

**Minutes of Meeting on Tuesday 4<sup>th</sup> February 2025 at 5 pm**

Present: Lee Hallam (OBS), Steve Morton, Julie Felix, Mike Allsopp, Biddy Bishop, Lucy Harbinson & Andy French

<b>1</b>	<b>Apologies</b>  Linda Price, Sally Harmer, Alison Webb, Michelle Hyatt, John Onley	
<b>2</b>	<b>Introductions</b>  Biddy Bishop, Lucy Harbinson and Mike Allsopp were welcomed to their first OBS PPG meeting.  In the interests of time fuller introductions of all participants were excluded.  Judy Benton asked to step down from the PPG at this AGM. We thank Judy for her support over the years.	
<b>3</b>	<b>Matters Arising from Previous Meeting - 4<sup>th</sup> February 2025</b>  Items not covered elsewhere on the Agenda.  An Instagram PPG page has been created by SH which is intended to reach or be attractive to a younger demographic. Posts made to facebook will also be posted to Instagram.  22 posts have been made to facebook since the last meeting, the last 15 of which were posted on Instagram. The most popular post reached 4,300 viewers.  We have 287 followers on facebook and 5 on the embryonic Instagram page.	
<b>4</b>	<b>Old Bridge Surgery Update</b>  LeeH gave a presentation intended to update the PPG but also inform the new members about how OBS operates and its key priorities.  Non-confidential copies of the slides follow to inform OBS patients about how their surgery works.	

<p><b>5</b></p>	<p><b>Care Navigation</b></p> <p>MA asked how OBS dealt with Care Navigation, there then followed a discussion about the OBS Triage System. The online medical issue request is now available on the front page of the OBS web site. This facility is only available during surgery hours.</p> <p>A discussion was held regarding “self triage” prior to contacting OBS, some understandable concerns were expressed regarding the safety of encouraging such an approach.</p> <p>AF agreed to circulate the NHS report on the subject so a more informed debate could take place at a future meeting. Link follows for patients to download the report themselves.</p> <p><a href="https://www.hee.nhs.uk/sites/default/files/documents/Care%20Navigation%20Competency%20Framework_Final.pdf">https://www.hee.nhs.uk/sites/default/files/documents/Care%20Navigation%20Competency%20Framework_Final.pdf</a></p>	
<p><b>6</b></p>	<p><b>Healthwatch Cornwall</b></p> <p>AF attended the Healthwatch Cornwall Listening Hub on 10/04/2025. Due to logistical issues it was moved at the last minute from The Haven Community Hub (as published) to the OBS waiting room.</p> <p>Having the event at OBS seems more appropriate and easier to find. LH agreed that if possible future events should/could be moved to OBS. AF to contact Healthwatch to suggest the move.</p> <p>The future events are: 10:00am – 2:00pm Thursday 8th May and Thursday 12th June, It was agreed that an OBS PPG member should attend these two events.</p>	
<p><b>7</b></p>	<p><b>Friends and Family Test results</b></p> <p>A redacted set (removal of identifiable text) of FFT comments was circulated after the last meeting as requested. The comments were overwhelmingly positive.</p> <p>The numerical ratings were extremely high with an average 97% recommended score.</p> <p>The detailed breakdown of the results is shown below.</p> <p>These results come from patients responding to a text message question. SM asked how patients without a registered phone could complete a survey. LeeH informed the meeting that paper copies were handed out at reception but it was felt that this was not universally followed. LeeH to review the practice and ensure a higher compliance by reception staff.</p>	

8	<p><b>Patients' Digital Access</b></p> <p>The PPG is keen to assist those that wish to, to engage digitally with OBS.</p> <p>Currently 3,988 out of 9,000 registered patients have registered for a digital service (NHS App and/or Patient Access). Of these 2,297 had requested and been given access to coded patient record history.</p> <p>There is scope for many more to be given/request digital access.</p> <p>Further NHS App onboarding events are required.</p> <p>SM asked about response service standards between Telephone enquiry to reception and that of online enquiry regarding a non urgent health problem via the NHS app. LeeH confirmed these both equally acceptable and are responded to and triaged equally, the latter within 24 hours.</p>	
9	<p><b>AGM</b></p> <p>The PPG constitution requires that an AGM is held each year at which the elected officers stand down.</p> <p>The only officer post in the OBS PPG is that of Chair.</p> <p>AF stood down as Chair and did not seek re-election having held the post for two years.</p> <p>SM agreed to fill the post of Chair for 1 year.</p>	
10	<p><b>AORB</b></p> <p>BB asked for consideration being given to patients who receive very bad news who walk out of the Doctors office into the public waiting room whilst in a daze.</p> <p>Various approaches were discussed, each with their own pros and cons.</p> <p>LeeH to consult and give the subject the consideration that it deserves and hopefully establish pathways for such situations.</p> <p>SM asked LeeH to consider with the partners in advance of the next meeting in what form the practise wish to gain from the current PPG and its members</p>	
11	<p><b>Date of Next OBS PPG Meeting</b></p> <p>To be decided at a later date around July/August.</p>	

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