

**Canford Heath Group Practice**

**Patient Participation Group (PPG)**

Friday 28th September 2023 between 2-3.30pm

Canford Heath Group Practice – Conference Room

**Notes of Meeting**

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|  |  | **Action** |
| **1** | **Welcome and apologies**  Present:  **From the Canford Heath Group Practice:**  JL - Practice Manager, MD – Practice Manager, RR – Care Coordinator  **Patient Representatives:**  LW, CM, JH  **NHS (Integrated Care Board):**  GF –Engagement & Communications Coordinator (PPGs)  **Apologies:**  CH, SMn, BB, SMe |  |
| **2** | **Welcome, apologies, and introductions**  JL welcomed everyone and introduced CM. CM was unable to attend the preliminary meeting, his reasons for signing up echoed those of the rest of the members, ‘improving communication (between the surgery and patients), being a ‘critical friend’ and ‘developing stronger links between the community, surgery, and council’ (with his other hat on!). |  |
| **3** | **Review of last meeting’s minutes and actions**  No amends requested, all actions detailed below, completed.  All – to review practice’s website.  RR – to arrange next PPG meeting for Sept and link the practice Social Prescriber with ARCH (SMn).  JL recapped for CM the current position for the surgery (National GP shortages) and the need to educate patients about the additional PCN services patients can access, with the aim of freeing up GP appts.  **Action - JL asked for presentation from preliminary meeting to be shared** | **RR** |
| **4** | **Practice website review feedback from members**  To summarise all the feedback received was really useful, some of the suggested changes were;   1. to simplify the opening/landing page 2. to still ensure there is a hard copy information available in the surgery waiting room, for those who do have/want online access 3. to add Practice contacts/email address to opening/landing page 4. to add Carers Annual Wellbeing checks to the Carers Page 5. to update/add Social Prescriber’s name/details 6. to mend the broken ‘NHS Choices’ link 7. to ask sample of patients to review the site from the wider virtual group (once re-set up) 8. to consider accessibility for learning disability and sensory impaired patients (consult with RNIB, easy read, text to speech)   Discussed if the surgery should make any changes internally or if any of the PPG members or their associates would like to get involved, suggestion made to contact PA (who maintains ARCH website & SMn (ARCH Chair) to consult  **Action – send email to SMn to discuss suggestion re; ’consulting’ on website changes with PA**   * **make changes 2, 4, 5, 6** | **RR**  **RR/AF** |
| **5** | Changes to current Patient Reference Group website page to Patient Participation Group (PPG) – ‘Outcome of Vote’  Two options put forward Opt 1 minimal changes to current PRG page and Opt 2 update page to PPG, revamp sign up form and create new email address.  Opt 2 won the vote. Agreed new email [CanfordHeathPPG@dorsetgp.nhs.uk](mailto:CanfordHeathPPG@dorsetgp.nhs.uk)  **Action – amend the current page and sign up form**   * **contact HealthCare Computing to create/add new email inbox** | **RR/AF**  **JL** |
| **6** | **Patient Communications**  Quick re-cap of suggestions where PCN services information can be displayed and contacts to facilitate this. Discussion as to whether national funding is available to pay for producing materials and about design (e.g., NHS PPG templates). Agreed next steps to create materials (postcard/leaflet) internally using NHS PPG templates with own branding and to bring drafts to next PPG to be reviewed.  **Action – create draft materials**  Suggested a list of all the activities on the Heath would be useful for Reception and the Social Prescriber  **Action – LW to speak to SMn, as sure a list is available from ARCH**  Mention of practice social media pages, recently hacked, and the need to raise accounts profile, increase membership, and publicise services/events through pages-ongoing (helpful to provide clarification & information around COVID/Flu clinics) | **RR**  **LW** |
|  | **Launch PPG**  Discussed ahead of launch will need to go out to previous email PRG members to ascertain who still wants to be involved, and in the interim for members to think about how they want to launch the new PPG (some suggestions, coffee morning, open day at surgery)  **Action – MJOG message to be sent to the above-mentioned members, replies fielded to confirm future membership** | **RR** |
|  | **Upcoming events**  JL asked RR to talk about some of the engagement work undertaken and upcoming events, where the PPG members could get involved, the profile of the PPG could be raised and information about the available PCN services could be shared   * Social Prescriber’s project to set up ‘wellbeing walks’ on the Heath –CS linking with SMn, ARCH chair on this initiative * Social prescriber’s project – Christmas Loneliness – suggested that CS link with CH Community Fridge, as they provide Christmas hampers to residents on the Heath * MYTIME (Dorset-wide Young Carers Charity) plans to hold an – Awareness Information Event in the near future and would like the practice to get involved, more details to follow * SMn has suggested (as next year’s cake 4 Carers event (on Tue 11th June24) is, again, in Broadstone) that a small well-being event is held on the Heath, agreed this would be a good idea, for further discussion at next meeting. In meantime RR and SMn to talk further   Action – RR to meet with SMn   * CH Christmas Light Switch On – 1st Dec23, another opportunity for the surgery to be involved in a community event   Action – RR to discuss with JL how the surgery can get involved and ascertain if any PPG members are free to help in promoting PPG/PCN services  GF suggested that she would like to attend an ARCH network meeting/possibly get involved in some of the suggested events to help in raising the profile of the PPG  **Action – RR to link with SMn and link GF with SMn** | **RR/GF/SMn** |
|  | **AOB**  JL raised topic of the format of future meetings, whether any of the members wanted to take a turn at chairing the meetings?  GF fed back that most of the meetings that work well have a Practice Manager or GP presence and the surgery undertakes the administration. The members wished JL to continue chairing and JL suggested that members have a think about future format between meetings.  MD asked about the optimum size for a PPG committee core group, GF said 8-12 members worked well, more than this can impede decision-making and the group’s progress.  RR asked about dates/times for the next meeting, agreed end of November, MD advised of PLT on the 30th.  **Action – to produce minutes and arrange next meeting** | **RR** |
|  | **Meeting close** |  |