

PUDDLETOWN SURGERY

Dr C R Burnham *MB BS MRCGP* Dr J J H Bond *BM MRCGP DRCOG*
Athelhampton Road Puddletown Dorchester Dorset DT2 8FY

Tel 01305 848333

www.puddletownsurgery.co.uk

e-mail: Puddletown.reception@dorsetgp.nhs.uk

Minutes of Patient Participation Group Meeting held at 6.30pm on Wednesday 20th March 2024 at Puddletown Surgery

In attendance: Dr Jonathan Bond, Richard Burden (Chairman), Anthony Felstead (Vice Chairman), Kate Trevett (Care Coordinator/Social Prescriber), Victoria Maslin, Glad Antell, Teresa Baker, Jim Gammans (Engagement & Communications Co-ordinator, CCG), John Ridout, Lionel (John) Mayo, Ron Smith, Georgie Webb, Angie Benford (Secretary)

Apologies: Clare Stickland (Practice Manager), Dawn Arthur, Mandi Mansbridge, Emma Taylor, Anthony Austin,

		ACTION
1.	RB welcomed everyone to the meeting. Everyone introduced themselves for the benefit of new Members.	
2.	Notes from the meeting 20 th December 2023 were accepted.	
3.	<p>PPG Core Group Meetings</p> <p>RB explained that he, AF, CS, KT, JG & AB had met separately from this group in an attempt to create a work programme out of the huge amount of work that could/needs to be done by the larger group. Discussions had taken place around some things close to hearts, eg British Liver Trust (RB) and Prostate issues (AF). Discussions also centred around trying to encourage people not to be bashful about seeking help but not to rely overly heavily on the NHS where resources are already so overstretched. It's a balance between dependency and self-help.</p> <p>Two webinars had taken place recently, the first being around wasting medicines. The current campaign is "Only Order What You Need" in an attempt to reduce the 1.6m pharmacy items that are wasted in Dorset alone every year, equating to around £9m, not to mention significant drugs shortages! The message is:</p> <ul style="list-style-type: none">• Don't stockpile medicines – they have expiry dates which can render them ineffective if used after then; there are also safety issues if children or pets can access them• Don't flush medicines down the sink or toilet as they can end up in the local waterways!• Don't put medication in the household waste as it can harm the environment as well as humans• DO use the NHS App to order your medications – it helps you to manage how much you are using	

	<ul style="list-style-type: none"> • DO only order what you need – if you take them out of the pharmacy/dispensary they cannot be reused – but if you open the bag while still with pharmacy/dispensary staff and hand back anything you don't need, they can be re-used • DO take unwanted medication back to any pharmacy/dispensary, including over-the-counter purchases – they have a contract to take them back for proper disposal • DO tell your GP if you've stopped taking medicines for whatever reason – they won't be upset! • DO take your medication with you for hospital visits/stays – then you know you will have exactly the right dose/treatment while you are there • DO share this message with friends, family, neighbours etc to help prevent this terrible waste. If anyone needs posters, let JG know. <p>Various projects are underway to make better use of recyclable packaging.</p> <p>CS had noted that an audit had previously been undertaken where many people were “stopped” to check their medicines before they left the dispensary – may consider doing this again.</p> <p>Volunteers from the PPG are needed in the following areas please:</p> <ol style="list-style-type: none"> 1. Monthly check of the Practice website to ensure it's up-to-date and there are no obvious errors 2. Monthly visit to the Practice to check the posters and noticeboards, again for timeliness and accuracy of information 3. It's PPG Awareness Week 3-9 June and the intention is to create a patient questionnaire which can be handed out by PPG members to patients attending the surgery that week – to help identify areas in the Practice which may need some improvement and to see if patients know what services are actually available. Nearer the time we will be asking for PPG members to give up a couple of hours of their time to hand out the questionnaires – but in the meantime the Core Group at their next meeting in April will aim to pull an appropriate document together to share with the wider group for comments. It needs to be focused, short and sweet, but provide useful qualitative feedback which can then be used as the basis of a work programme for the next 6-12 months. AF will ask his former Practice in Portishead if he could have a copy of their document which had produced excellent feedback a few years ago. PPG Awareness Week could help to bring us to the forefront. 	<p>ALL</p> <p>CS</p> <p>ALL</p> <p>ALL</p> <p>Core Group</p> <p>AF</p>
<p>4.</p>	<p>Matters arising from previous meeting:</p> <ol style="list-style-type: none"> i. Age UK Befriender Scheme: the focus on this scheme has now shifted way beyond a local project for this Practice – it is now going to be mid-Dorset wide and led by a paid Co-ordinator, rather than relying on volunteers to pull it together. The Practice will still have its own hub (and still likely to be the pilot) but it's hoped there will be some financial backing for transport, training etc for the Volunteers. A bid has been submitted and there should be a decision by the end of April/May. 	

