

PPG Meeting Minutes – 6th November 2024

Attendees: Nigel Davis (*PPG Chair*), Eric Cronwright, Celia Marker, Caroline Thompson, Colin Payne. Catherine Jones (*Operations Manager*), Suzanne Miller (*Practice Manager*), Sophie Flexman (*Practice Managers Assistant, Minute taker*), Kate Carroll (*Social Prescriber, Crane Valley PCN*), Gill Foott (*Community Engagement Officer, NHS Dorset*), Julie Saunders (*OMNIsector*).

Apologies: Janet Crewe, Lynne Hyde, Malgorzata Cronwright, Jim Riley.

1. Introductions.

Welcome to our two new members- Caroline and Colin!

2. Approval of the Minutes of the meeting held on 25 September 2024.

Approved, already uploaded to website.

3. Update from the practice on the Action points from the previous meeting.

Sophie brought some stats from the new phone system and shared with group. Catherine has promoted the RSV vaccine amongst reception and is starting to put together the reception manual with the reception managers.

Action- Sophie to email phone stats + Practice website analytics along with the minutes.

4. Update from Nigel on PPG Promotion at the flu clinic.

Nigel attended the flu clinic at Corbin Avenue and handed out leaflets. As the clinic was fast paced, Nigel found it hard to stop and talk to people, but overall was a good way to promote the PPG.

Discussed the various vaccines that are available at the moment- Pneumo, Shingles, RSV etc. Discussed how to promote these to patients. Celia suggested to make a leaflet/poster as not everyone can access the internet to look at our website.

Action- Julie to create a vaccination page on the Practice website + email the wording to Celia.

Action- Celia to create a draft poster/leaflet promoting vaccinations and present to future meeting.

5. Update from Nigel on the Carers event.

Nigel is liaising with Lizzie Eden (Carers Engagement Facilitator, Dorset Healthcare) to create a booklet with services for carers support. Nigel created a similar one for his previous surgery in Harrow.

Action- Kate to send future Carers event invites to PPG participants.

6. Update from Celia.

Amended letters from Celia have now been sent to the Practice's high intensity users (patients who are frequent attenders to the surgery). Kate said how there has been an increase in referrals to the social prescriber as a result which is amazing.

Celia explained what Community SWITCH is to the new members and Kate explained how this links in with the social prescribing role- the aim to signpost the high intensity users to an alternative, non-clinical and more holistic approach to their health.

Action- Julie to bring Community SWITCH website analytics to a future meeting.

Celia mentioned she would like to create a Community SWITCH editorial to share with a local magazine or to promote around the community.

Action- Celia to draft an editorial and share at a future meeting.

7. Action Plan update.

Action- Eric to update the Action Plan

8. AOB

Colin shared an idea to hold digital support sessions at the Practice- Eric also expressed interest in this. The group agreed this is a good idea to boost confidence for those to struggle. Colin currently holds digital support sessions alongside Julie in Verwood and Ferndown.

Agreed to run a trial digital support session at Corbin Avenue, aiming for January 2025 time.

Action- Colin to liaise with Sophie to organise this session.

Action- Catherine to inform reception team to refer patients who need digital support to the social prescribers in order to get a list of invites together for the session.

Action- Sophie to run a report on all active and inactive online users for the Practice online services and present to next meeting.

Future meeting dates-

-Weds 4th December 2024- Mince pies and Xmas jumpers!

-Weds 5th February 2025

-Weds 19th March 2025

-Weds 30th April 2025

-Weds 11th June 2025