

PUDDLETOWN SURGERY

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Minutes of Patient Participation Group Meeting held at 6.30pm on Wednesday 6th October 2021 at Puddletown Surgery

1. **Welcome:** Clare welcomed members to the second face to face meeting of 2021
 - a. Sally Cooke has decided to resign due to other commitments. The PPG is grateful to her for her contribution to the PPG
2. **Attendees:** Clare Stickland, Dr Bond, Glad Antell, Terri Gill, June Maitland, Victoria Maslin, Di Richardson, John Ridout, Georgie Webb. Also in attendance Kate Trevett (Care-coordinator/Social Prescriber Puddletown Surgery) and Jim Gammans (Engagement & Communications Coordinator for PPG's)
3. **Apologies:** Stephen Baynard, Christopher Matthews, Anthony Felstead (after the meeting)
4. **Minutes of the meeting held in July 2021** were presented
5. **Vacancy for Chairman.** One member has expressed an interest in becoming Chairman and other members were asked to contact Clare ASAP if they were interested.
6. **Practice Manager's Report** (circulated before the meeting).
 - a. **Flu Clinics** The first flu vaccine had to be rescheduled due to delays in receiving the vaccine, but this has been rescheduled and all other clinics are unaffected.
Members commented on how efficiently the clinics are running with patients being seen on time.
 - b. **Covid Booster Vaccines** The Mid Dorset Practices are not undertaking covid booster vaccines at The Atrium. The Puddletown Surgery will vaccinate its own staff and the housebound and had wanted to also vaccinate all of its own eligible patients, but this is not allowed. Therefore, 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 vaccine is being used for boosters
 - c. **Appointments** Although the Practice is unable to restart the open surgeries it is still the intention to do so. A variety of options are available for consultations.
 - i. All patients, who telephone for an appointment, will be asked some questions by the receptionists so that the most appropriate appointment

can be given. The Doctors work closely with the staff and are always available to offer advice if required but some conditions are better managed by other healthcare professionals. For instance, the First Contact Physiotherapist will see all patients with new joint problems. This is a diagnostic service, and they can request MRI scans and write prescriptions. The Nursing team is busier than ever

- d. **E consult** is available via the Surgery website. Once a patient submits a consultation request it is reviewed by the Doctors, within 48 hours, who decides on the route forward – email advice, telephone consultation, video consultation or a face-to-face appointment. If urgent attention is required, the patient can be immediately directed to the hospital. If a patient needs to send an email to the surgery the address puddletown.reception@dorsetgp.nhs.uk should be used and patients should not email the Doctors directly as they are unlikely to get a quick response.
- e. **The APP “AIRMID UK”**, which can be used in conjunction with Systm Online, links to the NHS App and holds health records. They replace Patient Access

7. **Talk by Kate Trevett.** Kate described her wide-ranging remit as the Social Prescriber for the Surgery.

- a. **The Social Prescribing Lead** works with individuals to connect them with support for non-clinical needs such as social isolation, financial/housing issues, weight loss support and lots more.



YOU CAN SPEAK TO A SOCIAL PRESCRIBER AT YOUR GP PRACTICE

What is social prescribing?
Social prescribing assists the GP practice team to connect people with appropriate support for **non-clinical** needs such as:

- BEREAVEMENT
- LONELINESS AND ISOLATION
- HOUSING AND FINANCIAL ISSUES
- STAYING FIT, ACTIVE AND SOCIALLY CONNECTED
- LIVING WELL WITH A HEALTH CONDITION
- CARER SUPPORT
- HEALTH & WELLBEING COACHING

HELPING PEOPLE TO LINK WITH LOCAL RESOURCES AND THEIR COMMUNITIES.

HOW TO CONTACT THE SOCIAL PRESCRIBING TEAM:
Ask to speak to the Social Prescriber at your GP practice or ask staff for more details

b. **Care co-ordinator role** works alongside the surgery team looking at how we can support our patients to be as well as possible for as long as possible. Things like supporting the nurses with the administration of flu clinics and annual recalls for long term health conditions or supporting newly diagnosed cancer and dementia patients and their families. To hopefully in the future setting up/overseeing support groups and running workshops on innovations that can help people monitor and manage their long-term health conditions.

8. **Jim Gammans** described some initiatives being undertaken by some Mid Dorset PPG's and to consider how our PPG might support some of the projects planned by Kate Trevett eg Helping Carers groups to socialise, meet new people and get involved in discussions.

9. **AOB** Terms of reference for the PPG. Clare will see if any exist and if not look to establish them so that the PPG can move forward to better support the surgery.

10. Date of Next meeting Wednesday December 1st 2021 at 6.30 at the Puddletown Surgery