

## PUDDLETOWN SURGERY

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### Minutes of Patient Participation Group Meeting & Annual General Meeting held at 6.30pm on Wednesday 18<sup>th</sup> March 2026 at Puddletown Surgery

**Attendees:** Dr Jonathan Bond (Partner), Clare Stickland (Practice Manager) Glad Antell, Ron Smith, John Ridout, Lionel (John) Mayo, Robin Maslin, Dawn Arthur, Kim Chatt, Debra Hone, Kate Trevett – part of meeting (Admin Team Lead), Angie Benford (Secretary).

**Apologies:** Richard Burden (Chairman), Victoria Maslin, Teresa Baker, Jim Gammans (Community Engagement Officer),

		ACTION
1.	In RB's absence, LJM kindly took the Chair. KC and RM were welcomed to their first meeting.	
2.	<b>Apologies</b> as above.	
3.	The Minutes from the last meeting on 17 <sup>th</sup> December 2025 were accepted.	
4.	<b>Matters arising from the last meeting</b>  i. <b>Neighbour Car Scheme</b> – Dereck Bradley has been confirmed as the new Treasurer. GA confirmed there are 3 new drivers who are interested in joining the scheme which is very encouraging.  ii. <b>GP Patient Survey:</b> the Survey hadn't been closed down so there were two late entries, one of whom was interested in joining the PPG. ( <i>Post-meeting note: the lady has been contacted by AB and sent the relevant documents, ie Role Description of a PPG Member, Terms of Reference and Welcome to the PPG.</i> )  KT brought along an example of the contents of the Book Bags for children which she still has – some even have toothbrushes, toothpaste and "timers" – but different bags will need to be purchased as currently they are in bags printed with a "dental" logo. As there has recently been another World Book Day, she will see if she can get hold of more if the group thinks they will be useful.  RS had investigated the implications of providing children's plastic tables and chairs, together with crayons and colouring pads. There are so many health and safety reasons why this would not be a good idea, not to mention the costs involved to meet Health & Safety requirements	KT

	<p>(£226 for a table and chairs) so, after much discussion, it was agreed that this was not an option, particularly as this would be another demand on our scarce resources and there is too much risk involved. RS was thanked for his work on this. However, it was agreed that KT's Book Bags were a very good idea, especially as the children would take them home with them. KT noted that the Bags are in the Stationery Cupboard at the Surgery to be used as the Practice sees fit.</p> <p>iii. <b>Love Your Liver Roadshow:</b> AB confirmed that the planned March Roadshow in Weymouth has been postponed for the time being.</p> <p>iv. <b>PPG Membership &amp; New Member Role Description:</b> the Role Description was accepted in its current format. It was suggested that for each future meeting a "Declaration of Conflict of Interest" should be added to the Agenda – for example, it was only recently realised that one of the members has a potential conflict of interest by being on another group locally.</p> <p>v. <b>Blood pressure machine:</b> Following two successful initiatives to encourage patients to use the BP machine in the waiting room, at the request of patients the Surgery has put together an Easter Hamper to be won by patients handing in their BP results to Reception. <b>PPG members have been asked if they can go in to show patients how to use the machine</b> (<i>post meeting note, no volunteers have come forward as yet</i>). AB has also purchased "Guess the Name of the Bunny" and other animal "scratchcards" which could bring in £100 per card, the prize for winning being a corresponding Fluffy Toy! GA knows someone who may be willing to knit a Nurse for this initiative.</p>	<p><b>CS</b></p> <p><b>AB</b></p> <p><b>ALL</b></p> <p><b>GA</b></p>
<p><b>5.</b></p>	<p><b>PPG Core Group Meetings Feedback - All-Party Parliamentary Group for Health:</b> RB has submitted an Evidence Statement on Treating NHS GP Practices the same as NHS Hospitals in respect of National Insurance levies, together with his own personal case study. Everyone agreed it was very interesting to read.</p>	
<p><b>6.</b></p>	<p><b>Practice Manager's Update:</b> Spring is always a busy time of year in Primary Care, particularly with seasonal illnesses, allergy-related conditions, and routine health reviews. I am so proud of our team at Puddletown for working hard to make sure every patient gets the care and attention they need.</p> <p><b>COVID Spring Booster:</b> For the first time, we will be offering the COVID spring booster to our eligible patients. At the surgery. The campaign starts on 13th April. Previously, patients had to travel elsewhere to receive this vaccine, so we're delighted to be able to offer it here at Puddletown Surgery. Eligible patients will receive a text or telephone invitation to book their appointment.</p> <p><b>RSV Vaccine: New Eligibility from 1 April 2026:</b> From 1 April, the RSV (Respiratory Syncytial Virus) vaccine will be available to more people at higher risk of severe illness:</p> <ul style="list-style-type: none"> <li>• All adults aged 80 and over who haven't yet had the vaccine</li> <li>• People 75 and over who missed their previous opportunity</li> </ul>	

