

PUDDLETOWN SURGERY

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**Minutes of Patient Participation Group Meeting
held at 6.30pm on Wednesday 18th September 2024
at Puddletown Surgery**

In attendance: Dr Jonathan Bond, Clare Stickland (Practice Manager), Richard Burden (Chairman), Kate Trevett (Care Coordinator/Social Prescriber), Teresa Baker, Anthony Felstead, John Ridout, Lionel (John) Mayo, Ron Smith, Angie Benford (Secretary)

Apologies: Holly Eastment (Care Coordinator), Victoria Maslin, Glad Antell, Jim Gammans (Community Engagement Officer), Georgie Webb, Dawn Arthur, Mandi Mansbridge, Emma Taylor, George Grazebrook

		ACTION
1.	RB welcomed everyone to the meeting.	
2.	Apologies as above.	
3.	The Minutes from the last meeting were accepted.	
4.	<p>Matters arising from the last meeting as well as an Update from Kate Trevett, Care Coordinator/Social Prescriber</p> <p>KT requested that her items could be discussed earlier on the agenda.</p> <p>The Connecting for Wellbeing project is now being recycled as the initial bid had not been successful. More to follow on this in due course.</p> <p>The Community Wellbeing event on 5th July, although not as well-attended as had been hoped was, in fact, successful and, as a result, some direct interventions from the Occupational Therapists were making a difference to individuals. Many positive comments had been received about the event. Two people had expressed an interest in hearing more about the PPG and one had hoped to attend this meeting but was unable so sent apologies. More events organised by the Library will be attended by Holly & Lauren in future.</p> <p>More promotion of the Neighbour Car scheme is needed and it is hoped to have volunteers at some of the vaccination clinics to share more information about it.</p> <p>Plans for the Health & Wellbeing event scheduled for Saturday, 2nd November 2024 in the Dorford Centre in Dorchester, opposite The Keep, are forging ahead. There will be condition-specific support as well as, among other things, a Lego Club, Sensory story-time, Chair pilates and yoga and crafts to entertain children. More information to follow in due course.</p>	<p>KT</p> <p>GA/DA/VM</p>

	<p>4. AB is still seeking support for at least 3 more PPG members at the Vaccination Clinics please – there has been some response (thank you) but not all sessions are covered as yet. These are the dates in blue which still need to be covered. Even though some of you have offered a number of dates which include those below and have offered to do more than one session, we are trying to juggle it so that each person is only doing 1 session where possible and 2 maximum!:</p> <p><i>Friday 4th October 1500-1800 covered by RB</i></p> <p>Saturday 5th October 0830-1100 covered by AB 1130-1400</p> <p>Friday 11th October 1500-1800</p> <p>Saturday 12th October 0830-1100 <i>1130-1400 being covered by RS</i></p> <p>Saturday 19th October 0830-1100 <i>1130-1400 being covered by JR</i></p> <p><i>Friday 25th October 1500-1800 being covered by AF</i></p> <p>Saturday 26th October 0830-1100 1130-1400</p> <p>If you can help at any of the above sessions, please will you let Angie know by email as soon as possible at AnielaB@outlook.com or phone 07775905056. Thank you.</p>	<p>ALL</p> <p>ALL</p>
<p>6.</p>	<p>Practice Manager's Update:</p> <p>Winter vaccination programme: We are well underway with bookings for our winter vaccination programme. We are offering the RSV vaccination, initially to patients aged between 75-79. The RSV vaccine helps protect against respiratory syncytial virus (RSV). RSV is a common cause of coughs and colds. Most people get it several times during their life. It usually gets better by itself, but in some people (especially babies and older adults) it can cause illnesses such as: pneumonia (a lung infection), bronchiolitis (a chest infection that affects babies). These illnesses can cause serious breathing problems. They may need to be treated in hospital and can be life-threatening. We have clinics for this vaccination in September and plan to do a catch-up clinic in November.</p> <p>The main Flu and COVID-19 vaccination campaign will commence on Thursday 3 October 2024 for most eligible adults. This is a slightly later start than in previous years. This is because the latest scientific evidence shows that protection from the flu vaccine decreases over time in adults. It is better to have the vaccine closer to when flu typically</p>	

circulates. The flu vaccine will continue to be offered to children and pregnant women from September.

