

The Grove Surgery PPG Minutes for 2017-2018

The Grove Surgery PPG Minutes 13.03.18: 18.00-19.00

Attendees from Providence Group/Grove Surgery: John Gregson, Practice Administrator, Sam Gauntlett, Communications Coordinator
PPG Committee: Jan Cornell, Sally Fowler, Barry Short, Ronald Lee
Members: Barry Briggs, Anne Briggs, Paul Kanvanagh
Apologies: Mary Dunford, Vivian Bridger, Eileen Smoker, Mareen Ni'man

Agenda item/Speaker	Comments made	Actions
Review previous minutes and update on actions	<p>JG said The Christchurch Eye is happy to fit us in as and when we would like some space. Usual availability is 250 words.</p> <p>SG said progress with Next Door ongoing.</p> <p>RL confirmed his intention to attend PPG networking event in Dorchester on 24th May.</p> <p>PK said he could find a designer for a Grove PPG logo if and when we decide we would like one.</p>	<p>SG to carry forward.</p> <p>SG to find out more about the event.</p>
Agreeing ToR, Code of Conduct and Roles & Responsibilities	<p>All members were happy to adopt the ToR and Code of Conduct for the meantime.</p>	<p>SG to complete the documents.</p>
PPG Review	<p>Members looked at the first item on the review document: <i>What PPG achievements you are proud of.</i></p> <p>Aims agreed were:</p> <ul style="list-style-type: none"> • Conduct quarterly face to face PPG member meetings for the next 12 months. • Ensure newly registering patients are informed about the PPG. • Happy patients. 	<p>BS to ensure quarterly meetings.</p> <p>SG to investigate what information PTs currently receive on registering with practice.</p> <p>SG to share patient feedback results and analysis at next committee meeting.</p>

		JG to look into GP Patient survey & results.
Suggestion session: plans and activity for 2018	<p>Members discussed organising an outdoor event and agreed a provisional date of 16th June:</p> <ul style="list-style-type: none"> • JG suggested <i>Get to Know The Grove</i> as a name for event. • Members agreed using the money from FROGs would be a good idea. • JG suggested part of the money is used for a piece of equipment. • PK offered to donate a work of art for a raffle. • AB suggested donating books. Members discussed hygiene issue with this. • SF suggested a bottle stall. Patients to donate a bottle for the raffle. <p>SF suggested a Christmas raffle.</p> <p>AB raised the issue of what information PTs receive on joining the surgery. Is this good enough?</p> <p>BB raised the issue of the low uptake on online services. Members all agreed promoting this would be beneficial for PTs and an <i>Idiots Guide</i> would be helpful.</p> <p>AB suggested a Rogue's Gallery of Who's Who would be nice to see in the surgery waiting room.</p> <p>SG suggested email should be the form of communication going forward and a PPG noticeboard in the waiting room. All members agreed this would be helpful.</p>	<p>JG to email Denise at Christchurch hospital to find out what we are able to do in the hospital grounds.</p> <p>SF and JC will investigate how to access the money and close the old account.</p> <p>SG to investigate what information PTs currently receive on registering with practice, with view to producing a welcome pack.</p> <p>SG to look at including this in welcome pack.</p> <p>PPG committee to discuss promoting sign up to online services as possible project for 2018 in next committee meeting.</p> <p>SG to investigate possibility of this.</p> <p>SG to investigate possibility of this.</p>
Any other business	None.	
Next meeting	Committee meeting on 17 th April 2018 (committee only). Member's meeting 8 th May (TBC nearer the time).	
Thanks	Thank you to all for attending contributing.	

**The Grove Surgery PPG
Minutes 06.02.18: 18.00-19.00**

Attendees from Providence Group/Grove Surgery: John Gregson, Practice Administrator, Mareen Ni'man, Grove Supervisor, Sam Gauntlett, Communications Coordinator

