

# Queens Avenue Surgery

## Minutes of Patient Participation Group Meeting

### Held on Thursday 15<sup>th</sup> June 2023

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#### 1. Present

Nichola Covil-Crawford – Patient Services Manager  
Jim Gammans – Engagement & Communications Co-ordinator (PPGs)  
Susan Blake – PPG Member  
Paul Tomlinson – PPG Member  
Hazel Crofts – PPG member

#### 2. Apologies

Ann Evans, Gill Foott

#### 3. Items for discussion

##### a. Practice Update

###### Staff Updates

Dr Lewis is to reduce to 2 sessions (2 days) from 3rd July 2023.

Dr Higgins will take over his list of patients from that date.

Dr Trickey progresses from Salaried GP to GP Partner on 3rd July 2023.

We have a new Salaried GP joining in October, recruited from out of area.

New Practice Nurse, Anneka, previously a very experienced District Nurse joins the practice on 19<sup>th</sup> June.

###### Building Works/Repairs

External and internal repair works will start on 25th September 2023 - scaffolding will be in place at the rear of the building.

###### Current Projects

Various digital projects going on across the PCN including - BP@home, ACR, MyCOPD and MyAsthma. Full details regarding these projects can be found on the Mid Dorset PCN Website <https://mid-dorsetpcn.co.uk/>

###### Prospective Access to Medical Record

Nichola explained that this is already in place in other surgeries but that Queens Avenue Surgery along with other surgeries were cautious in their approach to this until it was clear what it meant for the practice and patients. She confirmed that all registered patients will have access to their Full Prospective Medical Record from 31st October 2023.

## **b. New Terms of Reference**

Jim had previously outlined the proposed updated terms of reference now used as a standard template by most PPGs. It had been agreed that this would be adopted by the Queens Avenue Surgery PPG.

Action - Nichola to edit as necessary to include Queens Avenue details and to email to all members for signing and returned to Nichola either by hand or email

## **c. Practice Newsletter**

Nichola confirmed that the Spring/Summer was currently being created by Tracy.

There had been previous discussion around the PPG members having input into this next newsletter, i.e. future events or a day in the life piece, however, Nichola felt that due the high number of updates within the surgery in the past 6 months and beyond that this would be best left for the Autumn/Winter Issue.

Action – Nichola & PPG Members to discuss an article for the next issue.

## **d. Social Prescriber & Carers Lead**

Nichola praised Sarah's fantastic commitment and work in her new role of carers lead and social prescriber. Sarah has completely updated the surgery website and has been heavily involved in all things carer related recently, building her knowledge and networking with other PCN Leads.

It was agreed that moving forward it may be useful for Sarah to attend some PPG meetings.

## **e. PPG Member Recruitment**

Jim is kindly going to send an example to Nichola of the text which is sent out to patients. The potential of a PPG presence at some flu clinics in the Autumn was discussed. It was agreed that this would be deferred the next meeting when dates can be confirmed but in the meantime PPG members to think about ideas for this. All ideas would have to be agreed by Tracy to ensure there is no impact on the smooth running the clinics.

Nichola shared that whilst looking for examples of PPG information to update Queens Avenue Surgery website had looked on other PCN surgery websites and reported she had not seen any information and anything found was out of date.

Jim agreed that this was the case across a number of surgeries

The possibility of name new for the PPG Group was raised from the last meeting but it was agreed that this should not be changed.

Action – Nichola to look at sms with a view to sending to younger cohorts of patients

Action – Nichola to update Surgery Website with PPG Information

Action – PPG Members to think about ideas for promoting the PPG at flu clinics

#### **4. AOB**

##### **Digital Champion**

Jim shared his knowledge of the Digital Champion Mike Watson who set up the service in Dorchester Library and more recently involved in the running of the service in Prince of Wales & Portesham Surgery.

Jim confirmed that there is funding available from the PPG for DBS checks for new Digital Champions to help fill the vacancies across the PCN.

Nichola confirmed that the surgery is very interested in pursuing this. Jim asked Hazel as a patient and a PPG member with extensive IT knowledge if she would be interested in the role, however, Hazel declined this but expressed a strong interest in being involved in the development of the surgery website when it is due for updating/renewal.

Jim agreed to make contact with Mike Watson to discuss the possibility of helping Nichola recruit a Digital Champion for Queens Avenue Surgery.

Action – Jim & Nichola to follow up

#### **5. Next Meeting**

To be held at Queens Avenue on Thursday 7th September at 4pm