

PUDDLETOWN SURGERY

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Minutes of Patient Participation Group Annual General Meeting held at 6.30pm on Wednesday 18th December 2024 at Puddletown Surgery

In attendance: Dr Jonathan Bond, Clare Stickland (Practice Manager), Richard Burden (Chairman), Anthony Felstead (Vice Chairman), Glad Antell, Teresa Baker, Debra Hone, Georgie Webb, Dawn Arthur, John Ridout, Lionel (John) Mayo, George Grazebrook, Jim Gammans (Community Engagement Officer), Kate Trevett (Care Coordinator/Social Prescriber), Robyn Symes (Senior Administrator), Angie Benford (Secretary)

Apologies: Ron Smith, Victoria Maslin, Jane Pryce, Mandi Mansbridge, Holly Eastment (Care Coordinator)

		ACTION
1.	RB welcomed everyone to the meeting, especially our newest Members Debra Hone and George Grazebrook and Robyn Symes who is the Senior Administrator for the Practice.	
2.	Apologies as above.	
3.	The Minutes from the last meeting were accepted.	
4.	Matters arising from the last meeting i. KT noted that The Health & Wellbeing Event on 2 nd November went well and although not as many people attended as hoped, a number of people received significant benefit from it, with lots of connections being made and the feedback was “incredible”. The intention is to hold another similar event in the future but although the Primary Care Network (PCN) funded the event this year, future events will need to be funded. The stakeholders were very pleased with the event. ii. WiFi in the waiting room: In the light of limited response from NHS IT, the PPG had written directly but this was still not working despite assurances to CS from the Head of IT at the Integrated Care Board (ICB) that it would be. <i>Post meeting note: Jim had emailed the department concerned during this meeting and has since been assured that it will take a short time to get relevant paperwork in place but that it “will be switched on any time soon”.</i>	

	<p>iii. Neighbour Car Scheme: There is still a shortage of volunteer drivers. GA explained that there is a Coordinator who telephones the drivers to see if they are available but there is no pressure on them to commit if they are unable to help on a particular day/time. However, there are occasions when people are asked to drive as far as Bristol! 50p per mile is payable to the drivers by the patient as well as any associated car parking fees. GA noted that the Surgery supports the volunteer drivers with car insurance costs. CS suggested that the Coordinator needs to be contacted to see how/if we can help them improve the service. KT suggested that the volunteer drivers should be invited to a coffee & cake morning as a “thank you” and to do an article for the Newsletter to share the benefits of being one of the team.</p> <p>iv. Waiting Room Blood Pressure machine: A huge “thank you” to AB who discovered the opportunity to sell Rotary Club Christmas raffle tickets to raise funds for this machine, did the organising and sold many of the tickets! Raffle ticket sales went exceptionally well and together with some very generous donations, there is currently a total of just over £2404.00 in the pot to purchase the blood pressure machine, £1985 of which was raised through ticket sales, with the Lions Club paying for a suitable chair for patients to use. This is not the final total as the Rotary Club were expecting to add a little more following sales of tickets at Dobbies Garden Centre. RS explained that the cash was kept in the Practice safe and she is keeping an ongoing spreadsheet, updating it as necessary. It is hoped that the machine will be purchased early in the New Year. There will be liaison with Rotary and Lions for an “opening” event. AB thanked everyone for their enormous support to enable this money to be raised.</p>	<p>KT/GA</p>
<p>5.</p>	<p>PPG Core Group Meetings Feedback</p> <p>RB gave an update on issues covered in the last Core Group meeting as follows:</p> <p>i. Terms of Reference were approved and signed by the Chairman at this meeting.</p> <p>ii. Letter sent to MPs: RB explained that at the last meeting it was felt that there were a number of things going on which the MPs might be able to support, eg the Health & Wellbeing event, IT issues, GP funding so a letter was sent to all 3 MPs as the Practice overlaps 3 constituencies.</p> <p>Edward Morello attended the event on 2nd November and seemed very interested. As a result of the letter Simon Hoare came to the Practice on 13th December and stayed for 2 hours or so.</p>	

	<p>CS, RS and Gillian from the PCN had put an enormous amount of work into a presentation to help SH understand the challenges faced by the Practice and to emphasise that rural practices are very much the front line of diagnostics, minor treatment etc for the NHS and to be penalised by the Government's recent changes to National Insurance contributions is unfair and potentially crippling financially. SH seemed to grasp the big difference between rural and urban practices and how complex and complicated GP funding is. Nevertheless, GPs are a key element of the NHS frontline and need to be funded as that. AF used the analogy of the NHS being an hotel which needs a Receptionist, ie GPs, otherwise nothing will flow.</p> <p>SH offered his view that the NHS needs a cross-party approach. SH made the point that for any future funding applications, always place an emphasis on the good value for taxpayers' money as that would "trigger" the Treasury's interest! It was an interesting meeting.</p> <p>GG noted that bus services locally also need support as the £2 fee per journey isn't sufficient so the bus companies have the right to cancel non-profit making routes, making it very difficult, if not impossible, for outlying villagers to get to their appointments. GG encouraged DA to keep reminding the Parish Council to get something done about excessive flooding in the Tincleton area which has been creating difficulties for patients getting to Puddletown.</p>	<p>ALL</p> <p>DA</p>
<p>6.</p>	<p>Practice Manager's Update:</p> <p>CS noted that the most recent Newsletter has all the latest information, including staff updates and everyone who has IT access is able to receive the Newsletters directly by signing up on the Practice website.</p> <p>Friends and Family Test</p> <p>In September, 24 patients left us feedback with 92% of patients likely to recommend us. The other 8% (2 patients) made negative comments about the lack of WiFi in the waiting room!</p> <p>September comments were: Nil, all great, thanks so much; Brilliant as it is, please don't change; Pay you all more; Super Nurses; Very happy with everything; The attention and care that you receive is always excellent; I saw your reply to the July feedback and it is quite right to not have tickets for queuing. This would be unnecessary and complicated. I am 87years old and would not find this helpful; Doctors, nurses and staff are amazing; Fix the WiFi in waiting area; Perfect for my needs...; Better WiFi in the waiting area.</p>	<p>ALL</p>

