



PPG Meeting Minutes

20th November 2017

In attendance: Brain Burke, Philip Jordan, Jane Goodson, Sue Watson, Mark Watson, Anya de longh, John L, Simone, Sue H, Antony Austin

Apologies: Keith Harrison (CCG)

1. Practice Update

Sally M. practice nurse has recently left, but good applicants apply, and hopeful for permanent replacement in near future.

2. Flu clinic update

PPG members attended to get patients signed up online. 33 patients signed up for the online services, and 1 additional expression of interest in the PPG.

Thanks to Simone for her work in attending

3. CCG PPG meeting

Various PPG members attended, for update on CSR results, local primary care improvement plan and generic templates for PPGs across Dorset.

Feedback that notices are fine, but noticeboards are more useful.

Agreed that resources would be helpful, including the online video, and to be sourced from the CCG.

Anya/Sue to chase CCG

4. Health coaching and Social Prescribing services

Discussion about the key aspects for patients to access the non-clinical support services for health and wellbeing, to feed into the CCG's Task & Finish Group on this remit. Key points detailed below:

- Single Point of Access is key for GPs, so we know where to go to ask a question and where to go for an answer
- "this is my problem, so where do I go now?"
- too many innovations, and these need joining up, including My Life My Care

- patients are easily disappointed if they get the wrong service early
- need an intermediary for patients
- Integrated teams with health and social care are good places to be, as patients affected by health inequalities will be there
- If other professionals are in hubs, why not these people there too?
- Cancer – many condition specific services already exist
- For carers, generic programmes are good too, as they miss out on condition specific programmes too
- Carer groups can sometimes feel like one-up-manship, so need less acute groups too
- Local travel issues are key
- Social media is helpful
- Role of PPGs to help promote services
- These people have hidden needs
- Online support – it should tie in with when you log online to the GP website for appointments and if accessing medical records
- Needs to join up with My Life My Care, the website is necessary but not sufficient
- Importance for patients to prepare for appointments to know what to ask for and make use of the GP time and skip first few steps of GPs discussion

5. Rolling Agenda Items

Newsletter: no responses from PPG members to date. Feedback from the Flu Clinic was that patients didn't want it and wouldn't read it.

Social Media: not a panacea, but an important tool for engagement that needs engagement from more PPG members. Noted that pictures are important for social media traction. CCG resources will help for this. Capacity within the practice team is limited and therefore hard to engage them fully in social media. Important tool for people who aren't engaging in GP surgeries, as aren't attending anything at primary care.

Roll of PPG for the practice to help find and share innovative resources and learning from other primary care teams and share best practice.

Overall aim of PPG social media communications is to help patients feel informed and engaged in their own care, eg visiting a pharmacist

6. AOB

NHS Choices deleted all comments on the Surgery over than 18 months, leaving 1 negative review. Role of PPG to encourage more comments.

Anya to send out link and for social media

Date of Next Meeting: Monday 29th January 5.30pm, Frederick Treves House