

PUDDLETOWN SURGERY

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Minutes of Patient Participation Group Meeting & Annual General Meeting held at 6.30pm on Wednesday 17th June 2026 at Puddletown Surgery

Attendees: Dr Jonathan Bond (Partner), Clare Stickland (Practice Manager), Richard Burden (Chairman), Robin Maslin (Treasurer), Glad Antell, Jane Pryce, John Ridout, Lionel (John) Mayo, Dawn Arthur, Kim Chatt, Teresa Baker, Debra Hone, Angie Benford (Secretary).

Apologies: Ron Smith, Victoria Maslin, Chris Uden, Jim Gammans (Community Engagement Officer),

		ACTION
1.	RB welcomed everyone to the meeting. Apologies as above. It is with much regret we learned that VM has decided to step down as an active member of the PPG - but is still willing to help out at events, functions etc when possible. Heartfelt thanks to VM for her solid support over the last few years, her input will be missed.	
2.	Declarations of Conflict of Interest: After discussion it was agreed that it is not necessary to have this as an agenda item – the group has been working well as it is, with everyone adding their own contribution and it could be detrimental to complicate the current structure.	
3.	The Minutes from the last meeting on 18 th March 2026 were accepted.	
4.	Matters arising from the last meeting i. GA had made contact with the lady in the village who makes the knitted figures for the postbox and she has produced the most magnificent “doll” which is two-in-one as it is reversible, and comes with a rabbit for the bedtime outfit. GA was asked to give extra special thanks to the lady concerned as it really is a wonderful piece of handiwork and will be used as part of our fundraising. ii. Terms of Reference have been amended to incorporate the Treasurer’s role and were signed off by the Chairman. iii. Fundraising: a long discussion took place around the best way to raise the funds for the ECG and Cholesterol machines, with a target of £4k, £578.59 having been raised to date.	GA

	<p>It was agreed that AB and DA would tweak the Pledge Form one more time. The main change to the form needs to be a “tear off slip” reminder for the donors.</p> <p>The “hymn sheet” has been produced as an “aide” to help discussions with potential donors so that each PPG Member is saying the same thing about what we’re trying to achieve, and can be tailored to suit the audience. It was also agreed that match-funding was not a requirement for this project as it is not big enough to warrant it.</p> <p>DA/RM to investigate the purchase of a Small Lottery Licence so there is one in place for future raffles/draws that we may wish to hold. DA has previous experience of this.</p> <p>DH and TB are willing to set up a display, with a Donations Box, to encourage people to contribute. CS stressed it must be clear it is a PPG project not a Surgery initiative. JP will source a “this is how we’re doing” Thermometer for the wall.</p> <p>The project can be advertised on the Surgery’s FaceBook page as well as the various village Newsletters to spread the word.</p> <p>AB fed back her telephone conversations with CU who had previously successfully raised in the order of £5k for his village by holding an Auction of Promises. He produced a catalogue of the items available for auction (between 40-50 lots) and would be willing to do the same for us. It started with a “Fizz and Canapes” reception for an hour before the actual auction. It could take approximately 3 months to organise.</p> <p>After more discussions, it was agreed that an Auction of Promises could work well for us and could be held in the Village Hall which already has an alcohol Licence. GA will ask the Hall’s administrator for available dates towards the end of October – avoiding Half Term week. Once there is a date, an Auctioneer should be sought. DA will contact Majestic in Dorchester to ask for donations of Fizz/wine and the major supermarkets could be approached for donations of Goods. With a date to work towards, everyone may start making their approaches to potential donors. LJM immediately offered a Day Fly Fishing on the River Frome in May 2027 – what a wonderful start.</p> <p>Two years ago the PPG had successfully raised the money to buy the blood pressure machine in the waiting room by selling raffle tickets at the flu clinics, in conjunction with the Dorchester Casterbridge Rotary Club. AB will contact them to see if that is an option again this year. <i>(Post meeting note – we will be invited to join this year’s scheme so AB will make the necessary arrangements when we have further details).</i></p>	<p>AB/DA</p> <p>DA/RM</p> <p>DH/TB JP</p> <p>CS</p> <p>GA DA</p> <p>ALL</p> <p>AB</p>
<p>5.</p>	<p>Chairman’s Report: Not much to report. RB noted there is still nothing back from All-Party Parliamentary Group for Health, neither is there news of a rearranged date for the Love Your Liver Roadshow.</p>	