	<p>The Surgery’s Response: Please accept our apologies for the lack of WiFi in the waiting room. Unfortunately, this is currently out of our control as the WiFi is provided by NHS Dorset. All NHS Dorset expenditure must go through a gateway process where the recent application for this was rejected. We have been assured that they are optimistic that this will be resolved soon. Thank you for your comments, they are always valuable and help us to continue to improve our service.</p> <p>In October, 16 patients left feedback with 100% likely to recommend us.</p> <p>October comments were: Great thanks; The level of care here is exceptional, thank you everyone; Longer appointments; Perfect as is; I have seen Dr Coffin and Dr Dermody in the last month – both doctors have been extremely professional and kind; It is all excellent!; Can’t beat perfection.</p> <p>The Surgery’s response: There is always a balance to strike between the number of appointments, waiting times and length of appointments. We do the best we can. Thank you for your comments, they are always valuable and help us to continue to improve our service.</p> <p>In November, 19 patients left feedback, with 95% likely to recommend us, one of the negative comments being around lack of WiFi again and one person wanting an annual health check.</p> <p>November comments were: I have NO PROBLEMS with the complete service and care that I receive so at this present I would not change a thing; Joanne did an amazing job at short notice in adverse weather conditions. Brilliant NHS service at its best; Please sort out the WiFi; The doctors are superb, the nurses excellent, admin brilliant and dispensary wonderful but the WiFi is shocking; If there is a long ait having WiFi eases the hours; I would like an annual health check up; Absolutely nothing, everyone’s so lovely.</p> <p>The Surgery’s response: Thank you for your comments, they are always valuable and help us to continue to improve our service; Please accept our apologies for the lack of WiFi in the waiting room. Unfortunately, this is currently out of our control as the WiFi is provided by NHS Dorset. All NHS Dorset expenditure must go through a gateway process where the recent application for this was rejected. We have been assured that they are optimistic that this will be resolved soon; e encourage any patients with health concerns to come and see a doctor. NHS Health Checks are available to certain groups of patients. Please ask at reception to see if this is something you can have.</p>	
	<p>Update from Kate Trevett, Care Coordinator/Social Prescriber</p> <p>KT noted that the “Experts by Experience” project is due to be piloted in January for newly diagnosed diabetics. Also, in March, all diabetes nurses, the PCN diabetes lead, social prescribers and care coordinators are putting on an event as there is a big gap in knowledge between pre-diabetes and prevention against Type 2 diabetes.</p>	

	If the initial pilot is successful the scheme will be rolled out to other conditions, eg cancer, men's health etc.	
7.	<p>Update from Jim Gammans, Community Engagement Officer</p> <p>JG recently attended an event organised by Live Well Dorset whereby they did blood tests for diabetes and cholesterol. JG regularly checks his blood pressure as he wants to remain fit and healthy for as long as possible. He noted that a survey is underway in the South West to ask opinions around blood pressure and is delighted that this Practice is getting ahead of the game with the impending purchase of the BP machine. JG wants Dorset to be the lead in the challenge!</p> <p>The wider NHS is sending out messages re staying well, warm, being fit etc which is aiming for there to be less need for GP or hospital input.</p> <p>KT will ask AB to circulate a list of Useful Contacts (note: already done).</p>	KT/AB
8.	<p>Any Other Business</p> <ul style="list-style-type: none"> i. AB was presented with a beautiful orchid as thanks from the Practice for her work as PPG Secretary. ii. LJM was very grateful for the support he has received from the Surgery following his recent family bereavement. iii. Love Your Liver event is being held in the Library in February, on the 4th Wednesday. iv. AF noted his upcoming involvement in Men's Health at Dorchester Hospital for newly diagnosed prostate cancer patients. He and others will be sharing their journey as men can often feel confused and directionless when diagnosed. v. RB confirmed that the Core Group meetings will only meet every 6 weeks or so in future, rather than monthly, as the PPG has gained momentum and the workload for volunteers has become a little too much recently. 	Core Group
9.	<p>Date of next meetings:</p> <p>Wednesday 19th March 2025, 6.30 pm Wednesday 18th June 2025, 6.30 pm Wednesday 17th September 2025, 6.30 pm Wednesday 17th December 2025, 6.30 pm</p>	ALL
10.	The meeting then ended and everyone was invited to enjoy a delicious spread of mince pies, quiches, millionaire's shortbread etc expertly prepared and supplied by the wonderful Glad – our heartfelt thanks go to her for her generosity and kindness.	GA