

Queens Avenue Surgery
Minutes of Patient Participation Group Meeting
Held on Tuesday 28 May 2019

1. Present

Bob Hampson	Gill Foott
Mike Elleston	Emma Farmer
Susan Blake	Matt Eccles
Ken Lambert	Tracy Bowden – Practice Manager
Peter Wood	

2. Apologies

Paul Tomlinson, Jan Cosgrove, Gill Farmer and Keith Harrison.

3. Matters arising

a. Items from last meeting

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

Patient survey – Tracy outlined the 3 actions from the last meeting with regard to getting through on the telephone, availability of blood test appointments and Saturday appointments. She is currently obtaining quotes from telephone companies to see if our current system can be improved, a new Healthcare Assistant has been employed and she confirmed that Saturdays can be booked online although this is limited as patient's can only book with their registered GP who may only cover a few Saturdays in the year.

There was much discussion and good suggestions from the group in relation to future surveys, telephone management and appointment booking. This included the proposal to conduct the next survey via Survey Monkey on our website. Jackie suggested sending a text message to patients to inform them about the survey. She also thought it would be useful to the group to ask the question "How can the PPG support you" at the end of the next survey.

Sue attended the Picnic in the Park in the Borough Gardens on 18 May promoting the Dorchester Strollers. She felt it was well supported. Tracy had intended to advertise this in the next newsletter but the date had passed before the newsletter could be finalised.

4. Items for discussion

a. Welcome – new members

3 new members were welcomed to the meeting, Emma Farmer, Gill Foott and Matt Eccles. Emma works at DCH as a midwife, Matt has recently left the navy and is a new patient to the practice. Gill has been a patient of the practice for many years but in recent months has taken on a new role with Dorset CCG as Engagement and Communications Co-ordinator for PPGs covering the Purbeck area. Gill is new in post but was happy to share experiences of other PPGs and ideas in the future.

b. Practice updates/changes since last meeting

Since our last meeting in February, the practice has employed an additional Healthcare Assistant to support our existing HCA, Moira, and our Practice Nurses. This new role was created partly in response to our patient's feedback on our blood test appointments in our most recent patient survey.

c. Review newsletter

The Spring/Summer Newsletter 2019 had been forwarded to the group for review prior to the meeting. Tracy explained that the practice had recently signed up to take part in a National Cancer Diagnosis Audit to improve how people are diagnosed with cancer. Although the information shared is controlled by strict rules of confidentiality and security, patients have been informed about their right to opt-out via our newsletter, posters in the surgery and on our website.

Some great suggestions were offered to try and encourage more ladies to attend for their cervical smear. Emma proposed using our new HCA to telephone those who did not attend, Gill asked if the patient could be invited to bring someone with them to their appointment for support and Jackie proposed a drop-in or group session which could be organised with one of our nurses. There was also discussion about prostate cancer screening. Although this is not routinely offered as it has not been shown to be of benefit, men were encouraged to check for signs of change and see their GP if they had any concerns. Ken has been instrumental in encouraging friends of his to see their GP and Jackie wondered if it would be a good idea to put up posters to explain the symptoms that men should look out for.

Information on the waiting room noticeboards and on our website to highlight holiday vaccinations and the need to plan ahead was proposed. In relation to patient's leaving insufficient time to obtain vaccines and ensure sufficient cover before travel, Peter commented that it was the patient's responsibility and not that of the practice.

Jackie asked if it would be helpful to have staff photos displayed for patients to help them know who they would be seeing. Tracy was happy to explore this with the staff for their view.

d. Accessible Information Standard

This standard aims to ensure that people with a disability or sensory loss are given communication support in a format they can understand ie large print, braille, hearing loop etc. Tracy confirmed that she will be meeting with one of our group members, Paul Tomlinson, to review the support we currently offer to our patients and to see if we need to make any further adjustments.

e. How to continue to support the practice?

As previously mentioned, Jackie suggested an additional comment at the end of the next survey to ask patients how they can be supported by the PPG. Bob proposed members of the PPG coming into the practice to highlight the importance of vaccination when there are national outbreaks (such as the current measles one).

5. AOB

a. Cataract services in Dorset

Bob and Mike jointly highlighted the lack of provision for cataract treatment with wait times of 42 weeks. They asked how Dorset CCG could justify their statement to support people to live healthier lives with this wait time? Peter commented that this is discussed at every governors' meeting which he sits on at the hospital and is mainly due to the chronic staff shortages the department is experiencing.

Action – Bob and Mike to raise this at the next Meet and Greet meeting.

b. Car Park

Peter asked if the practice were still planning to extend the car park. The funding is still available to the practice but it is dependent on us obtaining permission from the Tree Officer as we are in a conservation area.

c. Bike Stands

3 new Sheffield bike stands are now in place to the front of the surgery and a further 3 in the bike shed to the rear of the car park.

6. Next Meeting

To be held at Queens Avenue early September 2019 (date and time to be arranged).