

## Meeting

### Patient Participation Group 17.00pm

Friday 8th November at Turner Road Surgery

**Present: Rashida Agboke – Chair**

Note taker: Rashida Agboke	Susan Mitchell
Mike Lemon – Vice chair	Chris Buxton - guest
Syed Hadi – Treasurer	

**This meeting was Face to Face** - This was our 2nd PPG meeting, with a guest speaker - Chris from Oakfield PPG. The aim of this meeting was to find out more about how their PPG operates and support us with ideas of how we can finalise our terms of reference to see how our PPG can work going forward.

**Apologies:** Karen Tenpow, Debra Frisby , Melanie Rundle

#### **Chris Buxton (Oakfield Surgery PPG Chair)**

Chris kindly offered to speak at our newly formed PPG group and explain a little about their PPG how it was formed, the work they have achieved and a bit about their demographic.

Chris explained the average PPG has 13 members although there is one PPG group that has 68 a members in Bury st Edmunds.

Chris is 58 retired and has been part of the Oakfield PPG for 3.5 years. Their PPG started with a group of six ladies that used to run coffee mornings but from this they developed a term of references to expand the group with clear aims and objectives.

#### Some of the work they have carried out

- They have done a lot of fund-raising for example they all volunteered to marshall at the flu clinics and did a bake sale and made £600 for the surgery.
- They did a sponsored 5 mile walk and raised over £1000 for the surgery.
- They have done Raffles over Xmas
- They have raised awareness of the PCN roles and put this on the website, so patients have more understanding.
- They put more information about the PPG on their website to attract members but also patients can see what the PPG does.
- With a funded project (that has now ended) the PPG purchased an iPad to show patients in the waiting room how to use the NHS app.

- They have put on various well-being events for example for diabetes and dementia.
- The piece of work they are really proud of is a booklet they created for 16 year olds, every 16 year old gets one on their birthday with guides and help for different services

## **Surgery update**

Staffing – Rashida gave an update on staffing and mention new joins.

- Sally Wells our new receptionist
- Michela Waters new Enhanced Nurse Practitioner
- Maryam Nadim our new pharmacist
- Our two registrars Dr Akubilo and Dr Lee will be leaving at the end of this month, and we will have a new registrar starting in the new year

## Digital Awareness

Rashida explained the digital agenda and discussed as a PCN we have chosen an online triage system for patients. Rashida explained as a PCN we have chosen to go with Accurx. Rashida briefly explained how the process will work, every patient will go through some sort of triage to book an appointment whether it be online or over the phone. This will give a red, amber green status to see when and who the appointment needs to be booked with.

## Flu

A quick update on flu- as of last week 482 flus have been completed. We do not have specific flu clinics, but Donna our HCA has been booked on specific days with flu slots. We have sent most of our invites out through a self-booking link.

## Cloud based telephony.

Our new phone system is in place and working well. Susan gave feedback that she really liked the call back feature, which is great feedback.

## **AOB**

- **The PPG would like to do some fund raising over Christmas for the surgery, we were thinking a Christmas raffle potentially? – Rashida will email the rest of the members of the PPG for some ideas of what we can put in the raffle and where we can get donations from**
- **PPG liked the idea of having the package sent out for the 16-year-olds and potentially adopting something like this for Turner Road. Susan mentioned maybe we could do something like this for the 50+**

- PPG members have mentioned that people are not happy that the café has gone – Rashida explained that it's not anything to do with us, it was CHP and the owners of the building that cancelled the contract.
- Syed mentioned it would be good to have a notice board for the PPG with pictures of the members to draw more attention.
- We need to complete a terms of reference – A one pager would be ideal - Mike has made a good start and we need to build on this to make something simple so people that are interested in joining know what they are signing up for and how they can contribute to the surgery.
- PPG members mentioned that a water point for patients in the waiting room would be good.
- Mike mentioned his membership with Raffa and how we can potentially sign post anyone that needs help/ support through the PPG.

#### **Date of the next meeting**

We didn't confirm the date of the next meeting, but can we all do 4pm on the 25<sup>th</sup> of February?