

The Grove Surgery PPG  
Minutes

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**Minutes from meeting Tuesday 17/04/2018. 18.00 -19.00**

Attendees from Providence Group/Grove Surgery: Sam Gauntlett Communications Co-ordinator  
PPG Committee: Barry Short, Ron Lee, Sally Fowler, Jan Cornell  
Members: Committee members only meeting 17/04/2018.  
Apologies: John Gregson

Agenda item / Speaker	Comments made	Actions
Review of minutes from last meeting  Sam Gauntlett.	Agreed that as from date of meeting 17/04/2018 Sam Gauntlett and John Gregson to attend alternate PPG meetings. All committee members to act in their elected roles as from date of this meeting 17/04/2018. Chair, Barry Short signed terms of reference as agreed at last meeting. All committee members signed confidentiality agreement, signed copies given to members to take away from the meeting.	Actions from last meetings minutes carried forward - John G. to e- mail Denise re confirmation of using hospital grounds to host outdoor event and feed back outcome at next meeting.
Sam Gauntlett  PPG .networking	Sam suggested it would be a good idea for a Committee member to sign up to 'Next Door' Christchurch community social network.  Ron confirmed he will attend the next PPG meeting.	S.F. to look into this with a view to signing up to the network.
Committee/members meetings	Committee members agreed to meet monthly for the time being whilst the group is becoming established, this will be reviewed at a later date	

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	<p>Members meetings quarterly. All meetings to take place on a Tuesday evening 18.00 -19.00 . No meeting during August owing to holiday period.</p>	
<p>Any other business Committee Members &amp; S/G</p> <p>Patient Feed back . S.G.</p>	<p>Review of PPG materials provided by NHS to encourage PPG groups. Suggestion to provide information to give to new patients at time of registering with the practice. Agreed to promote The Grove PPG at the proposed outdoor event to be held 16/06/18 subject to agreement of use of the hospital grounds. New Patient packs to be produced and available for PPG group to promote at the event.</p> <p>S.G. to look at new patient registration process – new patient questionnaire provided at time of registration to include a request of an e mail address for patients registering, suggestion that all new patients will be given more information on the surgery and the PPG . Increased negative feedback – practice acknowledge complaints there is a strategy in place to address complaints, S.G. finds a telephone call to the complainant provides a more positive outcome, complainant normally responds positively following the telephone conversation.</p>	<p>S.G. to contact to request additional information.</p>
<p>PPG email address.</p>	<p>Promotion of on –line patient services.</p> <p>S.G. has set up a new PPG e mail address- Grove.ppg@dorset.nhs.uk.</p>	<p>S.G. to discuss at next meeting promoting on-line services.</p>
<p>R.L.</p>	<p>R.L. commented the difficulty in accessing the correct Grove surgery when searching via the web – S.G. to discuss with I.T. services putting ‘The Grove Surgery’ at the. top of search engine</p>	<p>S.G.</p>

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<p>Notice Board in waiting room</p> <p>Newsletter.</p> <p>FROGS bank account</p>	<p>Notice Board in Surgery waiting room to be re-vamped – at present to remain in current location- consideration to re-locate notice board at a later date as there is mention of a T.V. Information screen installation in the waiting room.</p> <p>Newsletter named @Grove Grapevine is in process of being completed, Committee members made suggestions of suitable places to display the newsletter for patients and non patients to take. Ideas included Grove Pharmacy, Hall on the Hill, Fairmile Grange. Committee members to take newsletters and distribute to agreed locations.</p> <p>Death certificate obtained (previous signatory on account deceased), account to be closed, funds to be used to purchase a piece of equipment for Grove Surgery – remainder to be used to fund catering for proposed outdoor event</p>	<p>J.C. to close account held Nat West Christchurch.</p>
<p>Next meeting</p>	<p>08/05/18 PPG. General meeting 18.00 -19.00</p>	<p>J.C to prepare agenda, please advise of any items for the agenda by 04/05/2018.</p>
<p>Thanks</p>	<p>Thanks to all for attending and contributing.</p>	