

**Queens Avenue Surgery**  
**Minutes of Patient Participation Group Meeting**  
**Held on Tuesday 28<sup>th</sup> February 2023**

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**1. Present**

Tracy Bowden - Practice Manager  
Nichola Covil-Crawford – Patient Services Manager  
Jim Gammans – Engagement & Communications Co-ordinator (PPGs)  
Susan Blake – PPG Member  
Paul Tomlinson – PPG Member  
Gill Foott – PPG Member  
Ann Evans – PPG Member

**2. Apologies**

Jan Cosgrove, Hazel Crofts

**3. Items for discussion**

**a. Practice Update**

Tracy shared with the members that the surgery is currently advertising for a new Salaried GP to hopefully join us in the summer and how lucky we are to be so well doctored but finding additional doctors is very difficult. The GP Partners and Tracy are happy if the group would like to spread the word about this post. Details are on our website or to telephone Tracy.

Tracy confirmed that the practice is also advertising for a new Practice Nurse – all details are on our website.

Tracy informed the members of the recent name change of Dr Robin Birnie to Dr Robin de Uphagh (pronounced Dupper), following his recent marriage.

**b. New Terms of Reference**

Jim outlined the proposed new terms of reference which is a standard template now used by most PPGs. It was agreed that this would be adopted by the group in place. A copy of which is attached for members for reference.

Action - Nichola to print ready for signing by members at the next PPG meeting

**c. Practice Newsletter**

Nichola feedback to the meeting following a few items raised by PPG members at a recent informal PPG coffee meeting.

- It was confirmed that newsletters are twice yearly, the next issue will be Spring/Summer. It was also noted that Queens Avenue Surgery are one of very few practices across the PCN who issue newsletters.
- Nichola/Admin will ensure that newsletters are emailed to those who have subscribed.
- Nichola to discuss with Tracy the option of the newsletter link being included in the News section on the website, if not already done at the time of publication of any new newsletter.

Action – Nichola to discuss website further with Tracy

Action – Nichola/Admin to ensure new issues are emailed to all those subscribed

#### **d. Allotment**

Nichola confirmed that Tracy had contacted the local council to register an interest in another plot but there is a long waiting list. We are on the list so the group can consider if we want to go ahead with this if one became available in the future.

#### **e. Website/Facebook**

It was agreed that it would be a good idea for PPG member to monitor the surgery website to ensure all links and publications are up to date. Nichola confirmed that this would only need to be done quarterly.

The practice website is due for contract renewal in approx. 12 months' time. Tracy will be looking at all the options at this point.

Jim suggested looking into possible free upgrades from our current provider. Nichola would discuss this further with Tracy.

Nichola confirmed that Tracy and Rod were in the process of setting up a Facebook page for the surgery.

Action – PPG member to nominate themselves for this role of website monitoring by contacting Nichola directly

Action – Nichola to discuss website with Tracy

#### **f. Recruitment of Social Prescriber & Carers Lead**

Since the meeting I am delighted to confirm that we have appointed a new Carers Lead/Social Prescriber, Sarah Wilmot who is one of our very experienced Receptionists. Sarah will undergo all the necessary training before any referrals will be made.

#### **g. Suggestions/complaints**

Complaints are dealt with formally by Tracy and thankfully few in numbers but recently a patient had raised the question of how to compliment the surgery. Some discussion took place surrounding around this. Nichola asked the members for their suggestions on this.

Action – PPG Members to feedback at the next meeting with suggestions

#### **h. Digital Training**

Nichola referred the recent success of the Digital Co-ordinator trial which had taken place at Puddletown Surgery and confirmed that this would be something Queens Avenue would be interested in but at this stage have requested more information about the programme going forward before signing up to this.

#### **i. PPG Member Recruitment**

The group discussed possible ways of recruiting new members. An outer and inner circle of PPG members was referenced with the outer being members who would volunteer for PPG organised events but would be 'silent members' in terms of any formal commitment to the group or attendance to any scheduled meetings. Jim shared some details of recent campaigns across the PCN.

Nichola shared her concerns regarding the volume of SMS messages patients receive and stressed the need to ensure that we target the right patient groups to ensure maximum effectiveness of all future SMS campaigns. It was agreed that Jim and Nichola would discuss this further outside of this meeting and feedback at the next meeting but in the meantime invite any suggestions from the members.

Gill shared that some PPGs are calling themselves something which essentially appears more inviting and that this could appeal more to any prospective new members. This is something to be discussed further at the next meeting but in the meantime members to think about possibilities. Any new name would have to be authorised by Tracy.

Action – Jim & Nichola to discuss further

Action – PPG members share any ideas via email to Nichola

### **4. Next Meeting**

To be held at Queens Avenue on Thursday 11<sup>th</sup> May at 5.30pm