

**Minutes of the Sturminster Newton Medical Centre and Marnhull Surgery
Patient Participation Group
STEERING COMMITTEE
Held at Sturminster Newton Medical Centre
On Tuesday, 21st February 2017**

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

From the Practice: Jane Dawes

1. APOLOGIES: Maurice Perks, Alan Harrison

2. MATTERS ARISING from previous Minutes:

- i) Email addresses for wider communication: There would be about 5000 emails covering the whole of the partnership. It was thought everyone with an email address or a mobile phone number could be contacted to ask them to register on the website. It was found that sending this amount of emails would slow down the system and sending, say 100 at a time would take a long time. It would be a one-off email/text to ask them to register. Once registered people will automatically receive their Newsletter by email. Possible need to educate people to go to the website, or text could be sent with a link to the website.

ACTION: IG to contact MP for advice re IT issues

- ii) Veterans: Nothing more to add to this.

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

3. COMMUNICATION:

Practice Update: The GPs are extremely busy and beginning to feel the stress again as the workload has increased. GPs who are not partners are offered a two-tier system. They can either work at a lower level and be paid a lower amount, which means they see a set number of patients and work a set number of hours and do their own paperwork.

The other tier is called an Enhanced Salary Post who are paid more but share the paperwork and patients. There are now 5 GPs working the lower level role because they do not want the stress of working long hours etc. It may be that the surgery will have to invest in more GPs.

A new doctor will be starting soon. Dr Lucy Bowden will be working all day on a Wednesday and perhaps a Monday morning at Stur.

Two Nurse Practitioners, Sue Lonsdale and Martin Giebner will be leaving, although Martin will be back for the summer. Interviews for replacements are taking place.

Claire Downton-Jones and Lucy Atherley have joined the Reception and Admin Team. Both have extensive customer service experience.

Work is progressing with the merger with Stalbridge.

The practice has had to remove two patients from the list at Sturminster due to their abusive behavior and verbal aggression. Having call recording has been invaluable to provide evidence of their behaviour.

Practice Leaflet: The leaflet is now out and available for patients.

Walking Group: Helen Butler and Frances Pearce have been working with John Lewis and have now created 7 walks which will be called Self-Guided Health Walks. John Lewis is still to final proof read the guides and to get them printed. They can be put on the website and if an app could be devised for mobile phones it would be an excellent way of publicizing them. Live Well Dorset could also be given the walks for use by their health coaches.

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

ACTION: JD to have a few complaints for the next meeting.

5. **PPG CURRENT PROJECTS:**

- i) DNA Project – There is no evidence to show that there is a definite trend. Indication is that it is getting less, but is still an issue and perhaps texts have improved this as patients can cancel direct from a reminder text message.

6. PLANNING AHEAD:

- Dementia Friendly Surgeries – Three people from the PPG have volunteered to be dementia Champions. JD has had a meeting with Joanna Bazalgette and we now have to arrange a visit for assessment and agree an action plan. They then return to ensure that the action plan has been implemented. Laura Grant will be attending a meeting where the development of dementia Champions will be discussed. It was suggest one of the PPG Champions should be invited to this meeting.
- Information screens in Reception – Money from the CCG has not been forthcoming although they have been chased. Dr Simone Yule has been asked if monies from an alternative source could be used.
- Carers' Support –The possibility of having a support group for Carers' was looked at during the last Steering Group Meeting and it was felt that it would be a duplication. There are two Carer Leads and there has been a series of meetings in Blandford asking for Deborah Osborne to attend and contribute. As a result of these meetings there will now be a monthly Carers' Support Group. A meeting is being arranged for Carers' Leads from 9 practices across Dorset.

ACTION: KH to share this approach at the PPG Meeting

- My Life My Care – A question and answer session to be arranged for the next PPG Meeting.

ACTION: MG & KH to demonstrate the website at the PPG Meeting

- Possible role to support Receptionists –

ACTION: JD to arrange briefing notes.

- CSR Consultation Process – The Committee were asked to complete the questionnaire by 28th February.

7. AOB:

1. Flu Vaccines: The surgery would like to do a small survey of say 5 questions regarding how the flu vaccines are delivered. Now that Pharmacies can deliver these injections, it does mean that surgeries are losing money. The Committee were in agreement to be involved in this.

ACTION: JD to forward links to IG for promotion & publicity

2. The PPG & the Practice will be represented at the SturQuest Open Day – 10 – 15.00 on 20th March 2017.

8. DATE OF NEXT MEETINGS:

PPG - Wednesday, 15th March 2017
SG - Tuesday, 18th April 2017

Steering Group and Full PPG Meeting Dates 2017

Steering Group

PPG

Tue May 30

Wed Jun 21

Tue July 25

Tue Aug 29

Wed Sep 20

Tue Oct 24

Tue Nov 28

Wed Dec 6