PPG Members: Jan Cornell, Barry Short, Ronald Lee, Barry Short, Mary Dunford

Apologies: Sally Fowler

Agenda item/Speaker	Comments made	Actions
<p>Establishing an organising committee</p>	<p>SG suggested that an interim organising committee is formed to operate for the next six months while we review the PPG. All attendees agreed this was a good idea.</p> <p>Members looked briefly at <i>Patient Participation Group Volunteer Members' Guidance on Roles and Responsibilities</i> (Patients Association Patient Participation Group Information & Support Pack Document 4, 2015), detailing roles of: Practice Lead, Chair/Vice, Secretary and Treasurer.</p> <p>SG asked for volunteers to fulfil the roles.</p> <p>Sally Fowler had messaged to say she was happy to continue as Treasurer. Barry Short volunteered as Chair. Ron Lee volunteered as Vice Chair. Jan Cornell said she was happy to continue as Secretary. All in agreement on these roles.</p>	<p>Group to take away and read the Roles and Responsibilities document, making any amendments they think are necessary, for discussion at the next meeting.</p> <p>Sally Fowler is Treasurer. Barry Short is Chair. Ron Lee is Vice Chair. Jan Cornell is Secretary.</p>

Agenda item/Speaker	Comments made	Actions
Making the most of your PPG: a summary	<p>SG gave an overview of the event in Dorchester the previous day. Members looked at a summary of the main points (<i>Some Considerations from Making the most of GP PPGs Conference</i>) and agreed A PPG is NOT would be helpful to form part of the code of conduct.</p> <p>Members agreed the networking event on 23rd and 24th May, in Wimborne and Dorchester would be a good opportunity to learn from other PPGs. RL said that he should be able to attend, but we will check nearer the time.</p>	<p>Discuss who can attend the PPG Networking event at next meeting.</p>
Terms of Reference: an introduction	<p>SG shared the <i>Patient Participation Group Terms of Reference Template</i>, The Patients Association. Members agreed to adopt these in principle.</p>	<p>Members to take away a copy of the ToR and make any necessary amendments/notes, for discussion at the next meeting.</p>
PPG Review	<p>SG shared PPG review document with members, which outlines various criteria for consideration, under the headings:</p> <p>Where we are now Where we want to be What actions we need to take to get there.</p> <p>SG suggested this may be a good starting point towards creating an action plan for the group, which will be reviewed annually. All agreed this was a good idea.</p>	<p>Group to start work on PPG review next meeting.</p>
Member suggestions	<p>RL had suggested that the group discuss the merits of discussing key Performance Indicators at quarterly meetings. He explained that this was as a result of the prescription delay, which had now been rectified.</p> <p>SG suggested that patient feedback would be a good indicator of patient satisfaction and is revealing of any recurring issues/concerns.</p>	<p>Members to discuss merits of discussing patient feedback results at next meeting.</p>
Any other business	<p>MD suggested looking at NextDoor: community website for Jumpers area as possible channel to post notices about future meetings and activities.</p> <p>Members discussed also: Residents Association Christchurch Eye Christchurch Library</p>	<p>JG to contact Christchurch Eye to discuss placing an advert.</p> <p>SG to look at NextDoor.</p>

	As other possible channels to reach more potential PPG members.	
Next meeting	<p>Members agreed to discuss at next meeting:</p> <ul style="list-style-type: none"> • Terms of Reference • Code of Conduct • PPG Review • An event plan <p>Members agreed next meeting date.</p>	Next meeting 12.03.18 at 18.00.
Thanks	Thank you to all for attending and agreeing to take on roles.	

Grove PPG steering meeting 11.01.18

Attendees: Sam Gauntlett, Maren Ni'man, John Gregson, Jan Cornell, Sally Fowler

Discussion	Action
£2,000 still in the bank for FROGS.	JG to look at applying online for death certificate to release funds.
SG raised that it should go into the Providence charity and be spent on the Grove.	Consult PPG on what it should be spent on.
Next PPG Meeting date to be 6 th Feb at 18.00.	SG to contact all PPG members.
Members to vote in Chairperson, Secretary and Treasurer.	
Discuss aims and rules.	
Next meeting	06.02.18 at 18.00

**The Grove Surgery PPG
Minutes 28.09.17: 18.30-19.30**

Attendees from Providence Group: Dr Mufeed Ni'man, Lead GP Partner, John Gregson, Practice Administrator, Mareen Ni'man, Grove Supervisor, Sam Gauntlett, Communications Coordinator

PPG Members: Jan Cornell, Barry Short, April Broom, Dorothy Bradford, Denise Phillips, Debra Detheridge, Paul Kavanagh, Sally Fowler, Vivian Bridger, Mair Bridger, Ronald Lee

