



The Blackmore Vale Partnership

The heart of the Community

Minutes of the Sturminster Newton Medical Centre and Marnhull Surgery
Patient Participation Group (PPG)
Held on Wednesday September 21st 2016
At Sturminster Surgery at 7.30pm

In Attendance: Ian Gall (Chair) and 19 members of the PPG

From the Practice: Jane Dawes, Managing Partner, Dr Duncan Ward, GP Partner

Apologies: Sue Bailey, Wendy & Ray Benton, Alan Harrison, Keith Harrison

1. The Chairman introduced Jane Dawes and Dr Duncan Ward. Everybody present introduced themselves.
2. **Minutes of the last meeting** held on 22nd June had been circulated and there were no matters arising.
3. **Practice Update** - Jane Dawes reported -

CQC visit on Tues 27 September 2016, will be all day. Two inspectors will look at a whole range of issues across the practice. They will want to speak to patients and the PPG – 5 members will be present. Please feel free to fill in a feedback form and put it in the box in reception as they are very keen to hear your views. The box is sealed so comments are confidential and will be seen by CQC only.

Flu Clinics, start this Saturday 24 September 2016 as follows -

Saturday 24th September 8.45 – 11.40 Abbey View
Saturday 24th September 9 -12.30 Sturminster
Saturday 1st October 9 -11.40 Abbey View
Saturday 8th October 9 -12.00 Sturminster
Saturday 15th October 8.45-11.40 Abbey View
Saturday 22nd October 9 -12.00 Marnhull

Dr Chris Bridson will be returning to work in October 2016.

We will be doubling our **Nurse Practitioner** cover in the next couple of weeks permanently; we will go from 6 sessions per week to 12. You will already know Sue Lonsdale, Carolyn Overton and we have Richard Broad working with us for two days per week.

We would like to raise the profile of the **parking** situation, by joining forces with the Exchange and other local providers and would the PPG be interested in supporting this on perhaps two or 3 occasions, high vis vests, giving advice to those not visiting the medical centre or places to park? The Steering Group will discuss this and Helen Butler volunteered to help.

Our new **Operations Manager, Nikky Williams** is very keen to improve the customer service aspects of the practice. Some time ago we asked for volunteers to come and help with our training of staff, Nikki is in the planning stages for this and needs volunteers for role play i.e calling on the phone and speaking to the receptionists.

Nikki will do all of the preparation for you and you will be given scenarios to work with Nikki and the team on the day. We had offers from Janet Bolton, Noel Lavery and Bridget Pyle. If anyone else is interested, let Jane or Nikky know.

The PPG Steering Group have developed a **new logo** for the practice. The partners have agreed the logo and work will begin to implement this onto all of our stationery and information.

We have a new **Pharmacy Technician** working in the practice. Katherine Rann will be working with the GPs to sort out prescription queries, problems and difficulties. She is currently reviewing the whole process for prescriptions and will be implementing changes to ensure things run smoothly. If you have not already, please sign up for electronic prescriptions.

We said a very sad goodbye to **Dr Anne-Marie O'Carroll** last month. Anne-Marie is off to pastures new and wish her all the very best for the future. She has been a fantastic colleague and doctor.

Dr James Wales salaried GP joined the practice this month at AV working 4 days per week. We welcome in October **Dr James Kershaw** as our new GP Partner. James will also be working 4 days per week and will be based at AV.

4. **Guest Speaker** – Julie-Ann Booker, LiveWell Dorset, Wellness Coach, North Dorset. spoke about the aims of LiveWell Dorset, which supports people to make healthy lifestyle changes. JB explained that LiveWell Dorset (LWD) is a service commissioned by Public Health Dorset offering support across four specific health 'pathways' – smoking cessation, reduction of alcohol consumption, weight loss and increasing physical activity. The service is free and personalised to each individual. Anyone can self-refer or their GP / other professional can make a referral on their behalf. The service is delivered by Wellbeing Coaches using a 'motivational interviewing' approach.

Currently the service is offering 12 weeks free membership of Weight Watchers / Slimming World for people with a BMI of 30+. The key challenge for the service is raising public awareness of its existence – JB would welcome any suggestions of other opportunities to promote LWD to local communities in North Dorset.

