

**Minutes of the Sturminster Newton Medical Centre and Marnhull Surgery
Patient Participation Group
STEERING COMMITTEE
Held at Sturminster Newton Medical Centre
On Tuesday, 29th November 2016**

In Attendance Mali Gudgion (Acting Chair)
 Wendy Benton
 Alan Harrison
 Noel Lavery
 Anna Kelly

From the Practice: Jane Dawes

1. APOLOGIES: Ian Gall, Bridget Pyle, Maurice Perks, Keith Harrison

2. MATTERS ARISING from previous Minutes:

i) CPR Training- John Lewis (from Stur Healthy) together with the British Heart Foundation are encouraging people to learn CPR. Training could be held at the surgery, starting with the PPG Steering Group, and then rolled out to the community.

ACTION: NL

ii) The surgery is looking at different way of contacting patients, for example by emails and SMS.

ACTION: Kim to contact WB

iii) Veterans-NL had circulated a document giving his thoughts on the policy of military veterans having priority access to the health service. The Government are presently sending out letters letting veterans know of this service.

3. COMMUNICATION:

Practice Update: The CQC Report is not yet public but the results were very good and thanks were passed on to JD. The final report will be available soon and will be sent to everyone. Part of the CQC Inspection were results of a national GP Survey. MG proposed that there might not be a need for a PPG annual survey, and that instead we utilize the national version, which will enable benchmarking within the SW and England.

ACTION: MG to lead GP Survey

No new staff appointed recently and we are now at full capacity for doctors and nurse practitioners. There has recently been an away day for the staff to discuss future planning. GPs feel that 70% of their workload could be managed more efficiently. An audit of the clinical workload will take place over a period of two months.

Practice Leaflet: This will be sent for printing soon.

Walking Group: No feedback yet.

ACTION: MG to contact HB and FP

PPG Bulletins & Membership: Already discussed.

4. FRIENDS AND FAMILY TEST: This is still working well.

5. PPG CURRENT PROJECTS:

- i) DNA Project – MP will keep us updated on this project. The Committee send thanks to him for the work he has done far.
- ii) Patient Survey 2016 – Already discussed.

6. PLANNING AHEAD:

- Dementia Friendly Surgeries –JD has now met with Joanna Bazalgette. To be a dementia friendly practice you need to have an assessment of the premises, with visual aids such as grab rails, toilet seats and notices. Staff training will be required prior to accreditation. The involvement of the PPG, in the form of Champions would be beneficial.

ACTION: MG, NL, AK volunteered to be champions

- Information screens in Reception – Presently waiting to hear back from the CCG regarding funding.
- Carers' Support –It was agreed the Steering Group would not be involved in this.

- My Life My Care – WB reported that she had been in touch with KH regarding this and a meeting will be arranged with Sam Leiber-Young in the not too distant future.
- Possible role to support Receptionists -NL, BP and Janet Bolton have volunteered their services to help train the staff. Dates will be forthcoming.
- CSR Consultation Process -JD distributed documentation regarding future changes to the NHS.
- Wider PPG involvement with Practice -Ongoing.
- Parking -HB has been reviewing this. A barrier would not solve the problem. There are concerns for elderly/frail patients. An awareness campaign needs to be repeated.

ACTION: MG to contact HB

- Mystery Shopping – There are some exceptionally good staff, but others that perhaps need more encouragement. The Committee was asked to give feedback on their experience with the Receptionists.

7. AOB:

None.

8. DATE OF NEXT MEETINGS:

PPG - Wednesday, 7th December
SG - Tuesday, 17th January 2017

Suggested Steering Group and Full PPG Meeting Dates 2017

Steering Group

PPG

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