

PUDDLETOWN SURGERY

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Minutes of Patient Participation Group Meeting held at 6.30pm on Wednesday 17th September 2025 at Puddletown Surgery

Attendees: Dr Jonathan Bond, Richard Burden (Chairman), Glad Antell, Victoria Maslin, Ron Smith, John Ridout, Lionel (John) Mayo, Jane Pryce, Kate Trevett (Social Prescribing & Admin Team Lead), Teresa Baker, Dawn Arthur, Debra Hone.

Apologies: Clare Stickland (Practice Manager), Jim Gammans (Community Engagement Officer), George Grazebrook (who has now stepped down from the Committee) and Angie Benford (Secretary).

		ACTION
1.	RB welcomed everyone to the meeting.	
2.	Apologies as above.	
3.	The Minutes from the last meeting on 18 th June 2025 were accepted.	
4.	Matters arising from the last meeting i. WiFi in the waiting room – WiFi is still a problem for some people so an engineer has been arranged to hopefully remedy the problem. <i>(Post meeting note: AB met the engineer and it seems there is a simple fix – when trying to connect to the Surgery's WiFi, simply press "ignore this network, turn off your phone for a minute or two and hopefully it will restart, allowing you to then proceed to log in. Additional note: RB was also able to connect to the WiFi on 4.10.25).</i> ii. Neighbour Car Scheme – a new Treasurer is still needed as well as more drivers, particularly on Mondays and Tuesdays. CS has spoken to Terri, assuring her of the Surgery's confidence in her and how grateful we are for her continued support as Neighbour Car's Secretary, even though she has now moved away. Terri has kindly agreed to remain in the role until someone new is ready to take over. We agreed it would be helpful to include a note in the Newsletter to see if anyone is interested in volunteering as Secretary, Treasurer, or as a Neighbour Car driver. These roles are vital in keeping Neighbour Car running smoothly and supporting our community. Questions followed about drivers' insurance. The group was reminded that Neighbour Car has its own insurance but it is advised that drivers notify their own insurance company. iii. Blood pressure machine: We don't routinely keep a log of usage figures, as patients often take their slips directly into clinical appointments, meaning reception staff do not always see them. However, we have just replaced the first roll of paper, which shows the machine is being well used. Volunteers are needed to encourage even more use please. We are planning a raffle in October for patients who hand their slip in at reception. The prize will be a small fruit hamper to encourage healthy eating! iv. Blister packs: Following discussion with the Dispensary Team Lead, we agreed that due to both the significant cost and the storage requirements, we are unfortunately	ALL CS ALL

	unable to provide blister pack recycling at Puddletown Surgery. Patients are advised that recycling services are available at other locations, including Boots and Superdrug. However, people have found the “postboxes” in Boots to be overflowing so perhaps Jim can take this up with the relevant people?	
5.	PPG Core Group Meetings Feedback i. Winter Vaccination Clinics: a rota has been organised. ii. All Party Parliamentary Group for Health – RB has written to all 3 MPs covering the Practice area because although GP Practices are the frontline health providers they are not treated as such. A most recent example is they are not exempt from the increase in NI contributions as are other health providers – impacting significantly on Practice finances. This anomaly needs to be addressed as a priority. RB noted there has been no response as yet.	
6.	GP Patient Survey feedback KT presented the results of the GP survey results which, although are still very good against national figures, have slipped a little from previous years and against our primary care network counterparts. KT has analysed the results in more depth & discussed some of the key notes from the survey being: · that our patients over 55 are very satisfied with the service they receive · top practice in the PCN for mental wellbeing being considered · parents were the least satisfied overall · carers, parents and the LGBTQ+ community feel we could be doing more to support · our patients are the least likely to try to treat themselves before seeking an appointment against our PCN counterparts. Ideas were discussed on how to improve experience including increased Social Media presence for young people, promoting eConsults, asking patients what they expect from the surgery in an internal survey, helping carers feel less isolated and thinking how to help the LGBTQ community more. Could Jim help with a targeted survey of the <50 age group?	JG
7.	Practice Manager’s Update: Staff News As mentioned in our latest newsletter, we are delighted to welcome back Kate Trevett, who has rejoined us as Admin Team Lead. We are very much looking forward to working with her again. Kate will continue working 5 hours as the PCN social prescribing lead alongside her new role at the surgery. We are currently advertising for a Social Prescriber/Care Coordinator role. In addition, we have recruited another new member of the admin team, also named Kate, who we hope will be starting in October. Meanwhile, Charlotte, one of our dispensers, is moving on to a new role within the PCN. We will therefore be looking to recruit a new dispenser to join the team. Winter Vaccination Clinics: Our winter clinics are filling up well. Text invitations have been sent to all eligible patients as usual. In addition, we are telephoning everyone over 80 years old, along with the smaller group of under-65s who are eligible for Covid. Eligibility for the COVID-19 vaccine has changed this year and is now more targeted, focusing on those at highest risk of serious illness. The following groups are eligible: · Adults aged 75 years and over, including those who will turn 75 by the end of January 2026 · Residents of care homes for older adults	