Agenda item/Speaker	Comments made	Actions
<p>FROGs and Grove potted history</p>	<p>J Gregson and Jan Cornell gave a brief overview of The Grove surgery and PPG:</p> <p>01/04/1997 - Dr Gregson and Dr Tomkins begin their partnership at the Grove Surgery</p> <p>01/07/1997 - FROGS founded by the late Mr Ian Cornell. Aims included involving patients in the surgery, fundraising for equipment, sharing lifts for appointments etc. Regular summer fayres, Christmas raffles, monthly quizzes.</p> <p>01/04/2010 - PPG formed with around 70 members. Aims included involving patients in decisions about their healthcare, so funding streams follow the wishes of patients. Annual surveys etc.</p> <p>01/04/2016 - FROGS and PPG merged to become one organisation known as the FROGS.</p> <p>01/06/2016 - The Grove Surgery moves to brand new premises at Christchurch Hospital</p> <p>01/04/2017 - After exactly twenty years Drs Gregson relinquish ownership of the Grove Surgery as it becomes part of the South Coast Medical Group.</p> <p>Over the years the PPG/FROGS has gone through periods of much activity, interspersed with relatively quieter times. We are looking forward to it becoming more active again.</p>	<p>New PPG members to discuss possible name change for FROGs, as there's another charity in Christchurch named FROGS now.</p>

Agenda item/Speaker	Comments made	Actions
Dr Ni'man – introduction	<ul style="list-style-type: none"> • A national shortage of doctors and nurses means joining practices together strengthens everyone. • The Grove had many options – chose Providence group because we share the same ethos: we listen to our patient's needs and implement what is needed where possible, e.g. ultrasound. • When taking on new practices, we don't change what is working. • Happy to give PPG members email address and mobile number (not to be used for medical issues). 	
Dr Ni'man/Mareen Ni'man/Sam Gauntlett – Questions from PPG members	<p>Q1: How many female doctors are there? A: There are currently four female doctors and we are currently over capacity in terms of ratio of doctors to patients.</p> <p>Q2: Why don't we have a blood test service on site? A: We have already started providing this service. We are currently taking bloods 3 mornings a week.</p> <p>Q3: Will you run well woman clinics or other similar services? A: Not yet, but we have allocated a GP one morning a week to Avonbourne Trust and one psychiatrist once a month to schools to help tackle some of the social problems experienced by young people in the Boscombe area. If we find that there are similar problems that need addressing in the Christchurch area, we will do something similar here too.</p> <p>Q4: Is the plan to offer different services at different sites? A: Yes. We might do extended hours at one of our sites for example. Or you might need to go to one specific site for MRI. We also have the Walk In clinic in Palmerston Rd, Boscombe, which is open 8am -8pm every weekend, even at Christmas.</p> <p>Q5: Do we get much website traffic? A: Not at the moment. We are developing a new website, which will hopefully be an improvement on the existing one. All information will be on the website, but also available in printed form.</p>	

Agenda item/Speaker	Comments made	Actions
PPG feedback: What do we do well?	<ul style="list-style-type: none"> • Compassionate, empathetic doctors who genuinely care about patients. • Friendly reception staff. • Good general comments on nurse practitioner, who will be returning. 	
PPG Feedback: What could we do better? Comments/responses	<ul style="list-style-type: none"> • Waiting room needs more chairs with arms/ we are limited on this by health and safety constraints. • More appointments and different appointment times/ we are looking to allocate one site as open from 8am to 8pm. • Telephone system not working well/we think the phone system is struggling to cope with increased patient numbers, so we are looking at the options to change the phone system • Make minutes of PPG available in reception for anyone to read. 	<p>For any feedback, patients can:</p> <ul style="list-style-type: none"> • use the FFT forms available in reception. • ask to speak to Mareen Ni'man, site supervisor. • email Mareen Ni'man: mareen.niman@dorset.nhs.uk <p>We will make these minutes available from reception and also in the waiting room.</p>
Discussion about the future of the PPG	<p>Suggestions made for quarterly meetings.</p> <p>Next meeting to discuss what form the PPG should take in about 4 weeks.</p>	<p>Next meeting provisional date: 26th October 18.30pm.</p>