

Queens Avenue Surgery
Minutes of Patient Participation Group Meeting
Held on Thursday 14 December 2017

1. Present

Jan Cosgrove
Bob Hampson
Ken Lambert
Peter Wood
Jackie Cape
Sue Blake
Tracy Bowden - Practice Manager

2. Apologies

Paul Tomlinson, Mike Elleston and Keith Harrison.

3. Matters arising

a. Items from last meeting

Tracy reviewed the minutes from our meeting in September.

Promoting Online Services – Jackie and Ken had kindly attended our flu clinics to handout newsletters and the online services leaflet to encourage patients to sign-up. Jackie had also offered to attend the surgery during the week to continue to promote our services and offer people support by showing them how to register online. Tracy thought this was a great idea and asked if Jackie would be willing to use this time for various promotion ie gaining consent to enhance a patient's record for emergency access, obtaining mobile numbers, informing patients of the allotment project and making patients aware of the mile map and encouraging them to walk for their health.

This generated much discussion about promotion and how best to inform our patients. Peter suggested we review the noticeboards and consider categorising areas we wish to promote to make them more obvious. Jackie proposed a review of the lobby area for promotional material and noticeboards.

Sue asked if it would be possible to provide badges so that patients know who they are when they are promoting the PPG or the services of the practice. Tracy has provided these in the past and was happy to do this.

Action – The group agreed to review our noticeboards and bring alternative promotional proposals to the next meeting.

Car scheme – Jackie had contacted the co-ordinator of the scheme and confirmed that it was still very much in operation. Details of the scheme can be found on the surgery website. Although it would be good to promote this to our patients, the scheme is reliant on volunteers which also requires promoting.

b. Accessible Information Standard

At the last meeting, Tracy had tasked Paul to review the practice's implementation of the standard. Paul felt that this was really for internal practice review and he took the time to review the standard and summarise the salient points for the practice's action. Although the practice has gone some way to comply with this, Tracy agreed that there was more we could do.

Action – Tracy to further review our compliance and make any necessary changes.

c. Allotment update

Ken has worked very hard to set this up, all we need now are the patients! The allotment is ready to go now that it has been rotavated and Ken has obtained sponsorship from various local business to cover the costs in the first year. Tracy has advertised within the surgery and the doctors have promoted it to the patients they feel may benefit but with no takers as yet. Ken proposed advertising in the Echo – a great idea but Tracy felt that the wording would need to be agreed with her.

Action – Ken to contact the Echo and ask them to speak to Tracy.

4. Items for discussion

a. New members add to website

Tracy asked Jackie and Sue if they were happy to have their names listed as PPG members on the surgery website which they consented to. The group discussed having their contact details on the website and there were mixed feeling about this. Other groups have a Chairperson who would be the contact, at present everything is directed through Tracy.

Action – Tracy asked the group to email her with their details if they are happy to have these advertised on the website.

b. Mile map

Keith had kindly organised the mile map for the surgery to display to encourage patients to complete a one or two mile walk. Handouts for patients had been provided which could be given out during any PPG promotional sessions. Sue is involved with the Strollers, a local walking group, and has designed alternative walking routes for another surgery.

Action – Sue to look into possible other routes for Queens Avenue Surgery to be handed out to patients.

c. PPG Flyer

Unfortunately Keith was unable to attend the meeting as Tracy was hoping to ask if a replacement had been found at the CCG for the PPG support post. She was loath to produce a leaflet for our surgery if the CCG were still able to help us with this. This item will be deferred to the next meeting.

d. **Practice news/updates**

Dr Robin Birnie – was our GP Registrar and is currently in post as a Salaried GP in the interim until he joins as a full-time Partner in February 2018.

Dr Charlotte Higgins – was previously a GP Registrar with Queens Avenue and has also worked here as a locum. She will join the practice in February for 3 sessions as a Salaried GP.

e. **Encouraging patients to sign up for online services**

This was discussed in 3(a).

f. **Primary care updates**

Bob and Jackie had attended PPG events where they were updated on the local plans for health services. The main objectives are (i) improving access, (ii) developing the existing 'hub' and (iii) supporting frailty. Jackie commented on the proposal to develop a local services website which other members thought was already in existence.

5. **AOB**

Patient survey – Tracy is aware that we need to conduct a patient survey, Jan mentioned that this could be done free of charge via survey monkey. The surgery have used this facility previously and will look at using this. Jan kindly offered to collate the data.

DNAs – Jackie asked if we were able to provide DNA (Did Not Attend) statistics. Tracy confirmed that this is less of an issue due to the text appointment reminder service and this is why the practice are keen to promote this to patients.

PPG meeting? – Sue had received an email regarding a PPG meeting on 5 February but it seems this has yet to be confirmed.

6. **Next Meeting**

To be held at Queens Avenue in March 2018 (date and time to be arranged).