

## Old Bridge Surgery Patient Participation Group (PPG)

### Minutes of Meeting on Monday 13 June 2022 at 5 pm

Present: Judy Benton  
 Andy French  
 Michelle Hyatt  
 Sally Harmer  
 Dr Hannah Mogford  
 Tracey Stammers

1	<p><b>Action Points from Previous Meeting</b></p> <ul style="list-style-type: none"> <li>• <b>Communications</b> – TS reported that the patient leaflet is work in progress: for publication online as paper format inconsistent with current hygiene practice in surgery</li> <li>• <b>OBS Website</b> – AF and Keelan Currey have updated the PPG page on the OBS website, SH to suggest some layout changes to Have Your Say page</li> <li>• <b>PPG Email</b> – oldbridgesurgery.ppg@nhs.net – TS advised that auto-forwarding emails outside nhs.net may not be consistent with CCG guidance, AF to investigate potential workaround</li> <li>• <b>OBS Telephone Message</b> – MH and AF thanked TS for the changed, improved surgery telephone message</li> </ul>	SH TS / AF
2	<p><b>PPG Membership</b> – more PPG members are needed, both for the core PPG (no more than 10) and a larger Virtual PPG. The OBS newsletter published today has already resulted in one positive enquiry with hopefully more to follow – SH to reply once the overall response to the PPG’s appeal is known. But a wider demographic is still be the ideal - TS to liaise with the nurses who see younger families at the Childrens Centre and SH to seek views of neighbouring PPGs at the next Umbrella PPG meeting.</p>	TS / SH
3	<p><b>PPG Terms of Reference</b> – MH’s draft is based on The Patient Association template and proposes deletion of some sections re funding, committee members, membership term, PPG area in the waiting room. TS suggested the inclusion of Declaration of Interests to avoid potential conflict of interests. All to review the draft and respond to MH with their comments, with the aim to finalise at the next PPG meeting.</p>	All
4	<p><b>Communication with OBS Patient Group</b> – TS and HM advised that communication with patients is either by email, mobile, waiting room messageboard and newsletter – with 8500 patients over 18, 44% have given consent for email messages, 46% for text messages but some contact data is incomplete or out-of-date and there is further work to be done in asking patients to check and complete contact information when they attend surgery. OBS receives a high level of feedback from patients, mostly via email, cards or word-of-mouth. The results of the IPSOS Mori GP Survey 2021 ranked OBS 776 out of 6658 practices nationwide – information such as this and telephone response times could be shared more widely with the OBS patient group. SH suggested that a PPG Facebook page could be set up - TS and HM agreed provided that the ability to comment on the page and posts is disabled.</p>	TS
5	<p><b>OBS Update</b></p> <ul style="list-style-type: none"> <li>• <b>Masks</b> – no longer needed when attending surgery</li> <li>• <b>LIVI</b> – TS aims to include more management information in a management dashboard - 2343 patients have so far signed up to LIVI with &gt;1000 appointments since early 2020</li> <li>• <b>Flu / Covid Vaccine Clinics</b> – on Saturdays in September / October for the over 65s and vulnerable</li> <li>• <b>Looe Refurbishment Programme</b> – now complete</li> </ul>	TS
6	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• <b>Pelynt Surgery Waiting Room Acoustics</b> – some patients have found it difficult to hear in the waiting room, JB to research</li> <li>• <b>CQC Inspection</b> – AF asked how OBS might target an Outstanding rating - reviewed in June 2022 and satisfied that OBS continue to be rated Good</li> <li>• <b>East Cornwall Umbrella PPG</b> - SH to attend Teams meeting in July</li> <li>• <b>Nutrition &amp; Diet at Your GP Surgery</b> – SH to continue taking part in this Plymouth Uni focus group</li> </ul>	JB SH
7	<p><b>Next OBS PPG Meeting</b>          On Thursday 8 September, 5 pm at OBS</p>	