



# Patient Participation Group

## PPG Meeting Minutes – 24<sup>th</sup> January 2024

**Attendees-** Sophie Flexman (Practice Managers' Assistant, Minute taker), Catherine Jones (Operations Manager), Julie Saunders (Digital Care Coordinator, Crane Valley PCN), Gill Foott (Engagement & Communications Coordinator, NHS Dorset).  
Nigel Davis (PPG Chair), Jim Riley, Celia Marker & Lyn Hyde.

**Apologies-** Lynn Stephenson, Patricia Evans, Keith Torr, Carole Ford, Christina Horseman, Christina Davidson & Pauline Albiges.

### **1) Introductions**

*Each attendee introduced themselves to the meeting. We welcomed Lyn who has rejoined the PPG after the Pandemic. Welcome back Lyn!*

*Celia took a moment to discuss the Community SWITCH project (which stands for Supporting Wellbeing Improving the Community's Health) which she has been working on with Andy Saunders. The project is aimed at those patients who are frequent attenders at the Practice to try and signpost for more direct help that they are looking for.*

### **2) Approval of the PPG Terms of Reference & approval of the minutes of the meeting held on 23rd August 2023, to go onto Practice website.**

*The minutes from the previous meeting and the Terms of Reference were shared across the group, who were all in agreement that these are now approved and can be shared on the Practice website.*

*During the discussion about the Terms of Reference, Jim suggested that we try and advertise the PPG towards the younger generation, i.e. ages 13-17. Gill suggested that we do advertise the PPG for younger patients. She suggested that we share the PPG information with local schools and advertising on the Practice Instagram page. It was mentioned that the younger members would have to meet separately and be represented by a responsible adult who would present their ideas to the group meetings. This would be something to consider as the PPG progresses.*



# Patient Participation Group

*Action- Sophie to email copies of the Terms of Reference and the minutes to Julie Saunders to upload to the website.*

*Action- Gill to send Catherine/Sophie information to share social media posts regarding a youth PPG.*

### **3) Update on the cross PPG meeting- Nigel and Gill**

*4 PPG chairs across Dorset met on Friday 15<sup>th</sup> December with Gill Foott and Jim Gammans (Engagement & Communications Coordinator, NHS Dorset). Nigel kindly attended and represented the Barcellos PPG. Gill and Nigel shared with the group the minutes from the meeting which were passed around the group.*

*The Cross-PPG Representatives will meet every 3 months to share vital information and ideas across PPGs in Dorset. One idea that was generated from the meeting is that the PPG do not have as such formal meetings.*

*Action- Gill to email Catherine/Sophie the minutes from the Cross-PCN PPG meeting.*

### **4) New phone system updates**

*Julie took a moment to share that the Practice has received funding from the Dorset ICB (Integrated Care Board, previously 'Clinical Commissioning Group') to obtain a brand new 'cloud based' phone system.*

*The group discussed how we can advertise this big change to our patients visiting the surgery. Celia suggested that we set a message on our old phone system to warn patients calling in that our phone system is changing and to bear with us through any issues. The group suggested that we make posters to advertise the change, as well as sharing on 'WRTV' (Waiting room TV).*

*This transitioned into a discussion about advertising the PPG to other Practice patients, as well as tidying up the waiting room displays. Celia mentioned that the waiting rooms at both surgeries have very busy*



# Patient Participation Group

*noticeboards and asked if the Practice can have a PPG noticeboard. The group agreed that this is a good idea, and Celia offered to come up with the writing for the noticeboard and the group will come up with some ideas on what they can add i.e. more 'self-help' advertisement.*

*Action- Catherine/Sophie to look into tidying the waiting room noticeboards to create room for PPG noticeboard.*

*Action- Celia to come up with poster/writing idea for advertising the PPG in the waiting rooms.*

## 5) Meeting timings – ?evenings, other days of the week to accommodate all members

*Gill shared that some other PPGs do meet in the evenings but not regularly, to give more of an opportunity for other members to attend when not always able.*

*Nigel and Jim suggested that we set our meeting dates for the year and share them in advance so that we are not having to cancel last minute unless absolutely necessary.*

*The group agreed that we have lost momentum with the PPG and that to push forward with our action plan and aims, we need to keep regular contact with each other to maintain the progress we have gained so far.*

*Action- Catherine/Sophie to plan dates for PPG meetings this coming year and share with group/Gill/Julie.*

*Action- Catherine/Sophie to make contact with all listed members and check that they would still like to be a part of the PPG and attend meetings etc.*



# Patient Participation Group

6) AOB- what would the PPG members like to discuss.

*On Tuesday 29<sup>th</sup> January, Gill and Nigel will be attending a webinar with Tracey Lyons (Pharmacist, NHS England) which is about spreading awareness on the costs of lost and wasted medications. £9 million per month is spent on repeat medications in Dorset. £1.6million of medications on repeat are wasted each month.*

*For the next meeting on Wednesday 13<sup>th</sup> March, it was suggested that some name badges are made for the group to wear during the meetings.*

*It was also suggested that we again book the Hope Church for our venue, next door to the Corbin Avenue Surgery.*

*Julie has kindly offered to share a digital access session with the group during the next meeting which we will schedule in time for. Julie also offered to add a PPG sign up form onto the Practice website, which will include the PPG Terms of Reference.*

*Action- Sophie to make name badges for the PPG.*

*Action-Sophie/Catherine to book Hope Church as venue for next PPG meeting.*

*Action- Julie to prepare digital session for the next PPG meeting.*

*Action- Julie to send Catherine/Sophie the electronic/paper PPG sign up form.*

**Next Meeting-**

Wednesday 13<sup>th</sup> March, 12pm