

Queens Avenue Surgery

Minutes of Patient Participation Group Meeting

Held on Monday 3rd June 2024 at 6.30pm

Present

Jim Gammans – Engagement & Communications Co-ordinator (PPGs)
Hazel Crofts – PPG Member
Roy Dobson – PPG Member
Tracy Bowden – Practice Manager

1. Apologies

Gill Foot, Sue Blake, Paul Tomlinson

2. Items for discussion

a. PPG – aim of the group

The group members present had a very open and constructive discussion about the principles rather than the aims of the group. Hazel felt that the members should be asked what they could bring to the group with the aim of moulding it so that it worked for the practice. Members should be able to raise issues to help improve services for all and without using it as a forum for individual complaints. Encouraging a broader spectrum of patients from different age ranges, cultures, young parents is always the ideal and the group needed to consider ways to promote this to our patients.

Hazel commented that she and Sue had recruited a few new members to the PPG at the Covid/Flu clinics and wondered what had happened to them?

Everyone decided not to make any major decisions or plans at this meeting due to the impending change in practice management. Ryan, the new Practice Manager is experienced in working with PPGs and it is expected that he will bring a new focus to the group. Tracy proposed the next meeting be held in September and would ascertain Ryan's and the group members' availability. Jim also suggested that Ryan may benefit from a brief meet and greet with the existing members before the next meeting. Roy asked if a GP could attend the meetings as this was the case in his previous practice. Jim mentioned that one other surgery had a GP attend but that this was rare.

Action – Tracy to contact potential new members to invite to next meeting and to make arrangements with Ryan.

b. Staff Updates

The past year has seen a number of staff changes which is unusual for Queens Avenue but Tracy feels that we have a strong, cohesive and effective team that she is confident will continue to provide an excellent service to our patients.

Retirement of Practice Manager – after 27 years with the practice, Tracy is retiring in August and was delighted to announce her successor would be Ryan Burden who currently works for Cerne Abbas Surgery as their Deputy Practice Manager.

Practice Nurse Team – Linda, our diabetic nurse, who has been with the practice for 22 years, has taken semi-retirement. She currently offers a telephone review service to our diabetic patients and will continue to do this with twice weekly sessions from her new home in Portugal. Jodie was working for us as a Healthcare Assistant but has just completed her 4 year nurse degree supported by the practice and will continue with us a newly qualified nurse. She is undergoing further training and the aim is for her to take over the diabetic patients from Linda.

Anneka joined us one year ago as an experienced community nurse and has completed her practice nurse training. She is also completing asthma training to enable her to take over from Demelza when she leaves us in the summer.

Receptionists – the reception team has also undergone some changes with Alison, Ellen and Debbie joining us in the past 6 months. Reception do a difficult job and have a lot to learn so please bear with us while they complete their training.

GPs – Dr Rebecca Trickey, who was previously our Salaried GP, joined the partnership in July 2023. Dr Tamsin Glasgow replaced Dr Trickey as our new Salaried GP in October 2023. We now have a partnership of 7 GPs and 1 Salaried GP and feel very fortunate to have such a strong team of GPs. 2 new GP trainees will join us in August bringing our total up to 9 doctors.

c. Practice Newsletter – PPG article

Tracy asked the group if they would like to produce an article for inclusion in the next practice newsletter. Hazel suggested that each member may like to use this to introduce themselves and highlight why they have joined the group and what they hope to bring to it. It could also be used to ask patients what they would like the group to do on their behalf. Jim offered to co-ordinate this to formulate a piece for the newsletter and suggested including photos of each member.

Action – Jim to co-ordinate article.

d. New website – PPG page updates

Our current website is being moved to a new platform to meet the new NHS standards and we hope this will be easier to use. This gives an opportunity to update the website and Tracy asked the group if they would like to contribute to the PPG page.

Roy asked a very pertinent question about our practice leaflet and did we have anything for those who do not have internet access. Our practice leaflet is currently being updated and should be available soon. Hazel suggested a section of our waiting room noticeboard be dedicated to the PPG to introduce the members and to try to encourage new ones.

e. Volunteers for garden

Our long standing gardener, Brian, has hung up his spade and Joel has very recently taken over from him. Along with maintaining the grounds, there is a thought that it would be great if the PPG could rally some volunteers who may like to help Joel improve an area of ground to the side of the surgery. The aim would be to provide a pleasant seating area for staff. Tracy assured the group members that their work would be in a supervisory capacity!

3. AOB

Reasonable adjustments – Hazel highlighted the issue of patients who struggle with the way that a service is provided ie diabetic telephone reviews to elderly and hard of hearing patients. It was agreed that the PPG could help with obtaining patient views especially when there is a change in service, to ensure their needs are met and that reasonable adjustments are considered.

4. Next Meeting

To be held at Queens Avenue in September – date and time TBA.