

## Minutes of PPG Meeting

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| <b>Title:</b>              | <b>Patient Participation Group Meeting</b>   |
| <b>Purpose or Mandate:</b> | <b>To discuss matters relating to the Grove Medical Centre: agree actions and to provide an opportunity to share information</b>   |
| <b>Date:</b>               | <b>10<sup>th</sup> February 2025</b>   |
| <b>Time:</b>               | <b>6pm</b>   |
| <b>Invited Attendees:</b>  | <b>Members of the PPG<br/>GP Partners &amp; members of the Grove Management Team</b>   |
| <b>Attendees:</b>          | <b>Dr Chhabra, Kate Bloomfield, Aimee Wiseman, Mark Jepson (chair), Melvyn Jones, Sue Cooper, Anita Clemence, Jonathan Laker, Jan Cato, Lynda Collins, Howard Barnard, Helen Rose (vice chair) Nick Bentley – Mind, Body and Sea</b> |

| <b>Item No</b> | <b>Item Description</b>   |                  |
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| <b>1.</b>      | <ul style="list-style-type: none"> <li><b>Apologies received:</b> Elaine Thorpe, Richard Masters, and Hazel Dodson.</li> </ul>  |                  |
| <b>2.</b>      | <ul style="list-style-type: none"> <li><b>Guest Speaker:</b> Nick Bentley 'Mind, body and sea'.<br/>Nick gave a great presentation about the project that is running and accessible for all. (Presentation notes attached).<br/>AW to look in to referral options from Surgery (is it on dxs forms etc.)<br/>The Surgery will have a number of patients who will find this beneficial. Information will be shared with our Care Co-ordinator Ruth and will be shared throughout surgery.<br/>AW has shared this information on Facebook, on Grove Website and with all the staff at the surgery. The referral form is already live so staff can start sharing this info with patients.</li> </ul> | <b>AW</b>        |
| <b>3.</b>      | <ul style="list-style-type: none"> <li><b>Improvements to Surgery / CIL funding:</b> No current updates on this subject</li> </ul>  |                  |
| <b>4.</b>      | <ul style="list-style-type: none"> <li><b>Wristband update:</b> AW confirmed that the surgery are keen to get this started now and would suggest we start with patients who have epilepsy. MJ was keen to include patients who are taking blood thinners. AW to liaise directly with JL as he has kindly offered to manage this for us.<br/>12.2.25 JL has liaised with a local company about providing the wristbands and banners / promotional information in the waiting rooms. Aw will confirm colours – wording for the bands by end of week.</li> </ul>   | <b>AW<br/>JL</b> |
| <b>5.</b>      | <ul style="list-style-type: none"> <li><b>Staffing:</b> AW, KB and RC shared that one of the ST2 medical students Dr Isaiah has completed his time with us and has moved onto Two Rivers. Dr Okoluku ST3 has another 6 months at the Grove. Dr Okoluku is progressing really well and consulting with patients every day. The students have a dedicated clinical supervisor each day to discuss patients with and carry out de-briefs.<br/>We were lucky enough to host 4 additional medical students throughout October and December and are looking to increase the numbers of students learning at the surgery in the coming months.</li> </ul>  |                  |
| <b>6.</b>      | <ul style="list-style-type: none"> <li><b>Performance:</b> The list size at the surgery is growing steadily in</li> </ul>   |                  |

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|     | <p>contrast to Haven Health and Howard House surgeries, despite Haven being provided with the vast majority of funding. (See graphs attached).</p> <p>Recent feedback on social media has all been positive which is a big morale booster for the staff at the surgery.</p>  |                                  |
| 7.  | <ul style="list-style-type: none"> <li> <b>Patient Feedback:</b> We are always keen to hear feedback from our patients, both positive and constructive and are open to making changes wherever possible to improve the service we provide. We are measured on our feedback and would like to encourage more patients to share their views with us. If any PPG members are available to spend time in our waiting room and speak with patients and share our 'friends and family' feedback form and encourage them to complete one after their appointment or direct them to our website to complete feedback online it would be hugely appreciated. Any time you could offer, an hour as a one off or on a regular basis would be so helpful. We can offer tea, coffee and biscuits!!!! Please let AW know if you can spare any time. </li> </ul> <p>12.2.25 LC has very kindly offered 2 mornings to help with the questionnaires.</p> <p>HR suggested we send out these questionnaires via text message. AW was mindful that we don't 'bombard' patients with texts as may be sent to patients who have had 'bad news' etc. KB believes there may be a limit on the number of text messages we are able to send. AW to look into.</p>  | AW                               |
| 8.  | <ul style="list-style-type: none"> <li> <b>SNEE PPG Platform:</b> MJ is keen for more people to attend as a lot of information is shared. </li> </ul>  |                                  |
| 9.  | <ul style="list-style-type: none"> <li> <b>AOB:</b> HR mentioned that she had spoken with a Radiologist who is currently available for u/s appointments at MIU but this is being much underutilised. RC explained that as GP's, we send referrals and do not specify where the pts should be seen, this will be managed by the hospital. HR keen to share contact details, RC has offered to investigate. </li> </ul> <p><b>12.2.25 RC</b> has spoken with Radiologist and information clarified.</p> <p>MJ mentioned that previous appts for blood donation had been cancelled in Felixstowe. This is not anything we are able to control but AW has contacted NHS Blood Donation 11.2.25 to see if they can share any information on this.</p> <p>HR asked if there was any information regarding a representative spending time in the waiting room helping patients to use the NHS APP. AW had contacted a company that HR had suggested in a previous meeting but they are not currently offering this service in Suffolk.</p> <p>MJ is very keen for ideas for the next PPG newsletter, please send any suggestions to MJ or AW. AW has taken a photo of our PPG members and would like to use it to put on our Facebook page and use it on the PPG newsletter. Please let AW know if you have any objections.</p> | RC<br><br>AW<br><br>AW<br><br>MJ |
| 10. | <ul style="list-style-type: none"> <li> <b>Next meeting is arranged for 28<sup>th</sup> April 2025 at 6pm.</b> </li> </ul>   |                                  |
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