

Queens Avenue Surgery
Minutes of Patient Participation Group Meeting
Held on Thursday 7 February 2019

1. Present

Bob Hampson
Mike Elleston
Paul Tomlinson
Gill Farmer
Susan Blake
Tracy Bowden - Practice Manager

2. Apologies

Jan Cosgrove, Ken Lambert, Peter Wood, Jackie Cape and Keith Harrison.

3. Matters arising

a. Items from last meeting

Tracy reviewed the minutes from our meeting in March which were accepted and agreed.

4. Items for discussion

a. Feedback from Meet & Greet 6 February

Another good representation for Queens Avenue at the meeting with Bob, Mike, Paul and Susan in attendance. Naomi Mason, link worker for DCC and Julian English from Dorset POPP also attended.

Picnic in the Park – the month of May is health promotion month with a promotional picnic being held on Saturday 18 May in the Borough Gardens 11.00am – 3.00pm. This is run in partnership with Stepping into Nature, Dorset CCG, Dorchester Town Council, Live Well Dorset, Public Health, Natural Choices and Active Dorset. The aim of the picnic is to promote the positive impact of nature based activities and raise community awareness of wellbeing initiatives.

Dorchester Health and Wellbeing Directory – Julian has proposed a central source in the form of a directory providing up-to-date information on benefits, bereavement, care homes, lunch clubs and many more issues and areas of need for carers, single parents, the homeless, people with disabilities etc. Tracy suggested that Julian may like to attend a locality practice managers' meeting to discuss the directory and Susan will suggest he contact Gillian Miles who is our Carers Lead and who would signpost our patients to this.

Leg Ulcer Clubs – a community based leg ulcer club operates in Portland on a drop-in basis and has proved to be successful. It is hoped that this provision could be extended to other areas.

LiveWell Dorset Take Twelve Campaign – this is a 12 week healthy living challenge to promote exercise and health eating.

Action – Tracy to promote Picnic in the Park and the LiveWell challenge in the next newsletter.

b. Patient survey 2018 – review responses

The group reviewed the results of the most recent practice in-house survey. This was conducted over a period of a week during August with 106 responses returned. Overall, 98% of the patients rated the practice as good or excellent. While this reflected the overall positive responses received, Tracy highlighted the areas where patients indicated we could improve:

Telephones – 56% of patients found it easy or very easy to get through on the phones with 34% rating the experience as average.

Action – Tracy is currently reviewing our telephone system to see if there are features which could improve both the patient and receptionist experience and manage the call volume better.

Appointment times – 13 patients asked for Saturday opening when the practice is already open every Saturday morning.

Action – Tracy to see if Saturdays are available to book online and to review our advertising of these sessions.

Blood test appointments – 15 patients rated the availability of these appointments as satisfactory.

Action - The practice is currently advertising for an additional Healthcare Assistant to improve the availability of our blood test appointments.

Mike asked about the current situation with 7 day a week appointments. GP and nurse out of hours appointments are available at the weekends at DCH with provision for physiotherapy and other appointments in the future. These can be booked with our receptionists.

Susan proposed adding a question to the next survey asking patients if they are aware of our newsletters and have they seen one?

Action – Tracy to promote this in the next newsletter.

c. How to support the practice – the group discussed utilising the website, noticeboards, newsletters and flu clinics to better promote the practice. Paul asked how many patients see the newsletter? It was suggested that the practice audit the numbers collected in surgery when we produce the next one and that we should consider emailing the newsletter to patients. The patient check-in was seen as a way to signpost patients if a message could be added to inform patients of the newsletter and where they could find it.

Mike asked if a befriending service was available to patients? This is provided by Age UK and it was agreed that a central directory would support this.

- d. **New members** – 5 new patients had indicated on their registration form that they would like to join the PPG and Tracy had invited them via email. None of the prospective new members responded. The group reviewed the wording of the new patient form as it was not clear that patients would be invited to attend a meeting and may be expecting more of a virtual approach.

Action – the group to provide alternative suggestions for wording to Tracy.

5. **AOB**

- a. **Water dispenser** – in response to patient suggestions, Tracy is looking into the provision of a water dispenser in the waiting room.

6. **Next Meeting**

To be held at Queens Avenue end April 2019 (date and time to be arranged).