

Queens Avenue Surgery
Minutes of Patient Participation Group Meeting
Held on Tuesday 8 February 2017

1. Present

Bob Hampson
Ken Lambert
Paul Tomlinson
Mike Elleston
Tracy Bowden - Practice Manager

2. Apologies

Jan Cosgrove, Peter Wood, Keith Harrison

3. Matters arising

Tracy reviewed the minutes from our meeting in October.

Book Loan Scheme for patients – these books are now available for patients and are situated on a shelf next to the confidential reception desk. These can be taken discretely by completing a loan slip and handing to reception. Books are loaned for a maximum of 4 weeks. It was suggested that the scheme is featured on the surgery website and Paul asked if there was provision for Easy Read books.

ACTION – Tracy to update website and Paul to research easy read options (Tracy to supply Paul with the current list of books).

4. Change to group membership

Tracy confirmed that Rowena Harris has left the group to focus on her work at the Hospice.

The group discussed ways to attract more members to increase numbers and to form a more representative cohort of our patient population. Ken will encourage a young mother who has expressed an interest but was concerned that the meeting times would conflict with school pick-up times. The group agreed that we could vary the meeting time to try and suit everyone. We also discussed promotion of the group and agreed to produce a concise flyer to which the group would contribute suggestions for wording. Ken kindly agreed to attend the practice during surgery times to hand these out.

ACTION – the group to email Tracy with suggested wording for the flyer.

5. CSR, Primary Care Strategy and 7 day services

Tracy outlined the current situation with the varied proposals for change. The Clinical Service Review consultation period ends on 28 February and this along with the Primary Care Strategy are to be further highlighted and discussed at a PPG Event at the Dorford Centre on Friday 6

February. This event aims to demystify all the current proposals for change in our local NHS. It is clear that there is confusion surrounding all the proposed changes and that patients find it difficult to understand. Bob, Ken, Paul and Mike aimed to attend and if available will register their interest.

ACTION – Attendees to feedback to the group.

6. Group management and communicating with our patients

The group discussed its future role and what we want to achieve. It was generally agreed that it should be a shared responsibility and Bob felt we should consider encouraging the virtual group to feed ideas to the main PPG group, with one of the members acting as Chairperson and primary liaison with the Practice Manager without a need for her attendance at all the meetings.

The aforementioned PPG flyer would be the initial approach to try and build member numbers with consideration to appointing a Chairperson at a later date.

7. Future surgery plans

The surgery has received approval and funding to replace the existing single opening main door with an automatic sliding door fitted to the main entrance porch. The existing main door has only worked intermittently in the past few months. This door and frame will be removed to create a slightly wider opening for wheelchair access after the new sliding door has been fitted.

8. AOB

Healthwatch Dorset – Bob highlighted this website as a useful source of information on local health services.

Bike racks – Paul asked if the practice would consider changing the height of the bike racks on the wall and replacing the existing bike racks with a Sheffield hoop. Tracy will look at this and see if this is feasible.

9. Next Meeting

To be held at Queens Avenue in June 2017 (date and time to be arranged).