

**Minutes of the Sturminster Newton Medical Centre and Marnhull Surgery
Patient Participation Group
STEERING COMMITTEE
Held at Sturminster Newton Medical Centre
On Tuesday, 26th July 2016**

In Attendance: Ian Gall (Chair)
Mali Gudgion
Wendy Benton
Anna Kelly
Maurice Perks
Alan Harrison
Bridget Pyle
Noel Lavery

From the Practice: Jane Dawes

1. APOLOGIES: Keith Harrison, Penny Perks

A warm welcome was given to Bridget Pyle and Noel Lavery.

2. MATTERS ARISING from previous Minutes:

i) Logo competition – GPs came up with some designs, but none was selected. It was thought that the local population could be engaged in this decision. It was agreed that a few designs could be selected and put forward for people to vote on. These will be emailed out to the PPG, put in the surgery, on the website etc. The logo will be for the whole of the Blackmore Vale Partnership.

**ACTION: JD to sort the designs which will be
circulated with the Minutes to the Committee**

ii) Access to Medical Records – GPs are concerned that full access of patient records could cause problems, unless patients understand what they contain and have help to interpret them. As a result an A5 leaflet explaining the whole subject, will be circulated very soon. Once a patient has asked for full access their records will have to be checked and anything detrimental to the patient removed. The Patient Information Leaflet will be posted to every patient.

iii) CPR Training – No details for this has been received.

iv) Email addresses for wider communication – No further action as yet, although the new website registration form automatically will allow this unless the patient unticks the box

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- v) Blood Pressure Monitor in Reception – This subject has been discussed and it is felt that this will not be activated at this time.
- vi) Ideal Health Exhibition – The final accounts have not yet been received, but it is expected that there will be approximately £230 credit. The volunteers on the day of the Exhibition have not yet been formally thanked for their commitment. A card/letter from the partners was suggested.

ACTION: JD and IG to liaise

3. COMMUNICATION:

Practice Update: Two new Nurse Practitioners have joined the team, Martin Giebner and Richard Broad, both bringing new skills to the Practice. Two new doctors have been recruited. Dr James Kershaw will be joining the Surgery as a partner. His wife is also a GP who has expressed an interest of working at the Practice in the future. Dr James Wales will be starting on 22nd August 2016.

Four new Receptionists either have started or will be starting soon. Interviews are taking place for a Pharmacy Technician who will be working alongside Anne Edwards, supporting the GPs with prescription handling, electronic requests etc.

Dr Anne-Marie O'Carroll will be leaving the Practice at the end of August 2016. Her hours will be replaced by a Nurse Practitioner. When Dr O'Carroll leaves we will, in fact, be over doctored by about 4 sessions, but should a GP have to have time off then, we would be covered. Dr Bridson should be returning to work after long term sickness leave at the beginning of September 2016.

It was mentioned at the recent PPG meeting that Nurse Practitioners should be publicised to the patients letting them know exactly what they do. A guide could be put on the website.

Education is needed with regard to patients accepting Receptionists asking personal questions to identify who best to refer them to. The Blackmore Vale magazine did an article on the Surgery problems some time ago and perhaps now would be a good time to have a follow-up article giving the present situation saying that although things are still not perfect it has greatly improved.

The Practice is due to have a CQC inspection soon and they will be keen to speak to the PPG.

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The new website; www.blackmorevalesurgery.co.uk is now live, but not yet fully completed, however work will be taking place on building up the content over the coming months. The new website has been designed to be mobile friendly. Facebook and Twitter have also changed their name to Blackmore Vale Partnership. Steering Group and PPG profiles plus contact details will be added to the website.

Patient notes from Abbey View have been relocated to Sturminster Newton and building work is underway at Abbey View for a new Reception area.

Practice Leaflet: This has now gone out to Alan Lloyd to do the proof reading.

Walking Group: Not yet on the new website.

PPG Bulletins & Membership: Once the survey results are received a Newsletter will be produced.

5. **FRIENDS AND FAMILY TEST:** The test is a contractual requirement and is proving useful. The comments given are very helpful.

6 PPG CURRENT PROJECTS:

- i) DNA Project – Generally there are three types of DNA: a) people who forget, b) those whose conditions make them forgetful, c) those who can't be bothered. The data needs more investigation.

ACTION: MP to liaise with JD

- ii) Patient Survey 2016 – Ongoing.
- iii) Carers' Support Project – A Terms of Reference was circulated and discussed. The references covered are; Aims, What the Group will do, Code of Conduct, How often to meet, Who will be part of the Group. MG has a Chair Person in mind. The Carers' Support Group will represent the Blackmore Vale Partnership.

ACTION: MG to meet with proposed Chair

- iv) Alzheimer's Society – The Society would like to set up a café for carers and patients to meet. It was thought that maybe the Society should arrange this for themselves and there might well be links to the Carers' Support Group.

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7. PLANNING AHEAD:

- Dementia Friendly Surgeries – The first step would be to meet the appropriate people to see if we can help and a meeting has been arranged with the Practice. Following this JD will talk to the PPG about ways in which we can support them in achieving accreditation.

ACTION: JD to share thinking with the PPG

- Information Screens in Reception – It is expected that this will go ahead. There are companies that provide the screen and some content. Some people would be needed to update content on a regular basis.

ACTION: IG to contact Sarah at AV

- Relationship with Boots – Ongoing - nothing to report.
- North Dorset PPG Meet & Greet on Saturday 3rd September 2016. 10.00 a.m. to 1.00 p.m. at The Exchange. Everyone welcome – more details to follow.
- Sturminster Cheese Festival 10th/11th September 2016 – a stand has been booked and the PPG will help to man it.
- Health Pledge - Complete a “commitment form” online which can help you to complete tasks that you have committed to and encourage you to keep healthy. www.healthpledge.co.uk This could be put on the website.

ACTION: IG to find out more.

8. AOB:

- 1) Possible role for the PPG to support Receptionists, by educating patients about their role and how best to co-operate with them.
- 2) My Life My Care – NHS/Dorset County Council trying to make this the main source of reliable help and information. <https://www.mylifemycare.com> Members were asked to look at the site and we hope to identify a Champion to promote this to patients and the Practice.

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9. DATE OF NEXT MEETINGS:

SG - Tuesday, 30th August
PPG - Wednesday, 21st September
SG - Tuesday, 25th October
SG - Tuesday, 29th November
PPG - Wednesday, 7th December