



Patient Participation Group

PPG Meeting Minutes– 17th April 2024

Attendees: Nigel Davis (PPG Chair), Celia Marker, Jim Riley, Lynne Hyde, Eric Cronwright
Gill Foott (Community Engagement Officer, NHS Dorset)
Julie Saunders (Digital and Data Care Coordinator, Crane Valley PCN)
Catherine Jones (Operations Manager)
Sophie Flexman (Practice Managers Assistant, Minute taker)

Apologies: Lynn Stephenson, Malgorzata Cronwright

1. Introductions- Welcome new members – Eric Cronwright. (Email consent)

2. Review of the Minutes of the meeting held on 24 January 2024 and review action plan.

Celia- questioned whether we can start a 'Youth PPG'- Gill explained that we can but they must be a separate group to the usual PPG.

Celia presented a mock up noticeboard with various sections detailing the PPG's aims, as well as Practice news.

Idea to add 'feedback section' on noticeboard for patients to add onto- these would then be brought to PPG meetings for discussion.

Important to have the messages match up across the noticeboard/website/waiting room TV.

Action- Gill to email Youth PPG information and posters to Catherine/Sophie

Action- Sophie to clear waiting room noticeboards over at Glenmoor to make space for PPG noticeboard.

Action- CJ/SF to look into buying a cover for the waiting room noticeboards.

Action- CJ/SF organise meeting with Celia re noticeboard.

3. PPG roles-

PPG chair

- Maintain a good working relationship between the PPG and the practice.
- Chair PPG meetings, keeping to the agenda and timescales.
- Represent the PPG at other relevant meetings.
- Lead the group in a way to benefit all patients of the practice.
- To encourage PPG members to develop ideas & initiatives that will benefit patients of the practice.
- Empower PPG members to participate in meeting discussions, ensuring all have an equal opportunity to contribute.
- Ensure meeting actions are recorded, followed up and reported at subsequent meetings.



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PPG Vice Chair *to be appointed.*

- The main role of the PPG Vice-Chair is to deputise for the Chair, ensuring the smooth running of the PPG.
- To stand-in for the Chair, by agreement, at meetings and events when they are not available.

PPG secretary (see attachment) *to be appointed.*

- Update action plan
- Gain consent to share email address.
- Minute taking
- Invites to meetings (attach agenda)
- Welcome email to new members.
- Keep members register updated.

PPG roles and job descriptions discussed.

No interest in PPG secretary currently, SF to continue minuting until further notice.

Action- Celia to write PPG member job description and present to next meeting.

4. Update from the practice – telephone system.

Phone system is being installed and a go live date is set for Wednesday 23rd April. Posters have gone up at both surgeries to advise patients, as well as social media posts and website updates.

5. Update from digital + data care coordinator.

- Online services

Julie suggested that she do a separate digital session for all patients at the surgery, instead of just PPG members.

Discussed that NHS England are pushing for Practices to 'go digital', promote the NHS app more.

Action- SF to find a date for Julie to do a digital session for patients.

- Friends and family results

Action- SF to pull through the patient comments from the monthly results and present to next meeting

- Website review

Action- Julie to pull through Google analytics data from the website and bring to the next meeting.

- WRTV

Can add information re SWITCH onto the waiting room TV.



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6. Discussion and agreement of meeting dates for the rest of the year.

Next meeting dates agreed as follows-

-Wednesday 29th May- 12pm

-Wednesday 3rd July- 12pm

-Wednesday 14th August- 12pm

7. GP practice research opportunity: Online Consultations via the NHS APP

Action- Julie to investigate this further and present to future meeting.

8. PPG noticeboard

As discussed in point 2

9. Monitoring PPG email account

All agreed that Celia will be given access to the PPG email account- to get latest information to add to noticeboard and share at meetings.

10. AOB