



Apples Patient Group – 2024 Programme

Q1 – January - March

Recruitment Campaign for new members/volunteers for e.g. booking vaccine appointments

Official Opening of new Consulting Rooms

- Press releases
- Website
 - Key messaging
 - Apples Practice within the local community and links with Integrated Care Board
 - Expansion of facilities/services
 - Alternative bodies for self-referral

Q2 – April - June

Digital Tutorials

- Teach-in covering NHS App and Apples website
- Sessions to be held in new Consulting Rooms
 - Numbers per session TBC
 - Duration TBC

Q3 – July - September

Raising profile of Apples Practice within the Local Community

- Tie-in and support of local charities/other participants within ICB
- Fund raising initiative (Apples Community Project)

Q4 – October - December

Programme of evening talks?

- Pharmacists
- Social prescribers
- Mental Health Practitioners
- Other participants from wider community

MONTHLY SOUNDBITES THROUGHOUT THE YEAR

27 Feb 2024

APPLES PATIENT GROUP – MEETING Notes
Apples Surgery 20 Feb 2024 at – 1000hrs

Attendees .

Philippa Canning (PC), Bruce Duncan (BD), James Griffen (JG), Jill Warburton (JW), Sue Greenwood (SG), Pam Winter-Goodwin (PWG), Sue Ripley (SR), Roger Marsh (RM), Tony Bishop (TB), Gill Foott (GF), Simon Galvin (SGG).

A) Minutes from previous 12 Dec 2023 minutes confirmed.

1. Chris Loder's visit – Thursday 14th March 1800

Attendees:

Cheryl Monnox (ICB Dorset) – PJC to invite
Practice staff – PJC to invite
GPs/Dr Parsons – PJC to invite
Chris Loder – BD to invite
Town Council (Jonny Andrews) – BD to invite
Sarah Webster (Sherborne PCN) – PJC to invite
Blackmore Val Magazine – DB to invite
Current PPG members –BD to invite with RSVP (include Tony Bishop, Pam, Susan, Irene, Dy, Jill Warburton)

Plan of the evening:

At 18.00 Attendees arrive at Entrance B
BD - Welcome introduction
GP Dom Parsons - brief word
Chris Loder - Toast to the new clinical floor
BD – bring to a close, offer people to mingle

Location:

Entrance B waiting room
Move chairs, empty floor space

Refreshments:

Fruit juice; Prosecco

General:

Copies of current Feb 2024 Newsletter/PPG leaflet displayed in the waiting room and now on website.
Background for Chris Loder:
Registered Patients = 5591
4 GPs (1 x 8 sessions, 3 x 6 sessions)
2 Nurse Practitioners
3 Nurses
2 HCAs
12 non clinical support staff
1 Managing Partner
1985 approx. is when the surgery opened

Burning issue – 24/25 GP Contract, reviewing 1.9%

APPLES PATIENT GROUP – MEETING Notes

Apples Surgery 20 Feb 2024 at – 1000hrs

2. Communication/Apples PPG

Website updates roles and responsibilities:

James Griffin – Digital Champion lead for PCN, reduced hours, works 3 days per week

Lottie – PPG, Work Experience, every Tuesday Term Time

PJC has taken back Social Media/TV screen/Newsletter

Newsletter status – Issue 3 times per year, following the PPG mtg

PPG Meetings dates:

Thursday April 25th Thurs 5.30pm existing PPG group (Agenda item; how to send hard copy of the NL to patients?) and include reference on a soundbite.

End of July 2024

End of Oct 2024

Governance - PPG group should only have 12 patients/3 years for Chair, to be reviewed Oct 2024

New member 'induction meeting':

Potential new PPG members – separate mtg, Thursday 11th April at 5.30 pm

Incorporation with existing members

Tasks and skill sets information mtg; Secretary & Digital Champion (NHS App Lead) and possible other positions subject to skill sets available.

Simon to invite via email, with RSVP, following this meeting review numbers who are still interested

PJC to cross reference interested patients to Simons patient list who have been contacted

PJC to have hard copies of PPG leaflet/Newsletters for distribution.

3. Soundbite future topics

March – delay after 14th March event; info about the opening and also target Newsletter on web site?

April – Covid Spring boosters

4. Practice Planning

Business Plan – status;

Short term - efficient stable workforce/practice

Medium term –

Long term –

Digital Transition Planning – James Griffen DCL (PCN)

Explanation and Update on Apples use of NHS App

NHS App and NHS Surveys

5. Patient Behavioural Study – SG paper

6. AOB - Health Events and Talks (display PPG 2024 schedule on the wipe board) SG to update.

Apples Digital talk event for patients: NHS app possible mid May 2024? How to use, understand and inform.

