

**Minutes of the Sturminster Newton Medical Centre and Marnhull Surgery  
Patient Participation Group  
STEERING COMMITTEE  
Held at Sturminster Newton Medical Centre  
On Tuesday, 30<sup>th</sup> May 2017**

**In Attendance** Ian Gall, Wendy Benton, Noel Lavery, Keith Harrison, Alan Harrison, Anna Kelly, Maurice Perks, Bridget Pyle, Mali Gudgion

**From the Practice:** Jane Dawes

**1. APOLOGIES:** None

**2. MATTERS ARISING** from previous Minutes:

i) Email addresses for wider communication: The CCG have agreed to provide the texting facility for the next few years, but there is an additional element called Mjog, which will have cost approximately £10 a month, that will allow working with very large numbers of patients. At present, there are approximately 7000 patients identified that we could send information to as they have given their consent to receive messages from the surgery. This system not only sends emails but texts as well or a combination of the two. Confirmation of patients' consent will be obtained. Concern was voiced over the security of this system. It was agreed this should go ahead depending on assurance with regard to security and data protection.

**ACTION: JD to check the security**

ii) Staff pictures and info in Reception: These will be put up in the next few weeks.

iii) Water in the Waiting Room: A company will be completing a site survey at Sturminster Newton and Abbey View.

**3. COMMUNICATION:**

***Practice Update:***

Mr Adam Smith is to join the practice in June 2017. Adam is a Paramedic who will be working at the practice full time. He will work across all sites undertaking most of the home visits, visits to nursing and residential homes, CPR and Emergency Situation training for staff and will be the Clinical Emergency lead for the practice.

Also welcomed is Anna Witt to the practice nursing team at Abbey View.

GP speed dating recruitment event: This event took place recently whereby Doctors were invited to meet up to discuss what we have to offer at the Practice. This was very productive and lots of very positive feedback was received with introductions to new GPs, some coming to visit the practice in the next few weeks. It is hoped to do more of these events in the future.

Keith Harrison's role will be changing in that he will be taking on extra work, but still based at the surgery.

Dr Hilma Starostina became a GP partner from 1<sup>st</sup> April 2017.

The surgery is considering having an electric practice pool car and charging stations. This is to support the work of our Paramedic out in the community as the majority of his work will involve travel to and from patient's homes. This will also help to encourage patients or visitors to the practice to use an electric car if we provide charging points on site.

The Mobile Breast Screening Unit is now seeing patients at Abbey View Medical Centre, which includes patients from Sturminster & Marnhull.

There will be a workshop for the GPs on 27<sup>th</sup> June 2017 particularly to look at extended hours access. During that workshop "econsulting" will be looked at. The link to a video to explain how this works is: <http://www.betterlocalcare.org.uk/news/econsult/> Patients could enter their symptoms and depending on these symptoms they will be signposted to visit their doctor where the GP will already have their information in front of them, or a doctor will telephone them, or they will be recommended to see a Pharmacist.

Stalbridge Council have had one meeting about the closure of their surgery. There will be another public meeting as people are concerned about transport if they register with another practice.

***Annual Complaints Review:***

Documentation was circulated showing a total of 70 complaints over the past year. Given that there were 630,000 patient contacts during this period, it makes the complaint ratio 0.0111%! These had been split between clinical, administration and Reception type complaints. Most were about communication. Some complaints can take a long time but must be dealt with within a certain time frame. Now that all the telephone calls are recorded staff can be trained to handle situations better.

**Walking Group:** The PDF copies of the walks have now been passed by John Lewis, and now need to be checked by the GPs. Funding still needed for the printing.

**ACTION: MG to chase up**

#### 4. PPG CURRENT PROJECTS:

- i) DNA Project – MP will be giving a presentation with slides regards “DNAs” at the next North Dorset PPG’s Chairs Meetings
- ii) Data Sharing Document: A draft document had been circulated prior to the meetings. The principle being that any medic or medical centre can access patient information if the patient gives permission. This will hopefully give a better and safer service to patients but there are some IT safety issues. This system is called The Spine where all details of patients are stored and should a patient need some treatment they must be asked if they mind if their details are viewed. The patient’s surgery will be notified of any access to The Spine. As at the present time there have been no complaints. It would appear the benefits outweigh the risk.
- iii) Dementia Friendly Surgeries: Funding for this may possibly be available from POPP.

POST MEETING NOTE. Following the withdrawal of the Wessex Academic Health Science Network from delivering the iSPACE project, which supports General Practice's to become Dementia friendly, one of the new CCG Quality Improvement Healthcare Facilitators will continue this work once in post. Jo Rawlings a former practice nurse will contact Jane to pick up the work.

- iv) Information Screens: Funding has now been received and this project can now go ahead.
- v) My Life My Care: Invitation to present to the Practice.

**ACTION: JD**

#### 5. PLANNING AHEAD:

- Meet & Greet: Lyne White & Deborah Osborne.

**ACTION: MG**

- Possible role to support Receptionists: JD would like feedback on any observations of patient – receptionist interaction.

- 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.
- Parking: A meeting is to be arranged to discuss this.
- Up Coming Events: Abbey View PPG to be invited to attend our PPG on 21<sup>st</sup> June 2017

**6. AOB:**

1. The vouchers donated by the Co-op for the Ideal Health Exhibition have not yet been distributed. It was suggested that be given to Gillingham Food Bank.

**8. DATE OF NEXT MEETINGS:**

PPG - Wednesday, 21<sup>st</sup> June  
SG - Tuesday, 25<sup>th</sup> July

**Suggested Steering Group and Full PPG Meeting Dates 2017**

**Steering Group**

**PPG**

Tue Aug 29

Wed Sep 20

Tue Oct 24

Tue Nov 28

Wed Dec 6