**Puddletown Surgery Patient Participation Group**

**Minutes of Meeting held on Wednesday 12th June 2013**

**Present:** Glad Antell Felicity Atkinson

George Armstrong (Chairman) Stephen Baynard Dr Anne Boyle Heather Bull David Croft Dora Donkin

Debbie Flett Jenny Gaitskell

Ann Norman Shirley Parker

Liz Reed John Solly

Michael Thresh Carol Taylor

1. **Welcome**

We welcomed Dora Donkin, Stephen Baynard and Debbie Flett to the Committee.

**2** **Apologies**

Apologies were received from Diane Richardson .

**3** **Minutes of Meeting held on Wednesday 20th March 2013**

These were agreed.

**4** **Items Arising (not on Agenda)**

The Committee members were asked and agreed to sign a confidentiality agreement

**5** **Annual Survey**

A draft copy of the survey was given to the committee and after much discussion changes were agreed to some of the questions and the structure of the survey, which Carol will implement.

Volunteers were requested to give out the survey for completion during surgery hours and enough volunteers were recruited to adequately carry this out.

The survey will go out during the first two weeks of October and will be available to complete online and face to face during surgery hours.

Volunteers were requested to help input the information from the completed surveys and once again enough volunteers were available for the task.

**6** **Newsletter**

**Content**

* The autumn edition will go out at the end of August/beginning of September. It will feature:
* the flu campaign and
* information on the new shingles vaccine that will be available to patients aged 70
* promotion of the practice website
* information about the practice survey
* treatment for minor injuries and stitching to prevent unwanted and unnecessary visits to the A&E department

**Distribution of Newsletter**

Most areas are covered by reliable distributors. However we are still looking for someone to deliver to Piddletrenthide.

**7** **Book Sales**

Are extremely popular with some books being returned for re-sale. The total raised from these sales now stands at £1114 which has been sent to the British Heart Foundation. Proceeds of sales are now going Dorset Air Ambulance. Our thanks go to those who donate books and to Fizzy and Diane who sort and arrange the books. Any reference books not wanted for sale here should be given to Puddletown Library. **Action: Fizzy, Diane**

**8 Reports**

**Practice News**

The practice population has risen from 3926 in June 2012 to 3975 in June 2013.

**Donations**

No new donations have been received since our last meeting in March.

**Quality and Outcomes Framework and Enhanced Services**

It appears that the direction of travel for the NHS to commission quite basic levels of care from General Practice, and then supplement it with incentivised payments for quality measures, such as the Quality and Outcomes Framework (QOF) and Enhanced Services.

**Enhanced Services** provide opportunities to expand and develop primary care, and give practices greater flexibility to control their workload.

**The Environment of Primary Care**

In February a new Out of Hours number came into use: NHS111. This has now been running for nearly 4 months. None of the surgery staff have received any feedback. Is “no news good news”?

NHS England took over the running of the Health Service on 1st April and for some weeks there has been total chaos. However, now it looks as if our Clinical Commissioning Group, Local Area Team and Locality Managers are settling in and we are getting to know the individuals who perform various functions on behalf of the new organisations. GPs and practice managers in our locality (Mid Dorset) meet monthly and there is evidence that we are beginning to function well as a team, making smallish but important decisions about the provision of local healthcare.

A+E is very much in the news at the moment with attendances said to be rising at unprecedented rates. There is a good deal of debate about the interpretation of the statistics as well as about the reasons for the alleged rise. For some time we have been writing to patients who attend A+E in surgery hours whom we feel could have been seen here.

**Carers**

Following the meeting with Adult Social Services an Open day for carers was held at Acland Road Day Centre. With advance booking of lunch the programme of pampering for carers included relaxation techniques, reflexology and massage, which were bookable on arrival, bad weather and poor available parking may have affected the number of attendance however those who attended enjoyed their treatments.

The AGM was held in April and in spite of the call for new volunteers the officers and committee were re-elected.

In May we had a visit from Amy Stone and a colleague from the Sight and Sound Team, who demonstrated various items of equipment that could help those with hearing and or sight problems.

June saw a visit to the Treasurers garden in Charminster which was made more enjoyable by a visit from the sun and an afternoon tea in the conservatory.

We are hoping for good weather for another garden visit in July and a visit to the wishing well in August with September seeing us return to the Friends Meeting House in Dorchester for our programme of autumn talks

**9 Date of Next Meeting**

Wednesday 25th September 2013