' might be more suitable.

EH asked Dr Coker about the change in frequency of diabetes reviews as he felt that they had reduced over the years. Dr Coker explained that with the increase in numbers of patients it had been necessary to reduce the number of reviews. She explained that there are two reviews which include an annual more in depth review and a six month review which contains fewer checks. Nurses also carry out these reviews as they receive better diabetes training than the GPs.

EH also asked whether copies of the diabetes uk magazine could be made available in the waiting room. MT will look into this.

D. Next PPG health education evening

MT asked the PPG to confirm which topic had been selected to be covered for the next health education evening. MT mentioned rheumatoid arthritis had been discussed at previous meetings but Dr Coker advised that this would be a difficult subject to cover as it is still a relatively rare condition. KM reminded MT that it had been agreed to re-run dementia as the next topic. Dr Coker suggested contacting managing memory together to see if they can provide a speaker for the event.

MT will also speak to his predecessor Glenys Ockwell as she organised the previous dementia evening. The group asked whether there could be a collaborative approach with other local surgeries. MT will investigate this.

Dr Coker also suggested that the PPG could consider a future event aimed at younger patients at the practice – one such topic could be ‘teens in crisis’. The CLC Student advised they do have Well Being & Counselling as part of their curriculum (I think that's how she termed it) which is a very big support to them.

E. Staff and surgery news (MT)

Staff news

Clinical Staff – MT reported that Dr Hanan and Dr Ellis will both be finishing at Overton Park on August 1st. Dr Morrison will be finishing on 12th July. New GP Registrars will be joining in August. Details to follow.

HCA Sarah Cresswell will be leaving the surgery to pursue a career in nursing. The surgery will be advertising for a replacement shortly.

Administrative staff – A new receptionist, will be joining the surgery in June. Unfortunately Janine Howse has left the Choice+ post. Margery Mekisich, Assistant Practice Manager will be taking early retirement in June after 11 years with the practice. MT expressed his sadness about this.

Surgery news

MT reported that the surgery will be having a new telephone system installed in May – this is good news as it will also offer a facility to allow patients to cancel appointments by leaving their name and appointment details.

MT reported that from April 2017 an enhanced service is in place that requires the practice to identify and review patients with varying levels of frailty. This replaces a previous enhanced service which dealt with avoiding unplanned admissions. There is also an enhanced service for patients with pre-diabetes. The group discussed this enhanced service in some detail, Dr Coker provided some explanation for the condition and talked about the lifestyle and other factors that lead to the pre-diabetes diagnosis.

F. IT Update

MT feedback information provided by IT Manager Kayleigh Moore. There have been some updates to the new patient questionnaire (aimed at newly registered patients) which allows the recording of next of kin and a nominated person who can contact the surgery on behalf of a patient.

MT reported that the surgery did not experience any IT issues following the recent well publicised malware attack on the NHS.

G. Patient survey update

The patient survey has reached 290 responses – 464 will be needed in total. MT will seek assistance previously offered by the PPG and will ask Nic Stephens the nurse for the older person to ensure that housebound patients have the opportunity to complete the survey.

H. Any other business

EH asked MT to confirm that the surgery will not be moving. MT was happy to do this and confirmed that the surgery will not be merging with other local surgeries.

EH – asked where the CQC report is on the surgery website. Please see the following link: <http://www.overtonparksurgery.com/info.aspx?p=19>

SH asked for a hard copy of the minutes.

I. Future meeting dates

It was agreed to alternate days for future meetings between Tuesdays and Wednesdays.

- Tuesday 4th July 2017 6:30pm
- Wednesday 20th September 2017 6:30pm
- Tuesday 14th November 2017 6:30pm