

**Minutes of the Sturminster Newton Medical Centre and Marnhull Surgery
Patient Participation Group
STEERING COMMITTEE
Held at Sturminster Newton Medical Centre
On Tuesday, 25th July 2017**

In Attendance Ian Gall, Wendy Benton, Keith Harrison, Alan Harrison,
Anna Kelly, Maurice Perks, Mali Gudgion, Barbara Cayley,
Robert Cobb

From the Practice: Jane Dawes

IG opened the meeting by welcoming two new members of the SG, representing Abbey View. Introductions by everyone followed.

1. APOLOGIES: Noel Lavery, Bridget Pyle, Louisa Brown

2. MATTERS ARISING from previous Minutes:

- i) Email addresses for wider communication: Ongoing
- ii) Staff pictures and info in Reception: Ongoing
- iii) Water in the Waiting Room: Site surveys of both main sites have been completed and it appears that mains connected water machines cannot be installed, but there are alternatives to be investigated.

3. COMMUNICATION:

Practice Update:

An end of year Accounts meeting has just taken place and the surgery is now in an enviable position of being overstaffed. Another GP, Elise Bevan, will be starting in September working three days a week. As a result of being fully staffed the complaints have dropped, and a year ago 30% of calls were abandoned now it is less than 5%. This is a good indicator that access is very good. A review is being undertaken across all sites to ensure that all the surgeries are working as efficiently as possible, which will be a significant piece of work.

Meetings have taken place with a practice at Waterlooville and one will take place with a Plymouth practice as well. Both practices have a GP overseeing all the telephone calls and contacts at the front desk. The benefit is that they are available for clinical queries. One of the practices have a same-day urgent care team who triage all urgent demand on the day and then they have roving paramedics who go out on visits. These things will all be looked at to see if they are procedures that can be adopted at Sturminster Newton and Abbey View.

The CCG have released a survey about the question of extended access. The Government are committed to address the problem of patients turning up at A & E when they could visit their GP Practice. They believe that hours of service should be 8 a.m. to 8.p.m. which will reduce people attending A & E. This survey could be sent out to our PPG via email. This will be looked at.

The Practice is planning to take part in clinical trials and clinical research. The PPG are being asked to take part in this opportunity. Depending on what the studies are, patients can sign up and the practice will also contact patients who have particular conditions asking if they would like to take part.

A good look at the flu survey feedback has taken place and lots of patients have said that they are more than happy to come in during the week rather than weekends. This year one of the branch surgeries will be open during the week in the afternoon when there are no GP sessions.

The Dementia Friendly surgery is ongoing and meetings are taking place this week.

The Carers' Leads in the practice have revamped their carers' pack.

New Staff: As well as the GP there will be a new Healthcare Assistant at Sturminster Newton, and an Apprentice has been employed.

Website: MP said he has been looking at the website and found it not very user friendly and doesn't flow too well with too much information on each screen. Twitter and Facebook should be used more.

Action: Maurice Perks

Walking Group: The self-guided walks leaflets are now ready for printing at a cost of £289 plus carriage and VAT. This cost is for 200 copies of each of the six walks around Sturminster Newton. The surgery have offered £200 towards this cost and there is some surplus money left over from the Ideal Health Exhibition which will cover the balance. This cost was agreed by the Committee. The leaflets, when printed will be held at the Surgery and GPs can hand them out to those patients who would benefit by them. The Library and Museum could also have some available. Electronic versions will be put on the website. KH reported that there is a Walking Initiative for Health in North Dorset. This will be put on the next Agenda.

PPG Membership: A meeting had taken place where the concept of having just one PPG covering both sites was discussed and an agreement was reached that the PPGs should continue to be Sturminster Newton/Marnhull and Abbey View/ Fontwell Magna, but it would make sense to have one Steering Group to meet alternatively in Sturminster and Shaftesbury, but the larger PPG meetings should remain as present. Much discussion followed and it was agreed that we should bring our thoughts to the next Steering Group Meeting to be further discussed.

Action - ALL

5. **FRIENDS & FAMILY TEST:** JD to access an anonymised version of the Friends and Family Test to look at patient's comments and the PPG to be asked their views on the running of the Practice at the next PPG meeting.

Action ALL

6. **PPG CURRENT PROJECTS:**

- i) DNA Project – MP has been waiting for further data. Receptionist have been encouraging patients to write down their appointment times, they have also been given a written reminder.
- ii) Dementia Friendly Surgeries: Already discussed.
- iii) Information Screens: A site survey has been completed and two screens will be installed in the next few weeks.
- iv) My Life My Care: Work in progress.
- v) Carers' Clinic – Meetings have taken place between Mali, Sam and Keith and there is a meeting planned with the Dorset County Council Care Workers to discuss regular support which means that carers can drop in to see them. Stour connect are re-establishing their monthly carers' coffee mornings for anybody who has a caring role. There is also a monthly Carers' Support Meeting at Trinity Hall, Shaftesbury.

7. PLANNING AHEAD:

- PPG Sept 20th – E-consulting Demo. This should go ahead. It was also suggested that Adam Smith was asked to provide an update after this first three months as Practice Paramedic.
- Co-op Vouchers: Vouchers left over from the Ideal Health Exhibition have been donated to the Food Bank in Gillingham.
- Flu Survey: There have been approximately 50 responses so far, but this will be closing soon. 16% said they would prefer to go to a chemist for their flu vaccination. Most say that the surgery organise these clinics very well. There have been some comments saying they cannot get to the clinic because they are working, but there is a legal requirement to allow staff time off to go to the clinic.
- Future Ideal Health Exhibition: This will be put on the Agenda for the next meeting. The Group were asked to consider timing and possible venues

Action : All

- Up Coming Events: Gillingham and Shaftesbury Show 16th August – The CCG & PPG have a stand at the show sharing it with Public Health. Adam Smith, the paramedic will hopefully be able to attend. If PPG Members can spare an hour to man the stand with others, please contact Keith Harrison.

8. AOB:

1. Every one of the 44 Clinical Commissioning Groups (CCGs) in the country has to produce A Sustainability and Transformation Plan (STP). NHS Dorset CCGs STP is one of only 5 that have been rated as outstanding and in addition they have been awarded £100 million for capital investment.
2. POPP Wayfinder – a new appointment is imminent for the local area.
3. The shop window at Robin Hill Stores in Marnhull is booked for the PPG/Practice in October. Ideas for a display are requested.

Action : All

8. DATE OF NEXT MEETINGS:

SG - Tuesday, 29th August at Abbey View Medical Centre, Shaftesbury

SNMC-PPG - Wednesday, 20th September

AVMC- PPG - TBC

Suggested Steering Group and Full PPG Meeting Dates 2017

Steering Group

PPG

Tue Oct 24 SNMC

Tue Nov 28 AVMC

Wed Dec 6 SNMC