***Friday 28th February 2025***

***Orchid House Surgery PPG Meeting Summary***

1. Emma Simpson (practice manager) began the meeting by thanking the PPG members who’ve supported us by being part of the group, attended meetings, and engaged with us. Our first meeting post-COVID was on August 25th, 2023. We were initially concerned that reviving the group after the pandemic would be a challenge, but we’ve experienced the opposite. The group has remained consistent and has been incredibly helpful, providing valuable feedback and suggestions both during and outside of meetings. Emma also reminded all in attendance that the PPG meetings are not an opportunity to discuss personal medical concerns.
2. We summarised the points covered in the last meeting (25th October 2024) and gave some updates.

* New salary GP- Dr Dogan. PPG had heard of Dr Dogan and one member said they had an appointment with him and he was very nice.
* Waiting room survey – Patients engaged well with our 2 volunteers. Many patients are loving the NHS app. They found more young people weren’t using the app. As a result of this we will increase social media reminders for patients to download it. We hope to have another survey day in the waiting room. If anyone else wants to be included, they can email [oh.ppg@nhs.net](mailto:oh.ppg@nhs.net).
* We are booking RSV vaccinations. Those that are eligible will have received communication to advise them of this. One member asked what RSV is. Dr Balachandran answered explaining that RSV stands for Respiratory Syncytial Virus and is a common virus that can make babies and older people seriously ill. Having the RSV vaccine can help reduce the risk of serious breathing problems. It is a one-off vaccination, so you don’t need to have a course of vaccines, or a booster top up. We would be grateful if the PPG are able to remind those who are eligible to call us if they would like the vaccine. Patients that call up will be added to the waiting list and booked in as soon as a clinic is available.
* In the last meeting we had the ‘Breathless Singers’ join us and speak about their group. Since their visit clinicians have been passing on the information to those who may benefit from joining a singing group for their breathing.

1. Emma gave an update that we are close to finalising the PPG initiated ‘Orchid House Community Drivers’. The transport issues affecting patients was mentioned in our first meetings back in August 2023 and November 2023.

Since then, we have gained a lovely team of volunteer drivers, 3 were in attendance at the PPG meeting. We have a coordinator who will take the bookings over the phone. We have been given a grant from the council so we can pay for the upfront costs. We have a booking system. We have ordered the consumables so once they arrive we will be able to launch the scheme.

Initially we will start by allowing clinicians to give out business cards so that the roll out is controlled before allowing receptionists to refer patients to the volunteer scheme. For the scheme to succeed we will need to continue to grow our group of volunteer drivers, so we encourage anyone who wants to be involved to let us know. Our volunteers can control how little or how much they volunteer.

1. We then told the PPG that we have sent out a text campaign re getting surgery updates and joining the PPG. We have **235** new PPG members which is really exciting! We will invite all the new members to the next quarterly meeting. We don’t anticipate all 235 new members joining us, but we may have more attendees, so we are looking to hold the next PPG meeting at a larger venue like the church. More information will be provided on this.

The campaign also asked patients if they wanted to receive email updates about the surgery. We have had 587 patients respond saying that they would like updates. We thanked the PPG as this suggestion was made by members of the group that we should utilise emails for updating patients as this will benefit those who don’t come to the surgery or follow us on social media.

1. Emma said that it has been mentioned many times on our feedback forms that the surgery is looking tired and is needing a refresh. We agree.

These are some of the things we have planned:

* The surgery needs a lick of paint so we will be getting decorators to come in to give quotes. We asked the PPG to let us know if they would recommend any local painters.
* A request has been submitted to have an extension built off of Dr Grana’s room to add three more clinical rooms. This will enable us to have more PCN staff at the surgery.
* We are waiting for confirmation that we can expand our practice boundary. Emma explained that unfortunately our patient numbers are declining. This is possibly due to an older demographic. Emma added for transparency that we are paid per patient at the surgery which is one of the few ways we are able to support the surgery financially, so when our numbers drop it has an impact. We are hoping to increase our boundary to cater for some of the new build estates that have gone up in the local area.
* We are also looking into ways we can reduce our carbon footprint as a practice, solar panels is what we are currently looking into.

One member asked if painting the surgery is something the PPG could be involved in. We said that we would be happy for the PPG to be involved. We think we will wait for our next meeting when we have our new members and we will see if there are any more members who would like to be involved.

A couple of members then mentioned that we could put a message in the ‘Ferndown friendship kindness and recycling’ Facebook group. Multiple members said that this would be a good idea as people in this group are often very helpful and are keen to help within the community. We will look into doing this.

1. We then handed over to our guest speakers Gill Foott (Community Engagement Officer) and local PPG chairman’s Julie and Nigel. Gill explained that her role is to attend PPG meetings and to help PPGs grow and gave an update on how local PPG’s have been doing since the pandemic. Gill handed over to Julie who is the PPG chairman for the Cranborne practice. She explained some of the ways the Cranborne practice have been able to use their PPG: they have been involved as traffic marshals for their drive in flu clinics, they have helped redesign the practice website to be more user friendly, they deign and send out newsletters and they share information via their private PPG Facebook group. Julie explained that they hold their PPG meetings virtually and record them for the minutes. They have found this has worked well for them.

Julie handed over to Nigel who introduced himself as the PPG chairman of the Barcellos practice. He said that the Barcellos PPG group is not a large PPG but this has not been a problem for them. Nigel gave us some advice on electing a PPG chair and how this can help streamline the process of holding PPG meetings. We have said that so far, a PPG chair has not been something we have needed and we didn’t want to distance ourselves from the group but it is something that we would consider if it would benefit the group. Gill said that there are resources available on how the process of electing a PPG chair would work and this is something we will be able to have a look at.

1. To end we had an open discussion and encouraged members to share any thoughts they had. One member shared that she was new to the surgery and the PPG. She said that when she was looking at which surgery to join, our google reviews were not the most positive but a neighbour recommended us and our CQC ratings were good. Julie mentioned that they respond to google reviews at the Cranborne practice because sometimes reviews can be left by people who are not registered at the surgery. Our new member also mentioned that she would have found it useful to have been given a welcome pack when she joined the surgery which is what another PPG member also mentioned earlier in the meeting. We will look into doing this.

One PPG member told us that another patient at the surgery was having trouble booking First Contact Practitioner (FCP) appointments. They had been told on numerous occasions to call in on certain dates and times to prebook the FCP appointments, however each time they attempted to do this there were no appointments left. We explained that unfortunately this is a problem we are encountering. This is because the FCP practitioner is shared amongst other surgeries within the Wimborne and Ferndown Primary Care Network (PCN). The appointments are embargoed so that they can only be prebooked from certain dates. These embargoes are meant to be honoured however some other surgeries have been taking the appointments sooner than they should be so as a result our patients are missing out. Emma said that she will feed this back to the PCN and speak with the PPG member after the meeting for more information so that the issue can be resolved.

1. Thank you to everyone who attended the meeting! We really appreciate everyone who attended, and we hope you found it informative. If you have any thoughts or questions post-meeting, please do share them by emailing oh.ppg@nhs.net and putting the email for the attention of Anabel Slater.