

**Minutes of the Sturminster Newton Medical Centre and Marnhull Surgery
Patient Participation Group
STEERING COMMITTEE
Held at Sturminster Newton Medical Centre
On Tuesday, 18th April 2017**

In Attendance Ian Gall
 Wendy Benton
 Bridget Pyle
 Noel Lavery
 Anna Kelly
 Keith Harrison

1. APOLOGIES: Maurice Perks, Alan Harrison, Mali Gudgion, Jane Dawes

2. MATTERS ARISING from previous Minutes:

i) Email addresses for wider communication: At present the surgery uses a system call Mjog for sending texts to patients. This system also allows for the setting up of a database for email and text contacts. The cost of this would be £10.00 a month which the practice would be happy to fund. This would mean that we could send out initial email/text messages to the 7000+ patients, suggesting if they do not wish to hear about what is happening in the practice to opt out by texting or emailing back. This could be done from a PC at the practice which WB could do if interested.

ACTION: To be discussed further

ii) Staff pictures and info in Reception: This is being worked on and should be ready soon.

iii) SturQuest Open Day: Although a couple of new members signed up for the PPG it was generally thought that there was not enough publicity. The PPG probably would not do this again.

3. COMMUNICATION:

Practice Update: JD was not present but had sent an email update:

Funding has been identified for the television screen in the waiting room for Sturminster Newton and the site survey is being arranged for implementation.

ACTION: JD and IG working on this.

A new Nurse Practitioner, Pippa Bastable, has now started working full time mainly from Abbey View. Pippa comes from a forensic background (working for Somerset and Avon Police) and before that at Clouds House for substance misuse.

A project is being looked at within Dorset of Primary Care Navigators. More to follow on this, but there is a role for input from PPGs, this is all about directing patients to the correct service, clinician or self-care etc.

The practice thought the leaflet regarding authorization for access to patient records was fine (with necessary specific adjustments). No enquiries have been received regarding this issue, which was unexpected.

Dementia Friendly Surgery: Funding for this is not available, but Rosie Gall indicated that Wayfinders/POPP may be able to assist in the future.

Annual Complaints Review: This was held over to the next meeting

Walking Group: The new leaflet regarding the local walks has not yet been agreed by the GPs.

PPG Bulletins and Membership: The data sharing information needs to be put into the Bulletin, but there is still more work to be done.

ACTION: JD and MP working on this

4. **FRIENDS AND FAMILY TEST:** This is still ongoing and mostly positive.

5. **PPG CURRENT PROJECTS:**

- i) DNA Project – MP still working on this and he will be invited to the next Chairs Meeting as more PPGs and more Practices want to look at this in more detail.
- ii) Data Sharing Document: Already discussed.
- iii) Dementia Friendly Surgeries: JD had already confirmed that the funding is not available for this project although POPP may be able to help. However, Gillingham Town Council have been trained and now the town is Dementia friendly. At Sturminster we have 3 volunteers to be Dementia Champions which will need to be trained and the surgery assessed.

ACTION: IG to contact Annie King, Gillingham.

- iv) Information Screens: Already discussed.
- v) My Life My Care: The talk at the PPG meeting was very successful. The website provides good reliable information for people and is very easy to use. It is still hoped that the same talk could be repeated for the GPs and staff.

ACTION: KH to contact Carol & Neville

6. PLANNING AHEAD:

- Carers' Support: MG is involved with this. To be brought up at the next PPG

ACTION: To be discussed at PPG Meeting

- Lynne White/Deborah Osborne-Meet & Greet: Lynne and Deborah would like to have a desk in the waiting room so that they can inform people of their Carers' Support. Sam Leiber-Young is the Carers' Lead at the practice. Lynne & Deborah are employed by the County Council and are responsible for ensuring that carers have all the information and help they need. And work closely with our Carers' Lead.

ACTION: To be discussed at PPG Meeting

- Possible role to support Receptionists: This was discussed and a few comments made. It was suggested that perhaps there should be two receptionists on duty.

ACTION: JD to arrange dates.

- Wider PPG involvement with the Practice: A weekly Practice meeting takes place which JD reports back to IG. It was suggested that the Committee have a copy of these notes. The Committee all agreed that things were okay as they are.
- Flu Survey: Nothing to report.
- Parking: Helen Butler has been asked if she would help with this.
- Abbey View PPG: Abbey View has had its first meeting which 20 people attended. We will continue to have our quarterly PPG meeting and they will have their own. They would like to occasionally join our Steering Group as there are many common factors. This was agreed.

- Upcoming Events: The Sturminster Scout Show on Saturday 17th June. Is this an event where we would like to have a stall? To be thought about.

Sturminster Carnival, 2nd September. Would we like a walking group or a stall? To be thought about.

7. AOB:

1. Two patients have asked why there is no water cooler in the waiting room. This will need to be investigated as it might be costly, or there are H & S issues.

ACTION: IG to ask about this

2. A document entitled Plan on a Page produced by Dorset CCG was distributed. This document follows the Clinical Services Review which has recently taken place and sets out the strategy for possible changes and improvements to Primary Care (GP Practices) in Dorset. KH outlined the priorities.

8. DATE OF NEXT MEETINGS:

PPG - Wednesday, 21st June
SG - Tuesday, 25th July

Steering Group and Full PPG Meeting Dates 2017

Steering Group

PPG

Tue July 25
Tue Aug 29

Wed Sep 20

Tue Oct 24
Tue Nov 28

Wed Dec 6