



**ARCADIAN GARDENS SURGERY
PATIENT PARTICIPATION GROUP (PPG) MEETING**

Date:	17/09/2024, 18:00-19:30, Brookwater House Care Home
In Attendance:	SG (Chair & Minutes), Dr KP, Dr ZK Care Home Manager: DD Patients: Dr JP, RP, GA, TG, RD, JG & friend (partial attendance)

AGENDA ITEM

1	<p>Welcome</p> <p>Sav (Practice Manager) welcomed and thanked everyone for attending and everyone introduced themselves. Special thanks given to Daniela (Care Home Manager) and Brookwater House for hosting our PPG meeting again and looking after us and providing refreshments and cake.</p> <p>Sav explained to new attendees what the purpose of the Patient Participation Group (PPG), as a forum for patients to feedback to the practice and vice versa: Patient Participation Group (PPG) - Arcadian Gardens Surgery</p>
2	<p>Winter Fete</p> <p>Sav explained that the purpose of today's meeting was to discuss what stalls PPG members can organise / each be responsible for at our Winter Fete on Saturday 7th December 2024, 12:00pm to 5:00pm, at Brookwater House Care Home. Sav explained that the purpose of the event was to provide much needed fundraising for the Practice Allotment Patient Group - Arcadian Gardens Surgery. Dr Perera relayed that proceeds raised would go towards its upkeep and purchasing gardening equipment, plants, and soil. Dr Karim relayed that it was also to do something nice and positive, and that the practice had previously held a successful winter fete event and that proceeds were donated to a London cancer charity.</p> <p>Sav showed the draft winter flyer for the event, which everyone liked. Feedback was given to make the 'live singer' more prominent on the flyer as that would attract more people. Daniela said that she had booked the singer for two 45min segments and asked what times the singing should be scheduled - we agreed 2:30pm and 4pm.</p> <p>GA has agreed for her company to have a stall at the fete and will have some prosecco to sell. GA has also kindly asked a cake lady within her network and will keep asking around and advertising.</p> <p>We clarified that stalls are free to have, and attendance to winter fete is free. We agreed a voluntary donation box and Daniela has kindly ordered a red donation box after the meeting.</p> <p>Daniela relayed that Brookwater would organise the Santa's grotto outside and that Brookwater House Care was funding all of this to help.</p>

Dr JP suggested that it would be good on the day to display a video of the allotment to see what is being fundraising. We agreed that we would do this on the big TV at Brookwater in the meeting room we were in today. Sav showed the PPG today a video of the practice allotment today on the practice's Instagram page:

<https://www.instagram.com/gardensarcadian>

RD offered to attend the practice to hand out leaflets to promote the Winter Fete and Allotment. Sav suggested either the 3rd or 4th October to do this when the practice is running flu clinics. RD was not available on the 3rd but could do the 4th and Sav said he would be in touch regarding the best times to attend and that he would meet her beforehand on the day to go over the information to provide.

RP said she would help with the tea/coffee stall at the fete.

Dr Karim stated she would be organising for an MP to attend.

3 General PPG Feedback & Discussion

- GA stated that she was overall happy with the practice and gave positive feedback, she sometimes has chased things up. Sav offered his help to GA to contact him about anything that feels not moving as quickly as they should be.
- We discussed that we have recently stopped Dr Karim's walk-in clinics and Dr Karim is now doing on-the-day triage and can see more patients in this way and can book patients that need to be seen on-the-day in. We discussed this change was made in the best interests of patients and to better manage extensive walk-in lists. Dr Perera relayed that this was also due to government initiatives who fund general practices. RD did not know about the recent change, which had been advertised at the surgery, on the phones system, social media pages, and to patients attending the walk-in clinics by Dr Karim. RD stated she did not know about the allotment either, however recalled receiving an SMS about it.
- GA suggested the practice could have a monthly newsletter. Sav stated that we could do a quarterly one, which would be more realistic due to manpower. Sav stated that we regularly add news items to our practice website:
[Subscribe to Our News! - Arcadian Gardens Surgery](#)
- Following meeting, we will send a batch text to patients to promote the following:

19-Sep-2024	Arcadian Gardens Surgery	MESSAGING, Iplato (Mr)
myGP	Short message service text message sent to patient Stay updated: www.arcadiangardenssurgery.nhs.uk/subscribe-to-our-news/	
	Join our Christmas Fete: www.arcadiangardenssurgery.nhs.uk/2024/09/19/christmas-event/	
	Join Allotment Group: www.arcadiangardenssurgery.nhs.uk/2024/02/05/practice-allotment-patient-group/	
	Arcadian Gardens Surgery	

Thank you given to all for attendance and participation.

END