

**Minutes of the Sturminster Newton Medical Centre and Marnhull Surgery
Patient Participation Group
STEERING COMMITTEE
Held at Sturminster Newton Medical Centre
On Tuesday, 25th October 2016**

In Attendance: Ian Gall (Chair)
Mali Gudgion
Wendy Benton
Keith Harrison
Maurice Perks
Alan Harrison
Bridget Pyle

From the Practice: Jane Dawes

1. APOLOGIES: Anna Kelly, Noel Lavery

2. MATTERS ARISING from previous Minutes:

i) CPR Training- No action.

ii) Email addresses for wider communication -These have now been produced and an update will be available at the next meeting. An email had been sent to all patients saying that communications will be sent to them unless they state otherwise.

ACTION: List of patients' contacts will be sorted and sent to WB

3. COMMUNICATION:

Practice Update: The last six weeks or so have been taken up with CQC inspections at both SNMC & AV. The Sturminster Newton inspection went very well and the feedback was excellent.

The big issue for the inspectors was the priority that must be given to military veterans but not at the expense of more serious clinical patients. The Abbey View inspection was a very different matter and was more confrontational, but ended with the inspectors leaving happy. The next inspections will not be for another five years.

Several new staff have started and advertising is still going on for more. Some staff have decided to work part time and some have left so there is still a need for recruiting.

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JD has been working on zero tolerance with patients as there has been an increase in aggression towards staff. Some staff training will be undertaken dealing with conflict. Some thought has been given to using the Security Management Service called NHS Protect who would come and advise the practice on how to deal with abusive patients. There are 3/4 abusive patients a day at Abbeyview and 2/3 at Sturminster.

The Community Mental Health Nursing facility at Abbeyview is working well and this service could be publicised.

Practice Leaflet: This is now with Alan Lloyd and just needs a front cover.

Walking Group: Helen Butler and Fran Pearce were due to speak with John Lewis regarding the SturQuest walks. John has asked for a GP to look over these walks to make sure everything is safe, but this has not yet been done. These walks will be promoted through the PPG & website once checked.

PPG Bulletins & Membership: Stalbridge PPG have been using text message to communicate and it would appear this has increased their membership. Should Sturminster use this method, again patients would have to state that they do not wish to receive these texts. This idea could be mentioned in the next Newsletter and placed on notice boards, website and Facebook.

The question was asked if the PPG could have a separate tab on the website. If this is placed at the foot of the website then patients will possibly not see it, but what could be done, as well as on the footnotes, is to put the PPG as the first item on the rolling "Latest News". Once clicked on, this would take them to the PPG page which will show both Sturminster Newton and Abbey View.

5. **FRIENDS AND FAMILY TEST:** This is still working well. There have only been 2 bad comments over the last three months.

6. **PPG CURRENT PROJECTS:**

i) DNA Project – MP has received some information, but still needs more so that he can work out every month so that trends can be identified.

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- ii) Patient Survey 2016 – A paper had been circulated prior to the meeting which showed that only 2% of patients completed the survey. The surgery now need to identify their response to the survey for critical areas. If this is presented at the next PPG meeting, the low response rate needs to be highlighted and due to this low response rate, we cannot really validate the answers accurately. It was agreed that the survey should be undertaken every 3 years, or shorter surveys on a specific subject every year, and that the PPG must encourage people to complete it
- iii) Carers’ Support Project – MG has had some difficulty in progressing this project. Fran Pearce is very keen but does not want to be chair. The surgery does, in fact, have Carer Co-Ordinators but this is a secondary role which could be developed. MG stated that, due to her heavy work load, she does not feel she could put as much into this project as she would like. It was also felt that as there were several other agencies working in this field, it was unclear what the PPGs role might be. After much discussion, it was agreed that the Carers’ Support Project will be closed for now. It was agreed to invite Lynne White, of Dorset County Council Carers Caseworker, to the next PPG meeting.

ACTION: IG to invite Lynne White

7. PLANNING AHEAD:

- Dementia Friendly Surgeries – A meeting has been arranged for the week commencing 7th November.
- Information Screens in Reception – IG has been investigating this and a quote for approximately £4000 for 2 screens with an annual fee. The company concerned would set it all up but someone at the surgery would need to keep it up to date. Although it will be the same system as Abbey View, it will have to be standalone for SNMC, although programming can be shared.

ACTION: IG to continue investigating

- Clinical Services Review – The two conferences in November have been cancelled. The next meeting will now hopefully be in December. The Primary Care Commissioning Strategy is quite a significant piece of work and they need to consult publicly with meetings probably being arranged into the New Year.
- My Life My Care -NHS and Dorset County council are trying to make this the main source of reliable help. There is a need for people to promote this to patients and the practice. KH asked the Committee if there was anyone interested in helping with this. At the next PPG meeting a question and answer session could be set up to show them what sort of things are available on this website.

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- The Medicine Waste Campaign - A positive response from practices and pharmacies.

ACTION: KH to produce a report

- The 28day prescriptions are not at all popular, but it is a national guideline.

8. AOB:

- 1) Military Veterans Priority Campaign – This can be put on Facebook. Letters from the Government are being sent out to military veterans about this priority. There is a need to learn more.

Post Meeting Note - NL has prepared a response for discussion at the next SG

9. DATE OF NEXT MEETINGS:

- SG - Tuesday, 29th November
- PPG - Wednesday, 7th December

Suggested Steering Group and Full PPG Meeting Dates 2017

Steering Group

PPG

Tues Jan 17
Tue Feb 21

Wed Mar 15

Tue April 18
Tue May 30

Wed Jun 21

Tue July 25
Tue Aug 29

Wed Sep 20

Tue Oct 24
Tue Nov 28

Wed Dec 6