Late Summer talk – Bruce/Jill Foote - meet the GP's and nurses.

Use existing Waiting room

APPLES Patient Group Meeting

12 December 2023 - MINUTES

Attendees:

Philippa Canning (PC), Bruce Duncan (BD), James Griffen (JG), Jill Warburton (JW), Sue Greenwood (SG), Pam Winter-Goodwin (PWG), Sue Ripley (SR), Roger Marsh (RM), Tony Bishop (TB), Gill Foott (GF), Simon Galvin (SGG).

1. Surgery Update

	Action
New Consulting Rooms	
Flat conversion complete and awaiting final equipment prior to fully commissioning.	PC
Additional space principally for Nurse practitioners and PCN staff at Apples.	
Access instructions to be issued to patients via Soundbite SMS	
NB Disabled access not available	Done
Existing Waiting Room	
Cost and practicality of recovering existing seating being investigated but will be refurbished	PC
Future use of electronic notice boards being assessed	PC/JG
Reception	
New telephony system being scoped	JG
Staffing	
2 x Nurse Practitioners employed	PC
Vacancies – 1 x Admin, 1 x Nurse (maternity cover)	
Patient List	
5638 patients currently	
Covid/Flu Vaccinations	
Excellent take up across Apples, Yetminster and Grove overflow	
NB help requested from Patient Group to contact people for future vaccination appointments. Volunteers and clearances required but will action in advance	BD

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2. Links with Primary Care Network	Action
JW updated Group and re-iterated 2024 objective of improving links	
Existing groups include Fibromyalgia, Chatty Café, Wellbeing Walks and Bereavement. Vicky Moreland report attached.	
Volunteers are required for a second Bereavement Group, and for a proposed carers group.	TBC
It was stressed that the ICS was concentrating on prevention, and educating people in self-referral and accessing the appropriate help beyond GP intervention. This has ramifications for website messaging and future soundbites	PC/JG/BD/SGG
3. Apples Patient Group – Monthly Soundbites and Website Changes	
Ongoing	PC/JG/BD/SGG
4. Apples PG 2024 Programme	
Future 2024 activities by quarter were outlined and discussed. Issues arising included	PC/BD/JW
Q1 – recruitment drive for new PG members/ self-referral information (contact Dorchester ICB to help with narrative) and possible short video format, youth project? RM outlined Grove Health talk initiatives in March. Apples to contact Grove in early January with response	
Q2 – Notice was given for planned Health Fair on 14 May.	
Q4 – Add Mental Health Practitioners to list of possible evening talks	ALL
Suggestions/content for newsletter should be forwarded to PC. Timings TBC	PC
5. AOB and Date of Next Meeting	
Future meeting date to be notified by end January 2024	

APPLES PATIENT GROUP MEETING (APG)

20 June 2023 at 6.00 Apples Surgery

Attendees – Philippa Canning (PC), Bruce Duncan (BD), Sue Ripley (SR), Tony Bishop (TB), Vicky Morland (VM), Simon Galvin (SG), Dr. D. Parsons p/t (DP)

1. Surgery Update

Two Nurse Practitioners appointed to handle same day appointments (where available)

Care Co-ordinator appointed to provide liaison between GP's and administration.

Awaiting ICB approval for development of flat at Apples Medical Practice.

Improvement to Waiting Room pending.

Flu Clinics being held on 22/29 September at Digby Hall.

2. Website and Digital Comms

Initiatives undertaken to heighten usage of on-line services and information.

These include

Instructions for Patients using eConsult/NHSApp

Patient Test results being sent via NHSApp, E-mail/message, Phone call

Website usage being reviewed and analysed in conjunction with ICB digital Transformation Officer. *BD/SG to pursue.*

3. Social Prescribing Update

Jill Wharburton at Apples each Wednesday

Fibromyalgia help Group established – *contact Vicky Morland at The Grove*

Other activities include

Well Being walks – Paddock Gardens, Sherborne. Fridays pm

Bereavement Group

4. AOB

JW enquired about the Apples Surgery stance on The Armed Forces Covenant & Military Veteran Aware Accreditation – *PC to reply directly*

PC reported abuse directed at Reception staff. Possible soundbite topic? - *All*

Date of next meeting to be agreed – *PC/BD*