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.	Matters arising from the last meeting as well as an Update from Kate Trevett, Care Coordinator/Social Prescriber	
	KT requested that her items could be discussed earlier on the agenda.	
	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.	кт
	The Community Wellbeing event on 5 th 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. 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.	GA/DA/VM
	Plans for the Health & Wellbeing event scheduled for Saturday, 2 nd 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.	

DA has already offered her help, the	help with tea/coffee etc please – ank you.	ALL
A new initiative that is currently in dev Spring, is a Carers Café to be held in for cared-for people as well as their ca needed respite and peer support at no supported by the Council, Age UK, the Network.	the Day Centre which has space arers. The plan is to provide well- o cost. This is a joint venture being	
A Bereavement Service has been pilo contacting those recently-bereaved to check.		
Questionnaires about the nursing servisith 55 being completed, all of which about the nursing team.		
A Digital Workshop had been held las learn how to access their GP record e funding and are looking to Lauren to h due course	tc on line. Age UK have some	
CS updated the group on the issue of room. JG has been trying to intervene "Gateway" process which is preventing frustration at the inability to view upco and on the NHS App so CS will ask or are no internal settings preventing this the local MPs expressing their frustrat is an email address and phone number enquiries@nhsdigital.nhs.uk and telep	e and find ways of bypassing the g access for patients. RB noted ming appointments in SystmOne he of her team to check that there s. JB suggested the PPG write to ions and the specific issues. There er for NHS App queries as follows:	CS RB/AF/
As KT's role with the Surgery is now c over most of the day-to-day work and		
KT shared another exciting new project called "Experts by Experience" with a cancer screening, uptake of vaccination advise that she has an experienced very on this BUT this is for patients to volue their own experiences, highlighting the to help people navigate their way arou Council have offered free venues and Any expressions of interest to join <u>kate.trevett@dorsetgp.nhs.uk</u> or ca message. AF immediately volunteere	view to increasing awareness of ons etc and was delighted to oblunteer who is prepared to lead nteer to join the group to share e importance of screening etc and and the cancer service. The some Surgery space can be used. the group please email II the surgery to leave a	ALL AF

5.	PPG (Core Group Meetings Feedback	
	0	ave an update on issues covered in the last Core Group meeting as	
	follow		
	1.	GPs "working to rule" which was raised nationally recently – JB	
		confirmed that the Surgery will run largely as usual but with,	
		possibly, a few small things that they may need to implement around, for example, where blood tests are requested by the	
		hospital, if the surgery doesn't have capacity, the patients will be	
		asked to go back to the hospital for the blood test. RB suggested	
		this could be another area where letters to MPs may be helpful	
		and MPs could be invited to a PPG meeting perhaps, but CS	Core Group
		noted we would need to be clear what specifically we want to talk	Cole Gloup
		about first.	
		Larger eurgerice, enceifically in inner citica, are more likely to	
		Larger surgeries, specifically in inner cities, are more likely to have their services significantly affected. JB noted that although	
		a 6% increase has been offered to Practices, there is no increase	
		for the Primary Care Network staff! Funding for Practices is very	
		complex and is based on a number of factors including, but not	
		limited to, the number of patients registered taking into account	
		factors such as the age, sex and ethnicity of patients, whether	
		they have additional needs, the Practice's location and many,	
		many other aspects calculated through a combination of national guidelines and local negotiations. JB noted that the cost of drugs	
		is going through the roof and also that the whole NHS/Social	
		Care is totally broken.	
	2.	KT had already provided some information about the proposed	
		changes to digital landlines at the end of 2025, for people with	
		personal alarms. It was highlighted that it may impact a lot of	
		people - who must make sure their Broadband supplier is aware	
		they have an alarm. It was felt that the main players, eg Care	ALL
		Line, were already likely to be on the case but this will be monitored.	
	3.	Waiting Room Blood Pressure machine. AB had approached the	
		Lions to see if they would be willing to help fund such a machine,	
		which the GP Partners were happy to have in the waiting room.	
		She had sourced some information about a machine that would not only measure blood pressures, but also height, weight, BMI	
		and could be used independently of the clinical staff. However	
		this is extremely expensive and even a Display model was in	
		excess of £5,500. JB felt this all-singing machine was not	
		needed and was anyway far too costly. JG had also found some	
		information about a straightforward BP machine which could also	
		be used independently of staff and which was much more reasonable and more practical, so AB will find out more about this	
		in terms of ongoing maintenance and calibration costs.	AB

	4.	the Vaccination Clini (thank you) but not a the dates in blue whi some of you have of below and have offer	apport for at least 3 more PPG members at ics please – there has been some response all sessions are covered as yet. These are ich still need to be covered. Even though fered a number of dates which include those ered to do more than one session, we are that each person is only doing 1 session 2 maximum!:	
		Friday 4 th October	1500-1800 covered by RB	ALL
		Saturday 5 th October	0830-1100 covered by AB 1130-1400	
		Friday 11 th October	1500-1800	
		Saturday 12 th October	0830-1100 1130-1400 being covered by RS	
		Saturday 19 th October	0830-1100 1130-1400 being covered by JR	
		Friday 25 th October	1500-1800 being covered by AF	
		Saturday 26 th October	0830-1100 1130-1400	
		Angie know by emai	y of the above sessions, please will you let l as soon as possible at <u>m</u> or phone 07775905056. Thank you.	
				ALL
6.	Winte for ou vaccir helps comm during (esper pneur babies may n clinics in Nov	r winter vaccination p nation, initially to patie protect against respir non cause of coughs a g their life. It usually go cially babies and olde nonia (a lung infection s). These illnesses ca need to be treated in h s for this vaccination in vember.	amme: We are well underway with bookings rogramme. We are offering the RSV ents aged between 75-79. The RSV vaccine ratory syncytial virus (RSV). RSV is a and colds. Most people get it several times ets better by itself, but in some people er adults) it can cause illnesses such as: h), bronchiolitis (a chest infection that affects an cause serious breathing problems. They hospital and can be life-threatening. We have h September and plan to do a catch-up clinic	
	Thurs start t evider	day 3 October 2024 fe han in previous years nce shows that protec	or most eligible adults. This is a slightly later This is because the latest scientific tion from the flu vaccine decreases over time the vaccine closer to when flu typically	

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 us 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

Э.	Date of next meeting: Wednesday 18 th December 2024, 6.30 pm	ALL
	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.	
_	 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. 	CS
3.	 In his absence AB read out the notes Jim had prepared on what's happening in NHS Dorset as follows: NHS Dorset are currently focusing on the following health areas: 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
7.	Update from Jim Gammans, Community Engagement Officer	
	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."	