We have circulated the dates to patients on our website, newsletter, Facebook. parish magazines, posters in the surgery, by txt and phone calls. We have phoned every patient over the age of 85 and those that don't have email or mobile phone details on their records. We are pleased to note that a good number of appointments were booked by patients, following a link in the text message we sent them, noticeably more than last year.

Feno machine: We have just purchased a Feno machine, which is used to aid in the diagnosis of asthma. Previously if we needed to use a Feno, we had to borrow one or send our patients to a clinic in Dorchester for an appointment. Having our own machine will enable us to provide better patient care and the staff are very pleased to have this available in-house.

Staff news: Helen, our new Integrated Nurse has settled well into the team. She brings with her a wealth of community nursing experience and is currently learning new skills so she can work within the practice too.

Dr Felicia Ikpat has also settled well. She is popular with the patients and offers bookable face-to-face and telephone appointments.

Student nurse: We are delighted to share that we now have a student nurse working with us. Puddletown Surgery is the last placement Zoe will have before she qualifies. She plans to stay in primary care when she qualifies.

Friends and Family Test

In **June**, 16 patients left feedback with 100% of patients likely to recommend us, 13 using the iPad, 3 on paper. Comments made were: "Wonderful doctors can be seen within a day if needed and they follow up and check on me; excellent family practice; everything is fine; friendly receptionists. Easy to get an appointment. Caring nurses and medical team.

In **July**, 19 patients left feedback with 89% likely to recommend us, all 19 using the iPad. Comments were: "Perfect as is – for now; ticket system outside when weather is cold, then we can keep dry in our cars; good as always. There was no indication why there was dissatisfaction for the 2 patients who were "extremely unlikely" to recommend us. We replied: Thank you for your comments, they are always valuable and help us to continue to improve our service. We have discussed having a ticket system for open morning surgery but feel that this may be open to abuse. There is no perfect system, however we do offer bookable afternoon appointments which are available Monday to Friday.

In **August**, 11 patients left feedback, again with 100% likely to recommend us, 10 using the iPad and 1 online. Comments were: "A

	shorter waiting time to see a preferred GP, but compared to other practices I think we are still very lucky”. The response was: “Thank you for your comments, they are always valuable and help us to continue to improve our service.”	
7.	<p>Update from Jim Gammans, Community Engagement Officer</p> <p>In his absence AB read out the notes Jim had prepared on what’s happening in NHS Dorset as follows:</p> <ul style="list-style-type: none"> • NHS Dorset are currently focusing on the following health areas: <ul style="list-style-type: none"> • Cardiovascular disease (CVD) prevention • Frailty & falls prevention • Respiratory disease prevention • Jim is the engagement team contact for CVD prevention. • Every year there is a national campaign called ‘know your numbers week’, led by blood pressure UK, aimed at encouraging people to know their blood pressure numbers. NHS Dorset will be continuing this awareness campaign and have created a website and promotional material. Here’s the link to it: https://staywelldorset.nhs.uk/pressure/ • Jim is working with Queens Avenue practice to develop their PPG - he’s highlighted Puddletown PPG as a ‘gold standard’ group. He’s going to their meeting tonight and may put their PPG in touch with Puddletown. • Jim has made contact with Citizens Advice energy team – they have a an ‘energy bus’ available to go to places in the Dorset Council area to give help and advice for people’s energy bills etc. If it’s needed in the Puddletown area please let Jim know. 	ALL
8.	<p>Any Other Business</p> <p>i. LJM had received a text inviting him to the Mid Dorset Carers Group with only a link to the website to make arrangements, not even a phone number. As LJM likes to keep his communication methods as simple as possible, he has no access (nor a desire) to join the internet etc. CS agreed to find out some details for him about the invitation.</p> <p>ii. JR noted his satisfaction with everything the surgery does and that it’s a “joy” to come and be treated there and that the whole atmosphere with the staff is encouraging and welcoming. This was reiterated by AF who noted it is special to feel cared for. JB noted that it wouldn’t be possible to put this model of care into the centre of Bristol, for example, but also commented that the Practice has nice patients. There are currently 4,270 patients registered at the Practice.</p>	CS
9.	Date of next meeting: Wednesday 18th December 2024, 6.30 pm	ALL