

Queens Avenue Surgery
Minutes of Patient Participation Group Meeting
Held on Tuesday 6 June 2017

1. Present

Jan Cosgrove
Bob Hampson
Ken Lambert
Paul Tomlinson
Peter Wood
Tracy Bowden - Practice Manager

2. Apologies

Mike Elleston, Keith Harrison

3. Matters arising

Tracy reviewed the minutes from our meeting in February.

Book Loan Scheme for patients – Paul had reviewed the books for ease of reading and is happy that the language and presentation is acceptable.

New Automatic Doors – the group agreed that the new doors were a vast improvement on our previous entrance door. The recently fitted matting has created a slight slope which the group looked at and agreed that it was a trip hazard.

Action – Tracy to look at resolving the issue of the slope asap.

4. Frequency of Meetings

Tracy proposed the group meet on a quarterly basis rather than four monthly. This was unanimously agreed.

5. Promotion of PPG/Mike's suggestions/Virtual Group

Mike had kindly prepared five proposals for a PPG flyer to attract more members. Tracy felt that the reference to being a 'critical friend' was probably not the most appropriate wording and the group agreed. It was felt that we needed to produce something that was brief and eye catching and promoted support and communication. Paul suggested using the headline 'Am I bothered' which may appeal to younger patients and this suggestion was favourably received. The flyer would need to be displayed prominently and a holder above the patient check-in was thought to be a good position.

Keith had trialled a text message to patients to encourage them to sign up to the group and one surgery had attracted 20 new members. Jan suggested we could include the virtual group as an option in the message.

The virtual group now numbers 35. The newsletter is currently sent to them but Tracy felt we needed to include them in communications and allow them to contribute ideas.

Action – Tracy to share proposed wording for the flyer and Keith’s suggested text wording for the group to comment on.

6. Feedback from CCG and Locality

Tracy provided a summary of the progress of the Clinical Services Review and the plans for the surgeries in the locality (see attached). The main message is that there are no plans to merge or close practices in this locality. The recently distributed Liberal Democrats campaign leaflet clearly states that GP surgeries are under threat of closure and could cause unnecessary concern to patients. Paul commented that Keith had agreed at a recent meeting to clarify the current situation with Andy Canning.

The next PPG Meet & Greet is due to be held on Wed 19 July 6.00-7.30 at Frederick Treves House, Poundbury. Anyone who is available is free to attend and Tracy would be grateful for any feedback.

7. Promoting online services

Tracy outlined how the surgery was keen to promote the use of online and mobile phone services to our patients. A proposed information sheet was discussed – Jan suggested this should be presented as a step by step guide. This could be handed out to patients along with the current newsletter. Ken is very willing to help with this.

Action – Tracy to email the information sheet to Jan for review and to inform Ken of days and times for distribution of this to patients along with the newsletter.

8. Patient questionnaire design

This was deferred to the next meeting due to time factors.

Action – Tracy to provide the group with proposals for a new questionnaire to be discussed at the next meeting.

9. Practice News

Tracy updated the group on recent events and current surgery news.

We held a Dementia Cream Tea during Dementia Awareness Week. This was less well attended than our Carer’s Cream Tea last year possibly due to patients feeling it was restricted to Carer’s of Dementia patients. Those who attended found it to be very useful and Gill’s delicious scones were well received. Next year it would be organised as a more general carer’s event.

We have recently received accreditation as a Dementia Friendly Surgery.

The surgery has recently recognised that Dr Ling has been with the practice for 25 years and Tracy the Practice Manager for 20 years.

10. AOB

Gardening Club – Ken outlined a proposal to provide a Dorchester Town Council allotment for GPs to refer patients who would benefit from joining a gardening club scheme. The group thought this was a great idea and Tracy would discuss with the GPs. This could be available from January 2018. AGE UK also provide a similar scheme at Fordington Fields.

Action – Ken to contact the Council to see if this could be organised and where the allotment would be situated. To report back at next meeting.

11. Next Meeting

To be held at Queens Avenue in September 2017 (date and time to be arranged). It was agreed that we should vary the times of the meetings and aim to hold the Winter ones in the afternoon and the Summer ones in the evening.