

Shore Champions PPG Focus Group Meeting

Wednesday 8th October 2025 12.45 -1415

Lilliput Surgery Meeting Room

Minutes of meeting

Chair: DD

Attendees:

Shore Medical:

Patient Liaison/Deputy Manager

PPG Focus Group Champions:

5

Apologies:

2

NHS Dorset – community Engagement Officer, people Directorate

1

- 1 Review of minutes of meeting 16th July 2025 Minutes agreed – no actions arising
- 2 Terms of Reference – SM advised need to review TOR annually – next due April 26 – Has everyone signed now – TP signed during the meeting.

Power point presentation was viewed along with handouts.

- 3 Hypertension Event – Feedback SM PPG member and Patient Liaison/deputy Manager fed back on the successes of the hypertension event and that we had managed to gain expressions of interest in the PPG from 45 patients. In view of the high volume, we plan to host two events for these patients to hear more about the PPH Gill will present on what a PPG is, and SM and any other member will talk about their experience as a PPG Member. We need a volunteer to help with Teas and coffees etc. Dates planned are 22nd October- 2pm and 19th November 2pm. 1 to 1.5 hours should be enough. PPG member to confirm with Anne who will be attending.
- 4 New Patient Registration- SM presented on the new registration process and also the new access screen that is going up in all waiting rooms. She found it easy to use. Her interest in new registrations stems from her own experience with registering with Shore which did not go well.

AH Patient Liaison/Deputy Manager went through the new registration slides, the access screen/kiosk and also the patient information screens that are going to be installed at all sites which will be piloted at Heatherview as Shore digital team are based there. Once running successfully, it will be rolled out to

all practices. The information screens will be centrally operated, and all information data will go live at the same time.

Veterans Coffee Hour. We discussed the objective of having these coffee mornings when there are other services out there that veterans can access. KS, DD, SD and SM are all veterans (or wives and mothers of). Much discussion took place as to the value these coffee morning will bring, and the consensus was that it would be well received. DD and SS spoke about the chitter chatter club that they are involved with and would be happy to share with the coffee hour veterans. KS also spoke of his experiences with veterans and the different services available. He would be happy to talk about the coffee mornings and lunch club he hosts with SK. The next veteran's coffee hour is on the 5th of November 2pm at Fernside Surgery. We would like a PPG member to speak about the PPG at that meeting and the work that you are independently involved with to support veterans.

Please can you confirm who will attend on the 5th of November at 2pm

- 5 Date of next Interim Meeting and Commitment from a core group (perhaps we need to agree the core group) to attend Interim Meetings, as this is a meeting for the PPG to discuss as a group and plan the agendas and agree who does what within the group. Some discussion took place around this, and it was agreed that the interim meeting will take place after the expression of interest meeting on the 22nd of October 2025 at around 3:30pm.
- 6 Autumn Newsletter see presentation update from Shore – we agreed to use the slides as a basis for the autumn newsletter. We discussed that there needed to be more engagement about the newsletter content and other matters sooner than the quarterly meetings and liaison would be discussed at the interim meeting.
- 7 Any Other Business
 - **Cancer support update** -SM – This will be picked up at next meeting as SM had only just heard from our Cancer support Nurse the previous day.
 - Patient Liaison Manager to find out and circulate Shore's policy on **PSA testing**
 - Anne to check in with Prescribing Lead who was going to feed back about the **repeat prescription concerns** raised by some members of the group at the last meeting.
 - **Patient Partner** – To be discussed at the next meeting - if time prevails PPG members can review the u-tube video in advance and if possible register for the service to test it. (id required).

- <https://www.youtube.com/watch?v=VYZSRrL-plQ>
- **Help with Second year medical Students-** Please can you let me know by return those of you who are willing to spend time taking to our students – no examination involved 20-30 mins just history taking.

Next Joint PPG Meeting – 14th January 2026 at 12 45 -14:30