

## PPG Meeting Minutes– 25 September 2024

**Attendees:** Nigel Davis (*PPG Chair, patient*), Eric Cronwright (*patient*), Lynne Hyde (*patient*), Janet Crewe (*patient*), Catherine Jones (*Operations Manager*), Sophie Flexman (*Practice Managers Assistant, Minute taker*), Kate Carroll (*Social Prescriber, Crane Valley PCN*), Rachel Kelly (*Social Prescriber, Crane Valley PCN*), Jayne Walton (*Care Coordinator, Crane Valley PCN*), Julie Saunders (*Digital and Data Care Coordinator, Crane Valley PCN*), Gill Foott (*Community Engagement Officer, NHS Dorset*),

**Apologies:** Malgorzata Cronwright (*patient*), Jim Riley (*patient*), Celia Marker (*patient*).

### **1. Introductions.**

Welcome to our new member, Janet! Janet found out about the PPG at the recent BP at Home event.

Welcome to Jayne Walton, who is currently a Care Coordinator for the PCN (Primary Care Network) but will be taking over from Julie Saunders as Digital and Data Care Coordinator when she retires on 30<sup>th</sup> September.

### **2. Approval of the Minutes of the meeting held on 14 August 2024.**

One point to amend- Point 5 of the minutes states 'Julie Walton' which should be 'Jayne Walton'.

*Action- Sophie to amend this and forward minutes onto Julie Saunders to upload to website.*

### **3. Presentation and discussion with the Social Prescribers.**

Short discussion with Kate and Rachel about social prescribing. They see patients who need support which a GP cannot help with (non-medical) and help connect patients back with the community.

They both run various events, including a carers group for unpaid carers and their 'cared for' in both Ferndown and Verwood.

Nigel will attend the next carers event, which is on 28<sup>th</sup> October, 2pm at Verwood Memorial Hall.

### **4. Update from the practice.**

*Its Flu season again!*

**2–3-year-olds, 3-17 year olds at risk and pregnant ladies Clinic** is on Saturday 28<sup>th</sup> September, 8am- 12pm at Corbin Avenue.

**Over 65s Flu Clinic** is on Saturday 5<sup>th</sup> October 8am-12pm at Corbin Avenue, and Monday 14<sup>th</sup> October 10-11am at Glenmoor Road.

**Under 65s at risk Clinics** are on Wednesday 9<sup>th</sup> October & Thursday 10<sup>th</sup> October, 7am-10am.

Covid vaccines are being held at the Bungalow at the Lake Road Surgery, 5-7pm. Eligible patients will be invited by the PCN Care Coordinators.

RSV (Respiratory Syncytial Virus) vaccinations are now being done for those eligible (over 75s and pregnant ladies who are 28+ weeks).

Lynne noted that one of the receptionists she spoke with did not know about the RSV vaccine.

Discussion around education and training of receptionists- knowing where to signpost patients/knowing most recent guidance on things etc.

*Action- Catherine to remind reception of RSV vaccinations and plan to create reception 'book' of services with reception managers.*

**5. Update from Celia, including new PPG membership and Switch.**

*Celia unable to attend PPG meeting today.*

*Jayne gave a brief update on SWITCH. She is meeting with Celia to write the invitation letter- trying to get the same letter for each of the 4 practices in the PCN.*

*Discussed that SWITCH will try and be targeted at 'high intensity users' (patients who are frequent attenders at the Practice, who may not need clinical help every visit).*

**6. Flu clinics: how can the PPG help, and PPG promotion.**

*Nigel and Celia plan to have a stall at the Over 65s Clinic on 5<sup>th</sup> October to help promote the PPG, with letters that Celia wrote previously.*

*Action- Nigel to forward copy of this letter to Eric.*

*Action- Eric to format this letter to A5 double sided to give out at the flu clinic.*

**7. Update on letter to BCP regarding new homes at Parley.**

*Update from Practice- we have recently employed a 6 session (3 days) GP, Dr James Rogers. We also have 4 trainee GPs that alternate on 6- and 12-month placement. We are prepared for any influx of new patients from this development.*

*Lynne has been attending the council meetings regarding the development and will keep the PPG updated with any news. Lynne has drafted a letter from the Practice but will hold off until she has heard from the local counsellor.*

**8. NHS Digital update from Julie Saunders.**

*Julie will be retiring from the NHS on 30<sup>th</sup> September. She will still manage our websites and social media for the PCN and can be contacted by the Practices.*

*Action- Sophie to bring new phone system reports to next PPG meeting.*

**9. Action Plan update**

*Eric has taken over the action plan and will update accordingly.*

**10. Agree future meeting dates**

Next meeting date:

Wednesday 6<sup>th</sup> November

Future dates:

Wednesday 4<sup>th</sup> December

Wednesday 5<sup>th</sup> February