

PUDDLETOWN SURGERY

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Minutes of Patient Participation Group Meeting held at 6.30pm on Wednesday 1st December 2021 at Puddletown Surgery

1. **Welcome:** Clare welcomed members and gave apology from Dr Bond
2. **Attendees:** Clare Stickland, Glad Antell, Anthony Felstead, Terri Gill, Victoria Maslin, Christopher Matthews, Di Richardson, John Ridout,. Also in attendance Kate Trevett (Care-coordinator/Social Prescriber Puddletown Surgery) and Jim Gammans (Engagement & Communications Coordinator for PPG's)
3. **Apologies:** Stephen Baynard, and Dr Bond
4. **Minutes of the meeting 6 October 2021** were presented
5. **Vacancy for Chairman.** Stephen Baynard has volunteered to be Chairman with Anthony Felstead as Vice Chairman
6. **Practice Manager's Report** (verbal).
 - a. **Covid Booster Vaccines** the Mid Dorset Practices are not undertaking covid booster vaccines at The Atrium. The only vaccines now taking place at the Atrium are THIRD doses for immunosuppressed patients and other vulnerable patients who are receiving invitations to attend.

The number of phone calls to the surgery have doubled as patients ring for help in getting their booster vaccines but the surgery cannot assist, and patients must use the online booking system or telephone 119. The local Primary Care Network (PCN) are vaccinating its own staff along with Care Home staff and patients. The PCN are also vaccinating the 500 housebound patients in the area, but this is proving problematic. Some patients are not at home when staff call, and others have already been vaccinated so valuable time is being wasted. Puddletown Surgery is now trying to arrange to vaccinate its own housebound patients.

Other patients should wait to be contacted by the NHS. Once contacted they will be able to book online with a range of providers. The Pfizer or Moderna vaccine is being used for boosters

- b. **The First Contact Physiotherapist** is seeing patients with new joint problems and this service is proving popular
- c. **Smoking Cessation** support has now restarted with a small number of patients being selected to receive texts offering support
- d. **Face to face contact** between doctors and patients are increasing.
- e. **Staffing:** A locum dispenser has now been recruited.
- f. **Reception** Staff have received additional conflict management training. This, along with greater understanding from patients, has reduced the tension experienced by the reception staff. As reception staff interact more with patients, they can direct them to the most appropriate member of the clinical staff. PPG members are asked to consider how feedback on the reception experience can be obtained.

Nonattendances continue to be a problem Some patients are apologetic, but some are persistent offenders. A further problem is the non-return of loaned medical equipment
- g. **Newsletter:** The Christmas newsletter will be distributed this week.

7. **Jim Gammans** explained how pre pandemic the CCG organized face to face Meet & Greet education days. These have been replaced now with bimonthly 1hr long Webinars which are more focused than the face to face meetings. The webinars are available for online viewing as required. The first webinar featured “Live Well Dorset” and “Stepping into Nature” who specialize in reconnecting patients with nature to improve quality of life. Their walks are tailored to individual requirements and can be suitable for wheelchair users as well as sufferers of dementia. Another session introduced a range of Digital resources to manage a range of long-term conditions such as high blood pressure, diabetes, Asthma etc. A link to the webinar and documents is here: [Digital Health Technologies Webinar November 2021 – NHS Dorset CCG](#) The technology may include wearable monitoring devices to enable self-monitoring as well. In some situations, linking to the GP practices. Abnormal results can be flagged at the surgery and patients contacted for a consultation if required. For well managed conditions patients may only require minimal intervention by the Doctor and lengthy review meetings can be reduced.

A further webinar discussed the website Help and Kindness <https://www.helpandkindness.co.uk/> This site is an open directory of organisations and information relating to managing health issues. It is very useful to Social Prescriber Kate Trevett who is willing to assist anyone to access information if they are unable to use the internet themselves.

- 8. **Date of Next meetings will be the third Wednesday of March, June, and September** at 6.30 at the Puddletown Surgery (March 16th, June 15th September 21st)
- 9. **The meeting finished with a short social gathering**