

## **WOOL PATIENT PARTICIPATION GROUP**

### **Minutes of the meeting held on 17th July 2018**

#### 1. Welcome and Apologies

Apologies were received from: Jan Burt, Dr Allison French, Theresa Cook, Jane McKaigg, Christie Udall

Present: Mick Glassborow (Chairman), Jill Withey, Noelle Gormley, Val Wilson, Stuart Green, Barry Dyke, Keeley Bruce

The chairman welcomed the attendees and gave the list of apologies.

2. Speaker. Jill Withey talked about her work as a Samaritan volunteer. Samaritans provides a listening ear for those in distress or despair, the aim being that fewer people will choose to die by suicide. The organisation consists of 201 branches across the UK and Ireland all of which are staffed by volunteers who take phone calls, emails and text messages from those in need. They also deal with face to face contacts and letters. Volunteers give callers the time to talk through their problems in complete confidence, without judgement and without giving advice but will listen with empathy. Jill talked about the high number of contacts from all over the country, the types of problems discussed and the large number of calls from people with mental health problems. The Dorset branch of Samaritans is located in King Street, Weymouth.

3. Minutes of the last meeting. The minutes of the meeting held on 13<sup>th</sup> February 2018 were agreed.

4. Matters arising.

a. My Health/My Way. This is a very successful initiative. Clinics are full and have proved to be very popular.

b. Bereavement Support/Dementia Awareness. The Bereavement Support groups are run by Jackie, who is paid by the surgery for each session, and Val who is a volunteer, with funding being provided by the Charitable Trust Fund. There have been 19 groups held since October with an average of 3 people per group attending. The surgery will be asking the Charitable Trust for more money to run further groups. Keeley said she would pass on the request to Jan.

Dementia Awareness. A review of the Admiral nurse post has been completed but the results have not yet been publicised. There is capacity for a second nurse but there may be problems with the CQC over this. Courses will be starting in the Autumn, with talks being given by professionals such as psychologists.

c. GDPR. Work is in hand to comply with the new regulations.

5. PPG Recruitment. The PPG has lost 5 members and there was a discussion on how to recruit more members. Ideas included advertising at the flu clinics, on the website, in the newsletters and putting out posters. The group expressed their thanks to Maggie Surtees who has moved house and no longer lives in the area, for her support in the past.

6. PPG names on the Practice Website. Some members of the group were happy for their names to be publicised on the practice website, others were not. Those present at the meeting were happy to be contacted. Names of all the members will be held in the surgery.

7. Feedback from Dorset Meetings. Theresa had attended the PPG meeting in Dorchester. However, there was no feedback available.

8. AOB

There was a discussion on an article which had appeared in the Advertiser on 15<sup>th</sup> July and on the front page of the Bournemouth Echo. The article expressed concerns that patient levels were unsafe and that staff were working flat out, putting their own health at risk. The article was very supportive. The group hoped that My Health/My Way might help to relieve some of the pressure on the doctors.

Barry said that he had volunteered to organise more Purbeck Mile walks but had not received any feedback. He said he would talk to Jan about it. The question was raised on whether or not first-aiders would be needed.

Noelle asked what the criteria was for a home visit from the GP. After a brief discussion it was decided to include this for discussion at the next meeting.

9. Date of Next Meeting - Tuesday 18<sup>th</sup> September 2018 at 1730 hours.