**Cerne Abbas Surgery**

**PPG meeting**

**12th September 2019**

**Attending**: Julian English (JE), Allan Peters (AP)), June Balbinski (JB), Eugene Balbinski (EB), Ryan Burden (RB), Emily Oakes (EO), Yvonne Collington (YC), Simon Spencer (SS), Allan Ward (AW).

**Apologies:** Sarah Meeks and her mother Fiona, Catherine Hodgson, Denise Whiteoak, Keith Harrington.

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| **Discussion regarding the administration of the PPG**   1. It was decided that AP would be responsible for creating the Agenda for the next meeting. Every attendees email address was collected and confirmed. Everybody expressed consent to have communications via email. 2. It was decided that JB will create a mission statement for the group, it was addressed that this should not involve too much detail. This is to be ready by the flu clinic. 3. It was decided that EO would be responsible for doing the minutes for the PPG meetings. 4. RB will speak with Gillian about KH role in social prescribing. | AP  JB  EO  RB |
| **Matters arising.**   1. June attended a Healthcare Forum focusing on NHS Long term planning. Feedback from any attendees is being analysed by students at Bournemouth university to then create a data report. This was suggested by the CCG.    1. The meeting stated that better outcomes should be provided for patients.    2. Money should be being saved and used more efficiently, resources should be used better, Dorset hospitals need to share information between them and work together financially rather than competing.    3. It is important to make patients feel that they are a part of a team and show that they have a responsibility to arrive for any appointments which have been booked; or give as much notice as possible for cancellation.    4. Healthcare providers should be looking at using the motto ‘Not what’s the matter with you but what matters to you’.    5. JB felt it was a good event to attend for addressing points and networking. 2. Julian gave us some insight on the **Chair Based Exercises**. We were shown a study which proved this to be beneficial to attendees. We were made aware that this was not a free service and averages at £4 a session. RB will talk with the Nursing team to help find out who could benefit. 3. We were made aware of a mid-Dorset PPG get together which is held at the atrium in Dorchester. This is a monthly event and the next one will be held on the 16th October at 17:30. 4. Continuity of care was brought up but at this moment in time due to GP sickness it was decided to save this topic for a future meeting. | RB |
| **Suggestions for future activities**   1. It was requested by members of the PPG to order badges that could be worn whilst the PPG attend the flu clinic and other events the group attend in order to increase recognition from the patients. 2. It was suggested that the PPG could become more visible to patients by discussing a core set of questions with them in the surgery waiting room. These questions (once created) are to be tested at the flu clinic. June has agreed to get in contact with the chair of Sherbourne in order to gain some feedback from him. It was suggested that the five questions will be put onto the website for people who do not frequently attend the surgery to access. It was agreed there will be some form of publicity regarding the PPG on the website as there is currently none. 3. It was also suggested that the surgery suggestion box could be used for PPG suggestions. 4. The group discussed introducing the use of Skype and WhatsApp to the PPG. This would be useful if an attendee is unable to physically come to one of the meetings but could attend virtually. Members of the group could ask patients if they would like email prompts from the PPG so that they can be kept in the loop. | RB  JB |
| **Any other business:**   1. KH suggested obtaining materials from the CCG to help support the publicising of the PPG. He provided RB with the department/name to contact. 2. RB discussed the Practice Report with the group. It is attached here: (Double click to open) 3. RB informed the group that Dr Jenny Bubb and Dr Helen Taylor are both off on sick leave. Dr Bubb is expected back early next year, but we unfortunately do not currently have a return to work date for Dr Taylor. 4. EB proposed that the PPG minutes be put on the surgery’s website and this was agreed. | RB |
| The next meeting will be held on **4th December 2019 at 2pm** at the surgery. |  |