

MINUTES

Wednesday 19th
April 2023

Invited: Gill Foott (Engagement and communications co-ordinator), Rosemary Bell, Terri Bonnici, Nigel Davis, Jim Riley, Lynn Stephenson, Dr Elisa Barcellos, Sophie Flexman, Pip Prantl (Social Prescriber), Catherine Atwell (Operations Manager)

Attendees: Gill Foott, Rosemary Bell, Nigel Davis, Lynn Stephenson, Dr Elisa Barcellos, Sophie Flexman, Pip Prantl, Catherine Atwell

Apologies: Jim Riley

1) **Website -thoughts on new website and PPG section**

Discussed adding the minutes of the PPG meetings to the website, Cranborne Practice have their minutes + action plan under their PPG section of the website. Adding a 'suggestions form' under the PPG section for patients to submit their thoughts for the PPG.

Add the action plan to the website, as well as the PPG Charter.
Gill- add the link to the NHS Dorset PPG page.

Lynn- she didn't understand some of the abbreviations on the website, i.e., on Elisa's section 'LMC Representative', ENT, PCN etc.
GPs working days have since changed + needs to be updated.

Rosemary- useful to have photos of the Doctors/ Clinical staff on the website so that patients know who they are going to see.
Photos of the PCN staff, as well as admin/management team, not just the patient facing staff.

Previously not everyone wanted their photos visible online, but agreed that it should be 'all or nothing', i.e. every staff member has a photograph on the website or none. Photos on the screen in the waiting rooms, slideshow of staff- Julie Saunders is organising a slide show for the waiting room TV screen.

Elisa- 'usual GP system' that we have at the surgery

Discussed the reception team triaging patients before booking a doctor's appointment.

Lynn mentioned a personal experience where Susie from the reception team signposted her to the PCN Pharmacist Simon with her query, instead of booking an appointment with her GP.

Agreed that 'self-help' could be signposted better on the website.

Gill suggested a 'common ailments' section on the home page- or a 'How can we help you today' as taken from the Cranborne website

e.g. a 'Fast Track section' encouraging patients to help themselves instead of calling the surgery, including number for the Eye unit, Dorset MSK + other self-referral routes

Rosemary mentioned having a 'digital support session' at the surgery to help patients work SystmOnline + NHS App. Julie Saunders does run some sessions in Ferndown + could get involved, Patient Services Team at the surgery can get involved too.

Discussed E-Consult system, not available outside of surgery hours

Rosemary mentioned 'Livi' for an alternative

2) Chairperson and minute taker

The group appointed Nigel as the PPG Chairperson

It was discussed if the meetings need formal minutes, or bullet points + points to action

3) Action plan

-Work on website + keep up to date:

-Update GPs working days

-Add definitions next to any abbreviations

-Edit the new patient registration forms to 'opt out' of registering for online services

-Catherine to speak with staff regarding photos on website + waiting room slideshow

4) Practice newsletter

Nigel -Practice Newsletter- twice yearly- brought in some examples of other PPGs newsletters

Discussed having a digital newsletter instead of a paper copy, as important to make accessible for patients as well as carers, families, and advocates

5) Flu clinic – volunteers (delivery of vaccine after 12th Sept)

Group happy to volunteer + get a group of volunteers together nearer the time- to be advertised on website

6) AOB/Next meeting date

Nigel- PPG terms of reference, Catherine to forward to PPG members

Interim meeting- to invite Julie Saunders

Update the action plan

Catherine + Nigel to meet on 10th May at 10:30am

PPG members to sort consent between each other to be able to communicate outside of meetings

Next PPG Meeting- Wednesday 12th July, 12pm at Corbin Avenue