Individuals aged 6 months and over who are immunosuppressed, as defined by the criteria in Chapter 14a of the Green Book Unlike previous years, adults aged 65–74 and frontline health or social care staff are not routinely eligible, unless they fall into one of the categories above. The autumn/winter 2025 vaccination programme runs from 1 October 2025 to 31 January 2026, with most vaccinations expected to be completed by 19 December 2025. Aircon: We have experienced a glorious but very hot summer this year, so the Partners decided to have air-conditioning fitted on the first floor of the building, with the view that summers are likely to get warmer year on year. This will make conditions much more comfortable for staff and patients.	
Friends and Family Feedback June 2025 In June 22 patients left us feedback, 95% patients likely to recommend us, 0% patients unlikely to recommend us (5% didn't answer or gave a neutral response). In June you said: In June you said: - Longer appointments - You are exemplary in both practice and empathy - This is an amazing surgery - Shorter waiting for doctor or nurse - I can't think of one thing that needs changing! Positive staff, always able to see or speak to a doctor the same day! Wonderful! - It was exemplary! - None, all great and diabetic nurse very good - Add TV shows for kids in the waiting room - Best surgery in Dorset - Waiting time The Surgery's Response - We have increased the length of our bookable GP appointments to 15 minutes. While we understand that longer appointments can be helpful, extending them further would reduce the number of appointments available overall. Please be assured that we are working hard to provide you with the best possible access to appointments while ensuring each patient receives the care they need. We offer face to face, and telephone booked appointments throughout the day with our GPs 5 days a week as well as open morning surgery, where at least two doctors are available to see patients on the same day. We also offer extended access appointments one evening each week and on a Saturday morning. Feedback from our patients generally suggests that we do offer good access to our GPs, with a good mix of different types of appointments available. - Due to licensing restrictions, we are unable to provide a television in the waiting area. If needed, please feel free to bring a book or personal device to help keep your children entertained during your visit Thank you for your comments, they are always valuable and help us to continue to improve our service. July 2025 In July 21 patients left us feedback 90% patients likely to recommend us 5% patients unlikely to recommend us (5% didn't answer or gave a neutral response).	

	In July you said: · Great service, thanks so much. · Nothing already perfect · The care I received from Joanne today was and continues to be exemplary · Nothing to improve on your excellent service The Surgery's Response Thank you for your comments, they are always valuable and help us to continue to improve our service. August 2025 In August 2025 14 patients left us feedback 100% patients likely to recommend us In August you said: • Less waiting • Nothing we are so lucky here excellent service nothing we are so lucky • Longer appointments • Great to be able to have the walk-in appointment system. Friendly and efficient staff. Professional and helpful doctors. • Great all round The Surgery's Response • If you find waiting during open morning surgery an issue, we have a range of other bookable appointments that may be more suitable. We have increased the length of our bookable GP appointments to 15 minutes. While we understand that longer appointments can be helpful, extending them further would reduce the number of appointments available overall. Please be assured that we are working hard to provide you with the best possible access to appointments while ensuring each patient receives the care they need. Thank you for your comments, they are always valuable and help us to continue to improve our service.	
8.	Update from Kate Trevett, Care Coordinator/Admin Team Lead Recruiting currently for a Social Prescriber/Care Coordinator.	
9.	Update from Jim Gammans, Community Engagement Officer No formal update from Jim this time but he continues to send out weekly updates.	
10.	Any Other Business i. Dorset Development Plan: A discussion took place about the Plan and the extent of potential new housing and additional population - and the effect it will have on the Puddletown community services including the GP Surgery. All villagers to be encouraged to respond to the Plan, either on line or through arranged meetings.	ALL
11.	Date of next meetings: Wednesday 17th December 2025, 6.30 pm	ALL