

**Queens Avenue Surgery**  
**Minutes of Patient Participation Group Meeting**  
**Held on Tuesday 26 April 2016**

---

**1. Present**

Jan Cosgrove  
Rowena Harris  
Bob Hampson  
Paul Tomlinson  
Peter Wood  
Keith Harrison – CCG Patient & Public Involvement  
Tracy Bowden - Practice Manager

**2. Apologies**

Brian and Geraldine Canniford.

**3. Matters arising**

Tracy reviewed the minutes from our meeting in January.

**PPG Model** – The majority of the communication strategies agreed at the last meeting had been organised. In addition, Keith agreed to produce the PPG poster in A3 colour, Rowena offered to put more posters up (Tracy to leave at reception for collection) and Tracy to ask practice nurses if they would be willing to give handouts to patients. Keith suggested that we may like to contact local schools and target pupils who are on a Health & Social Care Course. We could also promote the PPG via the parent/teacher associations. Tracy to also consider inclusion of the PPG in our practice leaflet.

Keith confirmed that much of the promotional work and additional work of the PPG in other practices was very much the remit of the PPG members which helped to support the practice manager. Bob also commented that very established groups had a member Chairperson whilst still having the contribution and support of the practice manager.

There was discussion around the requirement for a PPG. Tracy explained that this was a contractual requirement which was not funded and both Bob (subsequent to discussions with a CQC Inspector) and Keith confirmed that it was sufficient for us to liaise with patients but the format was really up to us.

**NHS Accessible Information Standard** – Tracy confirmed that she had discussed this new standard and explored how to promote this at meetings with the GPs and Receptionists. We have added a section to our new patient registration form asking patients with communication or information needs to inform us. We are continuously reviewing this to ensure we are achieving the required outcomes.

**4. Change to group membership**

Tracy confirmed that Gordon Cordier had left the group due to other commitments but would remain as a member of the reference group.

## **5. Agree new terms of reference**

The group agreed the changes to the terms of reference.

## **6. Patient Survey**

### **a. Review current survey and propose changes**

The group gave very constructive feedback on the survey. Jan proposed a more condensed format and changes to the existing questions. Question 4 was agreed to be ambiguous and Rowena suggested amending the question to 'How long on average do you wait for an appointment with your GP'. This was agreed to be a more suitable alternative. Paul suggested simplifying the nurse questions and Peter thought we should use the word 'satisfactory' in place of 'neither good nor poor'. It was agreed that we should try and capture how patients are contacting us – electronically, by phone or by coming to the surgery and that we should use the survey to promote the online system. We also agreed to consider adding more general questions regarding accessibility, the online system, noticeboards and parking. Peter's suggestion to use a 1-5 scoring system was felt could disadvantage less able patients.

### **b. How to present results**

Peter commented that the % scoring on our survey results poster was misleading as this gave no indication of the number of patients represented. Tracy agreed to include the total number of responses when the results for the next survey are compiled.

Jan kindly offered to produce the next set of survey results.

## **7. PPG Meet and Greet held on 13 April**

Bob attended this meeting on behalf of the PPG group which included representatives from other PPGs and practice managers from the North, West and Mid-Dorset. The speakers were primarily from practices who have been part of a PPG for years and Bob found it useful to meet others and see how other PPGs were operating.

It was proposed to hold the meet and greets 3 times a year. The next one will be held at Bridport on Thursday 30 June at 5.00pm and any member of the PPG is welcome to attend. Tracy will forward more formal details to the group when they are received.

Tracy asked if the question of how to make PPGs more representative of their patient population was raised. Bob and Keith confirmed that it wasn't but should be raised at the next one.

## **8. Virtual Patient Group**

### **a. Number of patients signed up**

8 patients so far have signed up to the reference group.

### **b. Invite views?**

Tracy asked the group to consider how we should involve the reference group and invite them to contribute to any aspects of our discussions. Tracy has sent them the current newsletter.

9. **Dementia Friendly**

- a. Tracy informed the group that the practice is working towards accreditation as a dementia friendly surgery through staff training and minor changes to the surgery environment.
- b. The group walked around the main patient areas of the surgery with an environment checklist and noted areas that could be improved to facilitate a dementia friendly area. The group gave some very constructive feedback and useful suggestions for change which will be considered and where appropriate incorporated into our plans.

10. **AOB**

None.

To be held at Queens Avenue in September (date and time to be arranged).