

Queens Avenue Surgery
Minutes of Patient Participation Group Meeting
Held on Thursday 5 September 2019

1. Present

Tracy Bowden – Practice Manager
Nichola Covil-Crawford – Senior Practice Administrator
Keith Harrison – North & Mid Dorset CCG Community Health & Wellbeing Officer
Naomi Mason – Health Programme Advisor for Public Health Dorset
Jackie Cape
Susan Blake
Bob Hampson
Ken Lambert
Gill Foott
Gill Farmer
Paul Tomlinson

2. Apologies

Mike Elleston, Emma Farmer, Peter Wood, Matt Eccles.

3. Matters arising

a. Items from last meeting

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

AIS update – As agreed at the last meeting, Tracy, Nichola and Paul met in June to review the practice's compliance with the NHS Information Accessible Information Standard. This standard ensures that people who have a disability, impairment or sensory loss are provided with information in an appropriate format or support to help them communicate.

Some modifications were agreed (see latest newsletter) and all except the poster have been implemented. This included moving the hearing loop, flagging patients and updating our communications leaflet. Nichola explained that when the current flu campaign is completed, the poster to highlight the standard will go on the noticeboard.

4. Items for discussion

a. Practice update/changes since last meeting

All changes and updates are in the current newsletter.

b. Feedback from Meet & Greet and Signposting

It was noted that our PPG are very good attenders of the Meet & Greet meetings. Susan fed back on the initiative to start a park run in Dorchester, possibly on the Great Field in Poundbury. Queens Avenue Surgery are looking into becoming a Park Run Practice. There are also plans to provide public toilets and a pavilion in the same area.

The Fire Brigade will attend flu clinics – we have already had them attend previous clinics to offer Home Health Checks.

Action – Tracy/Nichola to contact the fire brigade to invite them to attend again.

Bob highlighted the issues discussed at the Meet & Greet (mental health, changes to patient transport, dementia review, the NHS Plan and Our Dorset) and suggested we should keep patients informed by signposting as appropriate. A Directory of Services has recently been created for this very purpose and is available on our website and in our carer's packs in the waiting rooms.

Keith agreed that the Meet & Greet is a useful forum for helping to promote the work of the PPGs but it was pointed out that not all PPGs are represented. Keith is considering organising a network event.

c. What would QA staff like their PPG to focus on?

Jackie asked if we should canvass the opinion of our staff to see what they think the PPG should focus on. Keith proposed inviting staff to attend the PPG meetings on a rotating basis to help give them an understanding of the PPG and to enable them to contribute. The group discussed various other ways to get staff and patients involved by providing digital champions, PPG events/exhibitions and ensuring everyone knows about any changes eg Primary Care Networks (PCNs) and what they are. Gill mentioned an Ideal Health Exhibition organised by another PPG which we could consider.

Susan and Ken volunteered to attend a flu clinic to hand out newsletters and to promote the PPG. Gill and Keith agreed to provide a banner for use at the clinics.

Action – Tracy to liaise with Gill regarding the banner.

d. Promoting healthy lifestyles to patients

Naomi outlined her remit as Health Programme Adviser for Public Health Dorset and highlighted the Healthy Dorchester newsletter which the PPG could use to help promote what is happening locally to help people stay healthy and independent. Those present gave permission for their email addresses to be passed to Naomi so that she can forward the newsletter onto them. Naomi also highlighted the work of the new PCNs which included the provision of a social prescriber to help the socially isolated and how the PPG could work alongside this new role. She also explained the work to look at long-term conditions which includes a focus on childhood obesity with local GPs attending schools to talk to the children about healthy eating and activity.

Post meeting note – the newsletter was forwarded to the PPG on the 1st August. Tracy will continue to forward future newsletters.

e. NHS App

The NHS App is now available for patients to use. This can be downloaded to your phone and can be used by existing online users with their log-in details for SystmOnline or by new users to create an account by providing photo ID. This avoids the patient having to bring their ID into the practice to register which saves both patient and practice time.

Bob had tried to register as an existing user but was presented with login questions which did not tally with his current details.

Action – Jackie agreed to try and register via the App and Tracy to promote in the next newsletter.

5. AOB

a. Did you know?

Jackie suggested inviting a contribution or something of interest to the newsletter from our doctors and staff, maybe with a photo. Tracy would discuss with the team and ascertain their thoughts.

6. Next Meeting

To be held at Queens Avenue in December 2019 (date and time to be arranged).