Julie-Ann Booker, LiveWell Dorset - Julieann.Booker@livewelldorset.co.uk / 07825 525128

5. Communications

- Practice Leaflet – This is now almost ready for proof reading and will primarily be a website resource, although printed copies will be available for those who prefer.
- Practice Newsletter – The September issue has just been published and the next one will contain the results of the recent Patient Survey.
- Website – The new website www.blackmorevalesurgery.co.uk is almost complete and the Sturminster & Abbey View websites will shortly be taken down.

6. PPG Focus and Projects

1. **Patient Survey 2016** – The results from the survey are being combined with those from the Friends and Family survey for the same period. This is a considerable amount of work and will be published shortly.
2. **DNA – Did Not Attend appointments** – The available data on missed appointments is being reviewed and analysed so that we can identify trends and possible reasons for the current rate of missed appointments.
3. **Carers' Support** – The PPG have recently initiated a Carers' Project Group. The aim of this group is to work with the Surgery, Dorset County Council and local voluntary organisations to inform Carers of the support available to them. Mali Gudgion and Fran Pearce are leading the project and will regularly update the PPG of their progress. If you are a carer, or know of someone who would like to be involved – please contact us.
4. **Communicating with Patients about Nurse Practitioners** – We have written articles in Unity & Marnhull Messenger as well as the Newsletter. However IG suggested that it would really help the pressure on GP appointments, if we all share this information with friends and family. One of the stumbling blocks for some people is telling the receptionist the general nature of why an appointment is required. Dr Ward confirmed that everyone in the Practice is bound by patient confidentiality and it really helps direct a patient to the best clinician, or to decide if a telephone call is more appropriate - if you share this information when booking an appointment.
5. **Medicines Waste Campaign** – The PPGs in North Dorset, with the blessing of the Locality and the Practices are promoting a Campaign in October to highlight the issue of wasted medication. It is estimated that over £3m a year is wasted in Dorset alone on medicines that aren't needed or used. The key messages are only order what you need; Once a medication leaves the pharmacy it cannot be reused and Dispose of unused medication safely, by taking it to your local Pharmacy. Leaflets and posters will be in all Surgeries and Pharmacies.

7. AOB

Shaftesbury Meeting October 3rd – A recent meeting was convened by the Mayor of Shaftesbury to discuss the NHS Dorset CCG's Clinical Services Review (CSR) proposals relating to the Westminster Community Hospital. Dr Simone Yule, one of our GP Partners who spoke to us at our last meeting and colleagues from the CCG, formed the panel to present these proposals in full detail and then take questions.

The meeting was held in the Town Hall which was unable to accommodate the considerable number of people who arrived. As a result a second meeting has been arranged for **Monday 3rd October, 7pm at Shaftesbury School.**

The meeting and presentation will be about the proposals for integrated community services overall, with a strong emphasis on bringing more care into the community. This includes reference to the possible impact on Westminster Memorial Hospital. Put the date in your diary to find out the fact from the fiction and the reality from the rumour!

Walking – John Lewis from Sturquest has just launched the new Sturminster Newton Walkabouts. They have been updated and are available from SturQuest office or via download on www.dorsetforyou web site.

At the same time as the original walkabouts were produced, a set of health walks were produced for the centre of Sturminster but of course the town has changed, especially the location of the surgery.

John has updated them and there are 7 which we hope to put on the surgery web site, after they have been route tested and one of our doctors has had a look at the route and any other health & safety warnings.

There is also room for some information and pictures on the walkabouts. Helen Butler & Fran Pearce offered to work with John to fine tune and complete the work. The walks will then be made available on the Surgery website.

Robin Hill Stores - The Surgery will have a display in the window of Robin Hill Stores in Marnhull between 9th and 30th of October – as well as general information of the services available, we'll also be promoting the flu clinics and the medicines Waste Campaign.

Ophthalmology Appointments - There was a discussion about the apparent shortage of Consultants and the resulting long wait for an appointment. JD said that the Surgery had raised the matter with the CCG.

Parking – There was a suggestion that there should be more than one Disabled parking place. Amongst the many ongoing problems with parking is the fact that the car park doesn't belong to the Surgery.

8. **Date of next meeting** - Wednesday December 7th @ Stur

The meeting closed at 9.00pm