# Minutes of Patient Participation Group Meeting

# held

# at 6.30pm on Wednesday 16th March 2022

# at Puddletown Surgery

1. **Introductions & Welcome:** Clare welcomed old and new members and introductions were made.
2. **Attendees:** Jonathan Bond, Clare Stickland, Glad Antell, Victoria Maslin, Dawn Arthur, Teresa Baker, Stephen Baynard, Georgie Webb. Also in attendance Kate Trevett (Care-coordinator/Social Prescriber Puddletown Surgery) and Jim Gammans (Engagement & Communications Coordinator for PPG’s)
3. **Apologies:** Anthony Felstead, Terry Gill, Christopher Mathews, John Ridout, Diane Richardson, Susan Ward.
4. **Agreed appointment of new Chairman Stephen Baynard.** Stephen Baynard introduced himself and his previous experience and is looking forward to giving back on this side of the community with support from Anthony Felstead duputising.
5. **Minutes of the meeting 1st December** were agreed and no matters arising to discuss.
6. **PPG -Terms of reference** provided by Jim Gammanswere agreed with one change to wording from critical to constructive. Thank you Jim.
7. **Practice Manager’s Report** (verbal).
   1. The Surgery is currently incredibly busy and staff having to isolate at higher rates than during lockdowns. We are managing well & have managed to stay open by utilizing different technology which allows staff to work from home.
   2. Guidance for Covid-19 remains in place for NHS settings including face coverings.
   3. Urgent on the day & pre bookable appointments still offered via telephone and face to face. The option of returning to open surgery is being regularly revisited, see below.
   4. The last covid vaccination clinic is being held at the atrium this Saturday 19th March. Going forward all booking will be via the national booking system and patients will be directed to vaccination centres such as Vespasian house. The primary care networks will be delivering the spring vaccination to our housebound patients. The surgery have not been given details about the autumn booster yet.
   5. **Flu** vaccines have been ordered. This year patients between 50-64 and 7-11 year olds with no underlying conditions are not included in the people eligible for a FREE flu vaccination, which is different from the previous 2 years. **Stephen Baynard asked how this will be communicated with patients?** Clare confirmed it will be in our newsletter, on our website and on the national news. The surgery is also launching a Facebook page and it will also be on there. **Jim Gammans** has seen facebook pages work well in practices of our size. **Stephen Baynard asked about the possibility of sending a text to all patients no longer eligible.** Clare confirmed it is possible, but the surgery is very keen to avoid flooding patients with a lot of texts, need to find the right balance.
   6. Relaunching of smoke stop service at the surgery has been very successful.
   7. The newsletter will be going out the end of easter. If the PPG would like to put something in there is room. The newsletters are now e-mailed but we also have physical copies in the surgery and we will add a link to our Facebook page.
   8. Housekeeping. The stop sign has been repainted in the car park and the surgery interior will be painted in the near future.
8. **Questions re report** Glad Antell asked about reopening of online bookable appointments. **Currently still asking covid-19 symptom questions, its felt that when we reopen open surgery we will open online booking as well.** Glad Antell also brought up that people are finding it increasingly difficult to get through on the phone. **Clare agreed the phone lines are busy but particularly between the urgent same day telephone appointment times between 8:30-9:00 and 3:30-4:00 with non-urgent calls i.e. to book a blood test or discuss blood results.** Jim Gammans suggested putting in the newsletter the better times to call for non-urgent queries i.e. blood results. We then discussed the surgery’s protocol regarding blood results and Georgie Webb suggested this also be put in the newsletter. Victoria Maslin asked if patients accessing their results online has helped? Dr Bond thinks it can work both ways but as access increases it has encouraged people to be more involved in their care. There are plans in the works for the NHS app to allow you to see everything on your record going forward. However, if you need access to past medical history you would need online access via the surgery.

Clare also wanted to mention the reason we ask why you are calling when booking an appointment which is to determine urgency and to ensure you’re directed to the appropriate clinician. Clare asked for PPG members to support this in their communities.

1. **DNA - Did not attend.** Last month 17 people did not attend GP appointments and 23 did not attend nurse appointments. Going forward the surgery will be addressing repeat offenders, it will of course take into consideration individual circumstances though.
2. **Open Morning Surgery** Clare asked how people feel about returning to open surgery? Is it something people want? Glad Antell has heard people are very keen for open surgery to come back. Georgie Webb felt people may be nervous and need a choice. GP’s are very keen to reinstate open surgery as it is an excellent service for our patients, and it will hopefully reduce the amount of double contacts for patients and the GP’s. There will still be the option of prebooked face to face and telephone appointments although how the clinics will be spread out may be a bit of trial and error initially. eConsults continue to be offered.
3. **Kate Trevett Care Coordinator Update**
   * 1. **Digital champions** are back in the surgery every Monday from 1-4 offering free digital support. Booking is centrally via 01305 221048. Posters in surgery, also be in newsletter and on Facebook.
     2. **Carer’s** Clinicpiloted in January with carers support dorset was very successful and we are keen to run again. Kate is working with other carer leads in our primary care network and the primary care network’s education care coordinator on how we can identify and support our young carers.
     3. **Ageing Well clinics** This year the primary care network will be offering all patients who have been identified as mild or moderately frail 30 minute health and wellbeing checks to promote keeping healthier for longer. **Stephen Baynard felt the appointment wasn’t long enough to address any issues arising.** Clare reassured that the wellbeing checks will be closely linked to social prescribing leads and clinicians for follow up.
     4. **Blood pressure monitors.** Kate & the nurse team are looking into how we can manage the equipment loaned out as they are being kept by patients longer than necessary in a lot of cases.
4. **Jim Gammans update** The CCG will become the Integrated Care Service later this year with a view to bring together Health, social and voluntary sectors. A recent webinar for more information can be watched [here](https://www.dorsetccg.nhs.uk/integrated-care-system-ics-update-webinar-february-2022/).

**4th May** Poundbury PPG have put together a health day at the corn exchange in Dorchester and are looking for marshalls, if anyone interested please let Clare know. Jim also encourages members from our PPG to attend, it will be ticketed but tickets are free. Jim will send more details soon.

**PPG Meet and Greet** webinar tomorrow evening Kate to attend from practice Anthony Felstead already sent in apologies. It is a good place to meet other PPG’s they also have an update from the primary care network manager and there is a lot of sharing of information. E-mail invites for future dates will be circulated.

1. **Stephen Baynard** wanted to discuss the option of getting together smaller working groups to add value to what we already have as a PPG. The idea is that these would be small focus groups. Agreed they would need to maintain communication to main group.
2. **AOB** Clare on behalf ofDiane Richardson. Diane would like to have a table outside when the weather is better to sell books as we’re still unable to bring the books back to waiting room, all money to go to neighbourcar. Dawn Arthur offered to help.

Dawn Arthur has offered to get feedback in her village on issues discussed this meeting.

Clare Stickland wanted to note she is really excited for the future of the PPG with the skill set of the group.

1. **Date of next meeting will be 6:30 pm 15th June at Puddletown Surgery**