

**Queens Avenue Surgery**  
**Minutes of Patient Participation Group Meeting**  
**Held on Tuesday 27 March 2018**

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**1. Present**

Bob Hampson  
Peter Wood  
Mike Elleston  
Jackie Cape  
Susan Blake  
Tracy Bowden - Practice Manager

**2. Apologies**

Jan Cosgrove, Ken Lambert, Paul Tomlinson and Keith Harrison.

**3. Matters arising**

**a. Items from last meeting**

Tracy reviewed the minutes from our meeting in December.

**Accessible Information Standard** – Tracy was aware that she needed to review our current position in respect of the standard.

- b. Allotment update** – Ken was unable to attend the meeting due to illness but reported that the project was underway and the patients involved were very keen. We hope to see the products of their labours in a few months.

**4. Items for discussion**

**a. New clinical system – SystemOne**

The practice is changing its computer system from EMIS to SystemOne on 17<sup>th</sup> May. The Dorset Clinical Commissioning Group is encouraging all GP practices to move to a single system so that we can work more closely with the hospitals, ambulance staff and other healthcare providers. This will create a significant amount of work for the practice in preparation for this change and will cause some disruption from 10<sup>th</sup> May onwards. The practice has advertised the change and the implications to patients for appointments, ordering prescriptions and online services by creating a leaflet, posters in the waiting rooms, text messages, information on the website and a message on all repeat prescriptions.

The group proposed a number of additional ways to communicate this change to our patients. Advertising via the Dorset Echo, Wessex FM and hospital radio to capture patients who don't regularly attend the surgery. Susan and Jackie also suggested distributing the leaflets to pharmacies and other public places. Jackie also thought it would be a good idea to put a large poster on the automatic doors.

**ACTION – Tracy to leave a supply of leaflets for collection at the front desk by any of the group who would be willing to distribute. She will also email to the group.**

- b. **Walking routes** – Susan has kindly created 2 additional walks of an hour and one of 25 minutes approximately with wheelchair accessible routes incorporated. She provided handouts for the 2 routes and asked if the group would be willing to walk them and feedback their thoughts to her.
- c. **Feedback from meetings** – the last Meet and Greet was cancelled and has been reschedule for April. Jackie attended the Wessex Voices meeting which gave an opportunity to meet other PPG members and gain information on how to promote and improve groups.

**ACTION – Jackie agreed to forward the information from the event to the group.**

- d. **NAPP Membership** – The National Association for Patient Participation promotes and supports patient groups in practices. It is a useful resource for groups and most information is freely available. Tracy wondered if there was any benefit to becoming members and thought we could discuss this in more detail with Keith if he is able to attend the next meeting.
- e. **Future meetings** – the next PPG Meet and Greet will be held on Wed 18 April 6pm-7.30pm at The Atrium Medical Centre, Weymouth Avenue, DT1 1QR. Susan and Keith will be presenting on behalf of Walking for Health.

## 5. AOB

**GDPR** – Susan asked if the practice is prepared for the new data protection regulations which come into force in May. Tracy has signed up to a series of webinars, the first of which assured practices that we were already very prepared.

**Research and Innovation Department** – Bob has signed up to be a Patient Research Ambassador (PRA) for this department and asked if this could be added to the next agenda.

**ACTION – Tracy to add to next meeting agenda.**

## 6. Next Meeting

To be held at Queens Avenue at end of June/beginning of July 2018 (date and time to be arranged).