

Notes and actions of PPG meeting at Cliff Surgery

Friday, 20th December 2019 at 12.00 noon

- **This meeting was rescheduled from 5th December 2019**

1. PPG Attendees

Nick Hutton (NH) Interim Chair, Mike Davis (MD), David Canham (DC), Keith Osborne (KO), Angela Kerswell (AK), and Juliet Crawley (JC)

Surgery Attendees

Claire Berry (CB) Practice Manager, Billie Fenner (BF)
Dr Nigel Fisher was available on the premises if required

Apologies for absence

Antonia Dewhurst (AD), David Gent (DG), Dr Roisin Ward (RW)

2. Minutes of previous meeting on 5th November 2019 which included a presentation from Annette Rushmere (the Chair of Whitewater PPG)

Approved

- Since previous meeting David Gent and Antonia Dewhurst have both stood down with immediate effect. The thanks of the PPG were asked to be conveyed to them both for their support of the PPG in the past. It is hoped they would both continue to take some part in the guidance of the PPG on appropriate issues in the future (ie elderly patients and artwork in the surgery).

Action NH

Revised Agenda

1. **Surgery Car Park Entrance** - No final decision yet from BDBC.

2. PPG/Surgery communication with patients –

- NH produced a 6-page Communications Strategy and Plans which the meeting felt needed further time to study and send any comments to directly to Nick Hutton. (Not 'copy all' please) NH will then update the document in time for next meeting. **Action ALL**
- Bulk email system not available at present time.
- Texting system from surgery – proving successful and could possibly be used to include a link to soft copy of newsletter, although can be slow to reach all recipients, so items cannot be time-sensitive. There are now 7,000 patients of which c.5000 have provided mobile numbers. Printed/hard copies would be available in the surgery. **Action NH**
- Surgery would **never** have its own Face Book page and would not use social media for patient communications. Some communication on FB could be used, when appropriate, via the Bramley and Sherborne St John Parish Councils' FB pages.
- Communication during recent Pharmacy problems: Texts were sent out to patients – but took time to arrive. Individuals advertised the problem on their own FB page. There was a notice displayed in the Pharmacy at

the Surgery, also word of mouth. Agreed there was no perfect method of communicating quickly with all patients. It was agreed that the Surgery staff did the best job possible and thanks were offered.

3. Newsletter

- MD asked what content would be the responsibility of the PPG/Surgery and what should be included from the PCN.
- Agreed that click on links (DC's suggestion) were not appropriate
- 4-5 pages in each issue
- Need to prioritize list of items in newsletter
- Topics of interest/seasonal (flu jabs, hay fever etc)
- PPG matters
- Updates from PCN
- GP/staff profiles with photos plus new staff news
- Appointment/DNA continuing issues but huge improvement with text appointment confirmation and reminders. Still some 70-80 DNAs every month
- Car park access when approved and implemented
- NHS reminders (ie MIU at Thatcham) BF to get further information
- Vaccinations / Stop germs issues / symptoms of..... etc
- Articles of interest: ie Dr Mary Knowles
- Articles on Patient Access / surgery having correct patient details etc

Action NH

4. PPG Structure

- Dr Ward and Claire Berry/Billie Fenner are not members of the PPG but will be invited to attend meetings, not necessarily for the whole meeting but on a need basis.

5. Frequency:

- Every 6 weeks at lunchtime 1200-1330
- Venue to be confirmed (if Surgery staff required to attend then would need to be at Cliff Surgery)
- NH to provide dates for further 6 meetings

6. PPG Chair appointment

- A new chair of PPG will need to be found; to be discussed further
- A review/updating of PPG structure and Terms of Reference required

Action NH

7. New PPG Members

- New members required – criteria to be a patient of Cliff Surgery
- Need to advertise, ask around – any names to be sent to Keith Oborn
- Timings of meetings might only attract retired patients

8. AOB – None

9. Date of next meeting

- **6th February 2020 1200-1400 at Cliff Surgery**
- **Future meeting dates 19th March, 30th April, 11th June, 23rd July, 3rd September**