

## Old Bridge Surgery Patient Participation Group (PPG)

### Minutes of Meeting on Monday 15 May 2023 at 5 pm

Present: Judy Benton, Andy French, Sally Harmer, Dr Bruce Hughes, Linda Price, Tracey Stammers  
 Apologies: Michelle Hyatt

1	<p><b>Introductions</b>                  BH introduced himself to PPG members who reciprocated and welcomed him to his first OBS PPG meeting.</p>	
2	<p><b>Matters Arising from Previous Meeting</b>                  AF had met TS and Jess Wright to discuss the technology and digital tools offered by OBS to the patient group. TS referred to NHS plans to expand the functionality of the NHS App that currently provides summary care record access (including medications and allergies), order <b>repeat</b> prescriptions (not acutes) and their Covid passports. Patients can also enable appointment reminders to go through the NHS app, however this is not necessarily recommended at this time as it requires patients to regularly log-in to their NHS app.</p> <p>Planned enhancements for the NHS app include to turn on detailed coded records, including <b>prospective</b> information. Anticipated roll-out mandated for 1 November 2023. This will include problems/diagnosis, scanned documents, lab reports (only for GP requested tests, not hospital requested tests), allergies, immunisations and to book appointments.</p> <p>The NHS App enhancements are being piloted at other surgeries currently and the rollout may be staged. If ready, it is hoped that the PPG can support promotion of the NHS App, including helping to signpost this and other digital tools available to patients as it can be confusing for patients trying to decide which tool to use for what. The Flu / Covid mass vaccination clinics would provide an ideal opportunity to promote the NHS App and other digital tools.</p>	All
3	<p><b>PPG and Virtual PPG Membership</b>                  SH reported that Laurie Watson has had to leave the PPG for personal reasons – she has sent him the PPG’s good wishes and hopes he will consider joining the Virtual PPG once established. SH mentioned that the core membership of the PPG is now reduced to just 5 members as Penny Hamilton has not been in touch since last September.</p> <p>SH has drafted an article on the proposed Virtual PPG for inclusion in an upcoming OBS newsletter and for publication on social media. As has been said on a regular basis, it is essential that the PPG’s membership represents a wider demographic than at present.</p>	TS
4	<p><b>OBS Update</b>                  TS shared the following updates (see separate presentation deck), focusing as a priority on the challenges around GP retention / recruitments and the NHS GP Recovering Plan which was circulated ahead of the meeting.</p> <p>PPG to support with promoting GP recruitment and healthcare messages on the OBS PPG Facebook page.</p>	SH
5	<p><b>PPG Emails</b>                  SH commented that she is still receiving few emails from the <a href="mailto:oldbridgesurgery.ppg@nhs.net">oldbridgesurgery.ppg@nhs.net</a> account, perhaps 4 in the past 5 months, and none of late from the Umbrella PPG group. TS reflected that she herself was sending emails directly to PPG members, not via the PPG group email, and will remind the surgery admin team to check the PPG inbox regularly.</p>	TS
6	<p><b>Patient Satisfaction Survey</b>                  TS had circulated the latest IPSOS MORI GP Survey to PPG and OBS was in all cases above the national average with one exception – patients seeing or speaking to their preferred GP. The full survey is at <a href="https://www.gp-patient.co.uk/patientexperiences?practicecode=L82022">https://www.gp-patient.co.uk/patientexperiences?practicecode=L82022</a>. IPSOS had sent out 267 surveys to OBS patients but only 100 had been completed.</p>	
7	<p><b>Communication with OBS Patient Group</b>                  The OBS PPG Facebook page now has 91 followers, is growing slowly and SH reminded PPG to share and invite friends to the page if possible. More content would be helpful too.</p>	All

	<p>The Looe Community Hub ceased in November and SH asked TS whether there were any other initiatives in the community that the PPG may be able to support. TS replied that PPG's support for the vaccine clinics was a significant help, together with volunteers from Looe Lions. There may be opportunities to support Yvonne Giles, the surgery Social Prescriber, with the PPG to discuss with Yvonne.</p>	All
<b>8</b>	<p><b>AOB</b>  <b>New PPG Chair</b> - As agreed at the first OBS PPG meeting, SH has stood down and AF has volunteered to become the next Chair of the PPG - his appointment was supported unanimously by those present.</p>	AF
<b>9</b>	<p><b>Next OBS PPG Meeting</b>  TS proposes that the next meeting will take place on Monday 18 September at 5.15pm. Dr Mogford will be in attendance.</p>	All