**Canford Heath Group Practice Patient Participation Group (PPG)**

![A green and white logo

Description automatically generated]()

**Meeting actions: Updated following last meeting 31 Jan 20245 10-11am**

**PPG Meeting notes –** Our Canford Heath Patient Participation Group meetings are minuted, but the minutes only record the agreed actions which are used to update the ‘Action Plan’ shown below.

PPG Board / Committee members who have consented to provide an email address are kept up to date with PPG activity, receiving meeting invites / agendas, associated documentation for review and action plan updates / links.

Whether a Board / Committee, Email PPG group member or a CHGP patient those who have not provided an email address can request a link to PPG action plan by emailing [CanfordHeathPPG@dorset.nhs.uk](mailto:CanfordHeathPPG@dorset.nhs.uk) or visit The Canford Heath Group Practice website and search ‘PPG’.

**PPG initial aims:**

**1 –** Patient Communications, includes promotion of additional Primary Care Network (PCN) patient services that are available at the surgery and overall communication improvements

**2 –** Relaunch Virtual Patient Participation Group / Establishing PPG Board / Committee

**3 –** Practice website review and changes

Keys;

Bold font – action updates & new actions

\*\*before the word ‘Complete’ - shows actions completed since last meeting

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| **Red-High Priority** | **Amber –**  **Medium Priority** | **Green – Low Priority** | **Blue - Complete** | **Purple – Ongoing** | **Grey - On Hold** | **Black – Not completed within given timeframe** | **White – Not started** |