6.	<p>Treasurer's Report: RM reported that the PPG now has its own NatWest Bank Account. As well as the security and independence this provides, we are also able to benefit from the accessibility to grants and gifts. Currently there are 2 signatories on the account, RM and AB.</p> <p>Current balance in the account is £1029.17, £450.58 of which is carried over from the blood pressure machine fund which will be used to continue to purchase the consumables for the machine. There is a further £40 in cash currently held in the Surgery which will be deposited shortly. <i>(post meeting note: AB deposited it on 18.6.26).</i></p>	
7.	<p>Secretary's Report: AB thanked the group for their ongoing support whenever she asks for it. RM & AB had to spend an inordinate amount of time setting up the new bank account but it paid off in the end! It's been a busy few months: securing £401.59 from a Small Grant offered by the Dorchester Casterbridge Rotary Club Scheme; securing a Wine Tour/Tasting Voucher from Langhams for our fundraising; another Bid made to the Langdale Trust towards our fundraising – won't know until later in the year if we've been successful and money won't be available until November; spending a lot of time behind the scenes on the fundraising opportunity ahead; "Name The Bunny" scratchcard raised £37 – and was won by our very own Ron Smith!</p>	
8.	<p>Practice Manager's Update:</p> <p>The practice continues to experience high demand across all services. Our team remains committed to providing safe and effective care while managing increasing numbers of patient contacts, appointments, prescription requests and administrative enquiries.</p> <p>Staff Team</p> <p>There are no staff changes to report, and the team remains stable.</p> <p>I would like to thank the whole practice team for their continued hard work and dedication. Despite ongoing pressures within primary care, staff remain committed to delivering high-quality care and support to our patients.</p> <p>Spring Vaccination Campaign</p> <p>We have now completed our Spring vaccination campaign. Staff worked incredibly hard to make this campaign a success, and we received lots of positive feedback from patients throughout the programme. Although the national programme continues until 30 June 2026, we are no longer offering Spring vaccinations from the Puddletown site.</p> <p>A huge thank you to the PPG members who volunteered at the clinics. Your help and support are always very gratefully received. Vaccinations completed:</p> <ul style="list-style-type: none"> • COVID: 473 • RSV: 193 	

Blood Pressure Monitoring

You may be aware that we have previously been using an app to help patients manage their blood pressure at home.

We have now made the decision to stop supporting this app, as the information collected does not automatically transfer into the patient's clinical record. This creates a potential clinical risk, as important readings may not be recorded within the patient notes.

The surgery will therefore no longer support the use of apps for the remote monitoring of high blood pressure (hypertension).

Instead, we will be using blood pressure (BP) diary sheets, which are available from reception and on our website. Completed diary sheets can be emailed to the surgery or dropped into reception for review.

Patients can monitor their blood pressure using their own blood pressure machine at home. We also offer loan machines from the surgery, or patients can use the blood pressure machine in the waiting room.

Following feedback regarding the blood pressure machine, we have reviewed all instructions to ensure they are clear and accurate. We have also moved the screen to create more space, allowing patients to comfortably use either arm.

In addition, we have purchased an arm circumference measuring tape, as the machine is only suitable for patients with an arm circumference between 18 and 35 cm.

Car Park

We continue to monitor the condition of the practice premises and identify areas where improvements can be made. We have recently arranged for replacement parking posts to improve safety and accessibility within the car park.

Looking Ahead

Over the coming months, the practice will continue to focus on improving access to services and supporting patients to manage long-term conditions. We will also begin planning for the Autumn vaccination programme and will provide further updates at future PPG meetings.

LJM passed on congratulations to the whole team and said "keep up the good work".

Friends and Family Feedback

March 2026: In March 6 patients left us feedback, 83% likely to recommend us, 0% unlikely to recommend us, 1 patient didn't answer.

In March you said:

- Nothing your great
- Leave as is
- Nothing always a positive experience
- I would not change anything
- Helpful and kind doctor. Comfortable waiting room. Drop in surgery!! (best of all)

The Surgery's Response Thank you for your comments, they are always valuable and help us to continue to improve our service.

April 2026

In April 6 patients left us feedback, 100% likely to recommend us.

In April you said:

- Nothing
- Nothing as whoever you see is very informative and ensures you understand your treatment or non treatment
- Nothing

The Surgery's Response: Thank you for your comments, they are always valuable and help us to continue to improve our service

May 2026

In May 11 patients left us feedback with 91% likely to recommend us, 1 patient didn't answer.

In May you said:

- Being extremely grateful and appreciative of the outstanding care we receive.
- Saw the physio Sam within a couple of days. Receptionist and dispensing team always very helpful & kind. I cannot fault anyone at the surgery. I personally hate the radio on in the background!! :(Even in the mornings only have to wait a couple of hours to see a Dr same day, not 2 or 3 weeks like my mother in Herts!
- Keep as is please??
- Happy with everything
- Nothing
- Nothing
- Nothing

The Surgery's Response: We are sorry that you don't like the radio being on in the waiting room. While our clinical rooms do have soundproofing, the radio provides additional background noise to further support patient privacy and confidentiality

Thank you for your comments, they are always valuable and help us to continue to improve our service.

9.	Any Other Business: DH asked about another date to discuss the fundraising. RB suggested July. AB will ask for CU's availability as would be most helpful to have him there. CS will then check on room availability.	AB/CS
10.	Date of next meetings: Wednesday 16th September 2026, 6.30 pm – DA to take notes if AB unavailable, thank you Wednesday 16th December 2026, 6.30 pm (also the AGM)	DA/ALL