This one-dose vaccine helps protect against serious RSV infections.

We can now co-administer the COVID spring booster and RSV vaccine at the same appointment for patients who meet the eligibility criteria, making it easier and more convenient to stay protected. **(There will be Saturday morning clinics and help will be needed from PPG Members please).**

ALL

**Welcome Dr Niall Dermody:** We are delighted to inform you that Dr Niall Dermody has now joined us on a permanent basis as a salaried GP. He will be working all day on Mondays and Thursdays and will also cover the majority of our other GPs' annual leave. Many of you will already know Niall, he was our GP registrar from August 2018 to August 2019 and has been our regular locum GP ever since. His permanent role with us means quicker access to see a GP and better continuity of care for our patients.

**New GP Registrar:** We are also delighted to welcome Dr Kenneth Onwuachu, who will be with us until Spring 2027 while completing his GP training.

**HGV and Taxi Medicals:** With our increased capacity, we are pleased to announce that we are once again offering HGV and taxi medicals by private arrangement. This service, which we had previously paused, is now available for patients who require it.

### Friends and Family Feedback

#### December 2025

In December 2 patients left us feedback, 100% patients likely to recommend us.

**In December you said:** Very professional, but personable & efficient. The nurse who took my blood- lovely, caring, helpful

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

#### January 2026

In January 24 patients left us feedback, 92% likely to recommend us, 0% patients unlikely to recommend us (2% didn't answer).

#### In January you said:

- Excellent service. Seen on time and listened to my problem. 10 out of 10.
- As always the warmth of welcome from Katie on reception is wonderful. followed by a fantastically clear and thorough appointment with Dr Bond. I so appreciate your service!
- Nothing
- Longer appointments
- Open surgery on Saturdays maybe
- Nothing. It's brilliant!

**The Surgery's Response:**

- We used to offer an open surgery and visits on a Saturday morning, but due to reduction in resources and funding, and increasing demands from the Government, we are no longer able to offer this service
- 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.

**February 2026**

In February 11 patients left us feedback with 100% likely to recommend us.

**In February you said:**

- Doctor extremely pleasant. Facilities good and clean. All staff very nice. Was able to see a Doctor when I wanted and needed. Didn't have to wait.
- I would not change anything the service received is outstanding.
- Nothing
- Nothing at all.
- Nothing
- I would not change anything as the service I have received has been excellent.
- Well done Joanne! FIRST Time to get my bloods!! Brilliant! Thank you SO much! Dr Onwuachu - welcome to the Puddletown family (best practice in the universe) Happy nuptials - Best wishes
- Excellent service. Seen on time and listened to my problem. 10 out of 10.
- As always the warmth of welcome from Katie on reception is wonderful. followed by a fantastically clear and thorough appointment with Dr Bond. I so appreciate your service!

**The Surgery's Response**

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

LJM passed on congratulations to the whole team and said "don't change".

