

**Canford Heath Group Practice**

**Patient Participation Group (PPG)**

Friday 8th December 2023 between 10-11.30am

Canford Heath Group Practice – Conference Room

**Notes of Meeting**

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| **Item no** | **Item** | **Action** |
| **1** | **Welcome and apologies**  Present:  **From the Canford Heath Group Practice:** JL - Practice Manager, MD – Practice Manager, RR – Care Coordinator. **Patient Representatives:** SMn, SM, CM, BB, GF  **Apologies:** JH, LW |  |
| **2** | **Review of last meeting’s minutes and actions**   * No changes / amendments requested to be made to last meeting’s minutes. * Previous meeting’s actions were reviewed-   + Action - minutes produced, next meeting arranged. CHGP Power Point presentation from preliminary meeting shared, as per JL.   + Previously group reviewed CHGP website, feedback discussed in Sept’s meeting. Action - RR to link with SMN and PA (ARCH’s website administrator) to ask them to meet with practice’s website administrator to continue review of the practice website, both have agreed to undertake this work.   + Action - suggested website changes now made by AF, carers page updated, NHS choices link mended. (PCN services and Social Prescribing content drafted, requires uploading).   + Action - dedicated PPG email inbox set up (JL), PPG page updated (Meeting minutes / sign up forms still to added)   + Group happy with all website changes made to date, website page links to be shared with group for them to review personally.   + Action – draft PCN services / PPG publicity materials created for review by group, see Item 3   + Action - LW to speak to SMN about ARCH activities leaflet, copy provided and circulated to Reception, Social Prescriber and wider surgery staff group (more hard copies brought to the meeting by SMn)   + Action – MJOG message to be sent to virtual PRG members to confirm future membership (previous disbanded patient group) not completed, see AOB.   + Action - RR to link GF with SMn, completed GF to attend next ARCH Network Meeting in Jan24 to promote PPGs. * At this point in the meeting, JL asked RR to share updates of Surgery and PPG involvement with recent community events (i.e., Carers Rights Day, Social Prescriber Drop-Ins etc., see agenda for complete list). Discussed CH Christmas Light Switch On, RR attended stall for practice with aim of raising practice profile/publicising PCN services. Commented by PPG members how using these services involves a change in patient mindset (might be seen as being ‘fobbed off’) but often more efficient for patient, services have high satisfaction rates and free up GP appts. Talked about further MH, counselling services coming online in the NY. Details of available services / PCN services leaflet to be shared with group. * Suggestion made to extend June’s CH carer’s Group Meeting to include celebration of Carers Week for those that can’t travel to Broadstone for the PCN event. * Suggestion made for Social Prescriber Drop-In or similar opportunity based in the practice | **RR to arrange meeting in new year.**  **RR to send website links to PPG members RR to check remaining PCN/SP/PPG/Carers changes added.**  **Draft PCN Services leaflet to be shared with group (both fyi / and for review final sign-off)**  **RR to discuss extending June’s carers group meeting with JH, bring to next meeting**  **RR to speak further to JL and CS about possible format / date/s for Social Prescriber Drop-In** |
| **3** | **Review of draft PPG PCN draft materials**  Covered in Item 2 above, general consensus materials look fit for purpose. To be shared with Group, as attachments, when meeting minutes go out for any final comments / sign-off  **Review of website changes made – Carers, PPG PCN services**  Also covered in Item 2 above, general consensus group happy with changes made, as detailed some content still requires uploading in the NY. Links to be circulated with meeting minutes for any final comments / sign-off | **Actions, as above** |
| **4** | **Proposal – Contact previous PRG members to ask them to take part in a Practice Survey, use the same opportunity to re-launch new PPG and ask previous PRG members if they want to remain involved?**  Discussed, National GP Survey, and ways to develop a survey with questions (based on areas where the practice doesn’t perform so well from National GP Survey or where the practice would like to hear patient views). Decided that the PPG members would develop some initial open-ended questions to be put to wider virtual PPG to gather themes. From these responses a more detailed, targeted survey could then be developed. | **PPG members to think about what the initial questions could be, bring suggestions to the next meeting** |
| **5** | **Proposal - Wellbeing Event**  Discussion led by SMn about holding a wellbeing event (similar to one she’d already attended) on the Heath. Focusing on prevention and the ‘worried well’. Discussed that at recent information awareness events the biggest draw was for health checks (i.e., BP, pulse, blood sugar and Cholesterol checks). Ticks QOF boxes, encourages self-management, Social Prescribers could be there. Attendees and results recorded could be recorded on the day and pt’s asked to follow up with ANP/GP, if required. Suggested venue CH Library on a Weds morning, 2hrs in the Spring (Mar/Apr) | **Mel to look at dates / staff availability and advise-further planning at next meeting** |
| **6/7** | \*\*All updates of Surgery / PPG involvement with Community events and Actions to be found above |  |
| **8** | **AOB**  **PPG virtual group survey questions –** covered under item 4.  **Research Practice status -** JL updated the group about the practice’s exciting new research status, Level 1 as this stage. If all goes well to be further developed in the future, aiming to benefit practice patients by bringing a new dimension and added skills to the practice. Initially involving areas, such as, our Covid Vaccination programme, mental health studies and possibly in the future pharmacy studies. Participation will be consent-based and target particular patient groups. The group agreed this was a great idea for the practice, going forward.  **Activity on Canford Heath – new children’s soft play café opening in the Neighbourhood Centre**  **Comment -** GF mentioned how well she thought the PPG group was going, she and the rest of the group thanked the Care Coordinator for her hard work with setting up the group, organising the meetings and for her efforts in re-engaging with the community on the practice’s behalf. |  |
| **9** | **Date of next meeting tbc**  Group last met end 8th Dec agreed date for next meeting end of February. Practice PLT being held on 27th Feb, suggest 23rd Feb24. Main item agenda would be planning for the proposed April ‘Wellbeing Event’ (item 5) |  |
|  | **Meeting closed** |  |