**PUDDLETOWN SURGERY**

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# Minutes of Patient Participation Group Meeting

# held

# at 6.30pm on Wednesday 21sth July 2021

# at Puddletown Surgery

1. **Welcome:** This was the first meeting since March 2020 due to the Covid 19 pandemic.
   1. Three new members were welcomed, Anthony Felstead , Stephen Baynard and Victoria Maslin
   2. Andrew Nickell and Vanessa Gifford are no longer eligible to be members of the Puddletown PPG as they have moved from the Surgery catchment area.
   3. Mike Chaney has decided to retire due to his age, as has Shirley Parker. The PPG is grateful to them for their years of membership
2. **Attendees:** Clare Stickland, Dr Bond, Glad Antell, Stephen Baynard, Anthony Felstead, Terri Gill, Christopher Matthews, June Maitland, Victoria Maslin, Di Richardson, Georgie Webb
3. **Apologies:** Sally Cooke, John Ridout
4. **Minutes of the meeting held in March 2020** were not presented due to the time delay between meetings.
5. **Vacancy for Chairman.** Members were asked to let Clare know if they felt that they could take on the role of Chairman
6. **Practice Manager’s Report** (circulated before the meeting).
7. **Staffing Doctors**. During the last year the number of Doctor’s sessions has increased to manage the different way the Doctors have had to work. This change will become permanent from September 2021, from which time there will be two Doctors available all-day Monday to Friday and one on Saturday mornings. Dr Ashwinee Deepchard, a new GP Registrar will join the team in August

There have been several staff changes with some staff changing roles, which have resulted in vacancies for two new receptionists. These posts should be filled during August.

The CCG has funded a Care Coordinator to work closely with the GP’s and practice team to support those with long term needs with understanding their conditions and ensure their ever-changing needs are met.

1. **Appointments** The Doctors want to reinstate the morning “open surgery” but due to restrictions within the Government guidelines cannot do this yet. By telephoning the Surgery patients can pre book either face to face or telephone appointments. Appointments are available for urgent on the day issues along with those for routine appointments.
2. **E consult** is available via the Surgery website. Once a patient submits a consultation request it is reviewed by the Doctors, within 48 hours, who decides on the route forward – email advice, telephone consultation, video consultation or a face-to-face appointment. If urgent attention is required, the patient can be immediately directed to the hospital.
3. **Clinical computer system** The practice was the last in Dorset to change from Emis to SystmOne which integrates better with the computer systems used by DCH, the Ambulance Service and other healthcare providers.This change has not been easy for the staff but in the future, it will be beneficial to the patients. Several PPG members were concerned that their medical history may have been lost during the changeover as it was no longer visible when they logged on to their account. Dr Bond assured them that all records were still available to staff but only 2 years of back data had been “opened up” for patients to view. Clare said that she could manually open-up the complete files if a patient wanted access.
4. **The surgery email address**, and that of staff, has changed now that Windows 10 is being used. The address for the surgery [Puddletown.reception@dorsetgp.nhs.uk](mailto:Puddletown.reception@dorsetgp.nhs.uk)
5. **Friends & family Test** This has been suspended since the start of the pandemic.
6. **GP patient survey** This survey is conducted by NHS England who randomly select patients. Although the Practice no longer holds the top Practice in Dorset position the overall satisfaction score of 94% is impressive. It is likely that the lack of the morning open surgery has caused the slight dip. Despite the pandemic the Surgery has remained open all the time to the 4200 (approx.) patients and house visits have still been undertaken when required. The Practice’s own integrated nursing team, who work closely with the GP’s, has ensured that patients receive timely and appropriate nursing care
7. **Neighbourhood Car Scheme** Demand for the scheme has decreased since the start of the pandemic and is still slow to return to normal. Some of this can be attributed to both the Surgery and DCH conducting some online and telephone consultations rather than seeing patients face to face. The Surgery has supported the Neighbourhood Scheme with £500 to make up the shortfall caused by the temporary closure of the book sales.
8. **Wellbeing Walks** (formerly Walking for Health) have restarted and would like the help of the PPG to encourage new members. The walks will be promoted in the upcoming Newsletter and the possibility of promoting them on Social Media may be explored but the Practice does not run its own social media accounts.
9. **Vaccination Figures as of 15th July 2021**

|  |  |  |  |
| --- | --- | --- | --- |
| PCN Eligible | First vaccine | Second vaccine | Decline |
| 40,911 | 36,866 | 30,630 | 692 |
| Puddletown Eligible | First vaccine | Second vaccine | Decline |
| 3478 | 3164 | 2604 | 32 |

1. **Food bank** Patients and staff continue to support the collection of food for the Dorchester food bank
2. **Feedback from other meetings attended on behalf of the PPG**

ANTHONY attended the online Mid Dorset Meet & Greet where themes to build relationship between the Practice, PPG and the patients were discussed. Suggestions included

1. Developing a talking café. The cafes are an opportunity for people ( maybe Carers ) to socialise, meet new people and get involved in discussions.
2. Having a ‘patient health’ event at Dorchester Literary Festival The aim of the event for patients is to empower them to look after themselves.
3. PPG’s to develop their own website. . *NOTE the Puddletown Surgery has a PPG page which is out of date. Maybe this could be properly developed*
4. **Date of the next meetings** Wednesday 6th October 2021

Wednesday 1st December 2021 (NOTE CHANGE OF DATE)