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| **Objective / Aim (as above)** | **Description / Action** | **Owner/s** | **Priority /**  **Target delivery date** | **Progress** |
| Aim 3 | Previously agreed the SMgn / PA would undertake practice website review work with a lead from practice. | JL / MD  SMgn/PA | **On Hold** | SMgn / PA agreed to their involvement. Practice website lead has since left, JL was to consider who would pick up task but did ask if review work could start anyway. Then agreed at last mtg that JL / MD would contact ‘My Surgery’ / our web-site provider to look at changing the format (specifically the landing page), decision made to put review work on hold. **To be discussed at next mtg 29/11/24. Decision - Formal review work to remain on hold but select work to continue.** |
| Aim 1 | Suggestion for A3 posters to advertise PCN serv. / PPG. JL mentioned could be produced in-house. | RR / All | **Not completed within given time frame** | RR to design / sign-off with PPG members / ask Care Co-ordinators at Hadleigh to print and laminate. 21/11 RR is developing design/s & checking with Hadleigh it’s still possible to produce A3 printouts/laminates.27/01 Changed to high priority aim to get ready for upcoming Mar event. **18/06/25 Not completed in time for Mar event but draft posters completed for review / sign-off today (27/06). Have money for pull-up banner.** |
| Aim 1 | Suggestion to email Newsletter out to all patients | MD / JL | **Not started** | MD / JL agreed to send newsletter out to all pts ahead of next mtg.27/01 Practice decision - too late to send Aug newsletter to all pts, aim to send next newsletter (Mar25) and all future ones to all pts going forward **18/06 Action carried forward to Aug Newsletter** |
| Aim 3 | JL to produce screenshots of options for changes to Practice Website’s landing page to be reviewed by PPG members for discussion at next meeting | JL / ALL | **Ongoing** | 27/01 Options sent out to PPG members; members tasked with decision re options for website landing page at 31/01 meeting. **18/06/25 At last meeting agreed to trial Opt. 2 of the suggested landing page formats for the practice website, this has been live for a few months now. PPG members asked to review and feedback. For discussion re next steps at mtg on 27/06.** |
| Aim 1 | PPG / PCN services postcards / flyers. Content signed off by group. JL to obtain quote for agreed 1000 copies (recent patient donation funded this activity for PPG). Further action to send electronic copy of Flyers (PCN/PPG) to ARCH Chair. | JL / All | **Complete** | Quote obtained, print order complete. Flyers shared with group, positive feedback re quality. Electronic copies passed to ARCH Chair. |
| Aim 1 | Social Prescribing Day on 14th March. JL advised a Drop-In at the surgery was planned. (If not on the day, in the same week) | JL / CS | **Complete** | CS undertook a week of Social Prescribing Drop-In sessions across the wk. comm. 11th Mar24. |
| Aim 1 / Improving practice engagement with local community | Planned, PPG suggested, Practice Wellbeing Event to be held at Canford Heath Library 27th Mar24 | RR / LW / SMgn / GF | **Complete** | Event arranged, x2 HCAs attended and gave mini-health checks to those that attended. Positive feedback / some lessons learnt-more lead in time to better publicise needed in future. Suggestion to potentially hold bi-annually. |
| Aim 2 | Terms of Reference / Process for inviting new interested parties to join PPG Board / Committee | RR / All | **Complete** | Discussed at meeting 23/02/24, proposed TORs circulated for review & discussion at next meeting. 07/06/24 TORs proposed signed off to be adopted by PPG members. |
| Aim 1 / Improving practice engagement with patients | Re-establishing PPG Email / virtual group | RR / All | **Complete** | Initial email / survey sent out to existing contact list of 500 patients. 09/07/24 Responses checked, contact list has been cleansed / updated. 1st Newsletter due to go out 01 Sep 24. |
| Aim 1 & 3 | Bi-annual Practice newsletter (1st Edition) | RR / All | **Complete** | Discussed and agreed at meeting on 23/02/24, that a bi-annual practice newsletter would be principal way the PPG Committee and Practice would communicate with the wider PPG email group.  Discussed further 07/06/24 meeting, agreed that practice resource would produce / circulate the newsletter. PPG members / PMs to proofread / suggest content. First issue to be ready for circulation 1st Sept’24 (agreed twice publication yearly Sep/Mar). |
| \* Aim 2 | Invite pts interested in being new PPG members to next meeting to give opportunity to see what’s involved in being a member | RR | **Completed** | Agreed instead to hold a ‘meet & greet’ coffee morning for those pt’s interested in joining f2f PPG group. 10 pts invited. ‘Meet & Greet’ successfully held on 14th Aug24. Next steps with applicants discussed at following full PPG meeting on 06/09/ 24. Agreed all those that applied would be invited to join. All new members invited to next full meeting; recruitment drive completed. |
| Support for PPG development | Offer received from CAN support PPG, action to look into whether CAN (Community Action Network) charge for their services | RR | **Completed** | Ascertained CAN do not charge for their services. Update 07/06/24 PPG members agreed to sign up, RR to do this on PPG behalf. 14/11 |
| Aim 1 & 2 | PPG Action plan | RR / All | **Completed** | 07/06/24 meeting, agreed that only actions from PPG meetings will be recorded in future, action plan produced in place of meeting minutes. Agenda item for 06/09/24 for PPG member sign-off. Signed off. |
| Aim 1 | Noted by group members that link to Newsletter takes you to a 2017 edition | JL | **Completed** | JL to look at this & also check ‘newsletter sign up’ link to make sure both work / latest Newsletter edition available. **27/01 JL resolved; link / newsletter now available** |
| Aim 1 | Request for JL to speak at the next ARCH Network Meeting | JL / SMGN | **Completed** | JL agreed to attend next ARCH Network meeting (29th Jan25), community engagement / promotion of PCN services opportunity. **27/01 JL & RR to attend this week** |
| Aim 1 | Request for ‘practice update’ (standing agenda item) to be sent out ahead of meeting | JL / RR | **Completed** | **27/01 Practice update headlines added to meeting agenda, sent ahead of meeting** |
| Improvement feedback | Feedback given of recent pt experience | JL / MD | **Completed** | **27/01 Feedback passed to JL / MD to relevant Team Managers. Shared that pts can use Google Review and Practice Facebook page for feeding back** |
| Aim 1 / Improving practice engagement with local community | PPG sponsored Wellbeing Event - Next date being considered, MD confirmed HCA availability for early December 24, decision to be put to PPG members. | RR/All | **\*\*Completed** | Agreed at mtg on 06/09/24 for the PPG to get involved in the PCN event, venue booked St. Paul’s, 2 members agreed to volunteer on the day so far.Action 29/11 Comms plan.27/01 comms plan in development, most partner agencies confirmed. **18/06/25 Event held 12th Mar, huge success, some unforeseen issues, thank you to our PPG members who did a fantastic job!** |
| Aim 1 | Suggestion that an article is added to next Newsletter (Spring-March25) about the PPG / PPG member bio’s | RR / All | **\*\*Completed** | RR started list of suggested articles for next newsletter and will ask for any other submissions / idea nearer the time.27/01 Newsletter added to AOB for PPG input – reminder to ask PPG members for suggested articles. **18/06/25 Action completed; PPG article added to Mar newsletter** |
| Aim 1 | Request to consider contacting the Breast Screening Centre for materials for the upcoming Hypertension Event | RR | **\*\* Completed** | 27/01 RR to check with CD (Snr Care Coordinator) and make contact with the centre. **18/06/25 Both breast and bowel screening serv. were at the health event. Asked to come to future ones & attendees thought it was great they were there** |
| Aim 1 | Suggestion to add line in next Newsletter about available alternative formats | RR / All | **\*\*Partially completed** | 1 request received for newsletter with larger font (not required as pt hadn’t considered using ‘zoom’ & was viewing newsletter electronically).RR to add line in (Mar newsletter) & keep list of any pt ‘alternative’ requirements. **18/06/25 Line re available formats not added but pt requirement list is being kept. Ensure line re format is added to Aug 25 newsletter** |
| Aim 1 | Suggestion to send email regards phone upgrade wider PPG email group to inform phone upgrade | RR / All | **\*\*Completed** | 31/01 Action email to all PPG members (incl. email group) to inform phone upgrade – Q. ‘what would you like our telephone system to do that it doesn’t do already?’. **18/06/25 Email sent 06/02/25 feedback dropped into a spreadsheet and shared with practice management, some suggestions taken forward, others noted for future reference** |
| Aim 1 | Suggested to send NHS 10yr Plan consultation email to wider PPG email group (after sharing at mtg) |  | **\*\*Completed** | 31/01 Action as prev. stated. **18/06 Action completed email sent 10/04/25, consultation still open at the time** |
| Aim 3 | ‘Pt appt. booking online’ discussion, request to ‘grey out’ option – not possible. Alternative agreed to add explanation to website page | JL | **\*\*Completed** | **27/01 Action plan updated; action added**  **19/06/25 Following message added ‘We currently are not accepting online appointment booking.**  **This is because we have a robust booking policy where the staff are trained to put you with the right clinician at the right time. Therefore, all our appointments need to be discussed with a member of staff to ensure you are booked appropriately.** |
| Aim 1 | HD suggestion that you can update the presentations on the waiting room TV without needed to get up a ladder to change / update the USB stick using Bluetooth, action to be explored further | JL | **\*\*Completed** | **18/06 Action plan updated; action added. 19/06 Action completed.** |

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Light blue – shows requirements from a completed action to be taken forward and still implemented