

The Grove Surgery PPG

Minutes from meeting on Tuesday 08 May 1800-1900

Attendees: Barry Short, Ron Lee, Sally Fowler, Paul Kavanagh, John Gregson

Apologies: Jan Cornell, Sam Gauntlett

1. Minutes of Previous Meeting

The minutes of the last meeting held on 17/04/2018 were discussed and agreed as correct. JG had emailed Denise about using the grounds to host the outdoor event, and Denise had confirmed that this would be no problem as long as we weren't planning a barbeque – which we are not.

There is also going to be a 'Cupcake Day for the Alzheimer's Society' on 14 June at the surgery, and it was thought that this might carry over to the Saturday event. PK offered to supply some cupcakes via one of his relatives.

2. 'Get to Know the Grove' Event on 16 June

JG explained that he and SG had looked at the hospital grounds, and decided that the best place to set up tables/ stands etc would be in front of the surgery on the right near where the bike stands are. This is a wider bit of pavement, and if wet it would be easy to move indoors into the waiting room.

RL questioned how the event was going to be promoted; it was felt that SG would take the lead on this, but obvious methods included posters in the waiting room, promotion on the website and emails to members of the PPG. PK suggested a Facebook page as a great way of getting messages out to the patients. SG to action.

After some discussion it was agreed that the Grove Event would be held between 1030-1230 on Saturday 16 June. JG would provide chairs and tables to be situated outside the surgery. JC is sorting the bank account out, meaning there will be funds for food/outside catering. It was hoped that SG could contact the caterers she had previously organised for the inaugural PPG meeting, as this was good quality 'finger food' which would impress.

3. 'Next Door' Christchurch Community Social Network

SF confirmed that she had signed up to this using her postcode and address; once signed up they send you a postcard with an activation code which she is waiting to receive.

4. Appointments

SF asked how long the wait was currently for a routine appointment with a GP; JG explained that it was approximately three to four weeks, though waiting times for nurses were less and that anyone needing urgent attention would be seen on by a clinician on the same day. The members commented that at the old surgery they had been used to waiting one or two days, and couldn't understand why the wait was now so much longer.

JG pointed out that the surgery now employed far more clinicians – both GPs and nurses/paramedics – than in the past, and thus there should be enough appointments for patients. It was commented that a lot of the original receptionists - who were very good 'gatekeepers' - had left, and that this might be a factor. JG explained that all local surgeries were struggling to recruit sufficient GPs, and that three/four week waits were commonplace throughout Dorset and indeed the whole country. JG explained the availability of weekend appointments at the Boscombe and Springbourne Health Centre, and also talked about the Urgent Treatment Centre at the Royal Bournemouth Hospital.

5. Noticeboard/ Newsletter

The PPG were pleased with the noticeboard, although agreed it was a bit hidden away. They were also impressed with the newsletter, and all agreed to circulate copies to local businesses – they are also going to promote the 'Cupcake Day' via posters provided by Mareen Ni'man.

6. Next Meeting

It was agreed that that the next meeting would be held prior to the Grove Event on Tuesday 12 June at 1800. There was no other business.

JWG 13/05/18