**7. Any Other Business**

- i. **Fundraising for ECG & Cholesterol Machines:** AB shared the notes of a "Fundraising Meeting" held on 27<sup>th</sup> February. Robyn, Senior Admin at the Surgery has produced an excellent poster to advertise what we're aiming to do.

RM had previously successfully bid for funding from the National Lottery for another project and had already done a great deal of work towards an application for these two machines.

<p>However, as the machines are not self-managed, ie they need medical intervention to operate them, this is sadly not an option.</p> <p>AB has applied to the Dorchester Casterbridge Small Grants fund and bid for 10% of the cost of the machines (£401.59) – bids of “around £400” were acceptable. No news as yet.</p> <p>The idea is to focus on approaching personal contacts in the first place so RB &amp; DA have produced a “hymn sheet” to share with potential donors and the idea of match funding is being published in the Spring Newsletter. DA has a contact who may be able to offer some help with finalising a Pledge Form – a draft one has been prepared by AB. DA will also compose a letter to go with the two documents. Various PPG Members have contacts who they will approach once the Pledge Form etc has been finalised.</p> <p>CS has written to Lloyds Bank to see if they are able/willing to help through any of their social responsibility schemes (<i>post meeting note: CS has now received a response and there is a possible opportunity available to us</i>).</p> <p>AB will make contact with the local artist regarding the painting he has generously donated – we’re unsure how and where to market it.</p> <p>KC suggested we should have a “bucket” for coins as many people have piles of change at home which they may be willing to donate.</p> <p>The main stumbling block of any fundraising bids going forward is that the PPG doesn’t have its own bank account – any funds we raise currently go into a “Patients Donations” account within the Practice accounts, separately accounted for and monitored. Additionally the PPG would need a Treasurer. RM had already researched potential bank accounts with free banking and had found two, one of which is with Santander – but their criteria was to have another Santander account. He will look further into the options and kindly agreed to be the Treasurer, for which everyone was very grateful and in full support. AB will liaise with RB as the Terms of Reference will need to be amended and a Role Description devised for the post of Treasurer.</p>	<p>DA DA ALL</p> <p>RM</p> <p>AB</p> <p>RM AB/RB</p>
<p>ii. <b>Dissolution of the National Association for Patient Participation:</b> AB noted that this charity, which had been founded in 1978 so that patients would be involved in healthcare, and is now the ethos of modern general practice and healthcare design, has had to dissolve because of recruitment and retention of volunteers and costs of maintaining their administration system. This is sad news. However, RM and subsequently AB have signed up to the Patients Association which they hope will seek to deliver similar outcomes.</p> <p>iii. <b>Access Wellbeing Advisers:</b> AB wanted to ensure everyone was aware that there is an Access Wellbeing drop-in on the second Monday of every month, 1.30-4pm. The spaces are open to patients over the age of 18.</p>	

	<p>They are staffed by trained wellbeing coordinators who can take the time to listen then help people to access the right support and advice on a range of subjects including mental health, employment, bereavement, benefits and more. No appointment is necessary, just drop in to the Surgery.</p> <p>iv. <b>DA</b> requested another fundraising meeting to finalise the paperwork when it's ready. DH offered to help with a display for the fundraising work and will liaise with Robyn at the Surgery. She has also been working on a PPG leaflet which could be used as part of the display.</p> <p>v. Grateful thanks to everyone for their input – AB was thanked for her ongoing support to the group.</p>	<p><b>ALL</b> <b>DH</b></p>
<p><b>8.</b></p>	<p><b>Date of next meetings:</b></p> <p><b>Wednesday, 17<sup>th</sup> June 2026, 6.30 pm</b>  <b>Wednesday 16<sup>th</sup> September 2026, 6.30 pm</b>  <b>Wednesday 16<sup>th</sup> December 2026, 6.30 pm (also the AGM)</b></p>	<p><b>ALL</b></p>