	<p>The Scheme is now to be called “Connecting for Wellbeing” to differentiate it from other “befriending” schemes which offer long-term support – as opposed to this one which is likely to be a 3-month intervention, reintroducing people into social events, clubs etc, with a view to equipping them with some resilience. It’s more about Community Engagement, not focusing on support in people’s homes. Age UK will do all the organizing of DBS checks, training, supervision etc.</p>	
<p>5.</p>	<p>Practice Manager’s Update</p> <p>CS apologised for not being able to attend the meeting but had prepared her feedback for KT to share as follows:</p> <p>Website: CS thanked those who had reviewed the website. She received lots of valuable feedback and has pulled it together and commented where she can for all to have a look at (attached with these Minutes). CS has been in touch with the website provider and to enable the site to be updated to do some of the things mentioned in the feedback would require upgrading the system at significant additional cost. Changes within the current system have been made but any further changes have been put on the backburner for now. Please do continue to review the website as it’s been a useful exercise.</p> <p>New Staff: Robyn, the new senior administrator, started this week, working alongside Danni until she is fully trained in the role. Karen, one of the integrated nurses will be moving to Devon so a replacement is being advertised for. Also trying to recruit a receptionist to cover maternity leave, interviewing again later in the week.</p> <p>Spring Newsletter has just been released so please do share it far and wide.</p> <p>Smart Export Guarantee (SEG) – CS is pleased to advise that, after 9 months of chasing, electricity generated by the solar panels is now being sent to the grid. A case has been logged with the Electricity Ombudsman due to the delay and terrible customer service received from British Gas.</p> <p>Friends and Family Feedback:</p> <p>In December, 15 patients left feedback with 100% likely to recommend us – 13 people using the iPad in the waiting room, 1 online and 1 on paper. Comments included “the staff are amazing; genuinely cares; understanding; empathises with you the best way they can; gives you the best advise and treatment they can; all in all a good service.</p> <p>In January, 24 patients left us feedback with 96% (23 patients) likely to recommend and 4% (1 patient) unlikely: it was unfortunate that the 1 person didn’t leave any comments about their dissatisfaction. 22</p>	<p>ALL</p> <p>ALL</p>

	<p>patients used the iPad, 1 online and 1 on paper. Comments from the others included “I cannot fault this surgery. All the staff from reception to GPs and everyone in make being ill a pleasure!; I came for a blood test, zero waiting time. Appointments to the minute – efficient and friendly service, also used Dispensary, no waiting and friendly and professional service; all excellent thank you all; nothing – care is fantastic; perfect as is; nothing all brilliant.</p> <p>In February, 32 patients left us feedback with 100% of patients likely to recommend us., 31 using the iPad and 1 on paper. Comments made were: “all good, no change required; please can you have free Wi-Fi, the NHS one never works; nothing all good, best Practice in UK; earlier afternoon appointments; possibly more appt slots. The Practice noted it has no control over the Wi-Fi but has escalated the comments to the provider. Our Registrar has appointments to book earlier in the afternoon, these can be booked online or by contacting reception. All out doctors are working at full capacity so are unfortunately unable to provide more appointment slots.</p> <p>New PPG Members: CS and KT are both aware of a few people (6) interested in joining the PPG but our Terms of Reference note a maximum of 20 people are permitted to be in this group. JG noted there needs to be a balance of numbers and in other Practices the PPG has a Committee but also has interested parties who aren’t able or not interested in attending the actual meetings but are on hand as volunteers for various projects, eg flu clinics etc. DA had emailed AB suggesting we look at a YouTube video of the Arthur Medical Centre in Derbyshire who had an open, online meeting via Zoom where patients of the practice were invited to attend and receive some insight into the running of the practice and “to act as a constructive forum for general queries and feedback”.</p> <p>RB wondered whether the next PPG meeting could be a mini “general” meeting, inviting all people to gauge interest with a view to perhaps having a proactive group (this one) and a mailing list group.</p> <p>KT wondered if the 6 could be invited first to a core group meeting.</p> <p>This issue will be put on the next Core Group Agenda as CS’ input is most definitely needed here.</p> <p>AF reiterated his previous view that there is certainly a need for a wider range of representation in this group.</p>	<p>RB/AB</p>
<p>6.</p>	<p>Update from Kate Trevett, Care Co-ordinator/Social Prescriber</p> <p>In addition to KT’s feedback under Matters Arising, she has been contacted by the Community Library volunteer, wanting to highlight what they have on offer there. There could be a joint event around Carers’ Week, which could possibly be at a weekend. VM kindly volunteered to go to a meeting with KT.</p>	<p>KT/VM</p>

<p>7.</p>	<p>Update from Jim Gammans, Engagement and Communications Co-ordinator</p> <p>JG had been meeting various people who support veterans, as well as their families who may need help. There is support out there. <i>Post meeting note from AB: there is a new Veteran ID card which provides official recognition of services in HM Armed Forces. It's available for free, it is proof of Service and can help veterans quickly and easily apply for discounts or railcards and access support services. The link is https://www.gov.uk/veteran-card.</i></p> <p>The second webinar recently held was around resilience, personal and at home – encouraging people to be prepared if something untoward happens at home, eg a Grab Bag of essentials. Both webinars will be available on JG's website. JG referred to the issue of people going into hospital but not taking their medicines or repeat prescription list with them. Hospitals have stressed that it is helpful if they do take it in as they need the most up-to-date information. There are anecdotal stories of ambulance crews telling people not to take them – this is not accurate.</p> <p>JG will include a recruitment drive for the Digital Patient Engagement Group in his next update.</p> <p>JG was reminded that he was going to find a small (say 10) supply of badges for PPG members when on official duties!</p>	<p>JG</p> <p>JG</p>
<p>8.</p>	<p>Any Other Business</p> <ol style="list-style-type: none"> 1. RB asked JB if he had any views on the state of dentistry in the news recently. JB confirmed that many people don't look after their teeth and many children are having operations to remove decayed teeth, from not eating the right foods. He sees a couple of patients every week who have had trouble accessing dentists Out of Hours. There are clearly not enough NHS dentists – many are drawn into private practice. AF noted Dorchester has been identified as the 4th "worst" in the country for NHS dentists. 2. KT asked if anyone in the group is a budding photographer to take some photos. 3. KT noted there is a lot of work going on around Diabetes and invited people to contact her if they were interested in being part of the conversations. JG confirmed there is a group in Weymouth and will talk to KT about it. 	<p>ALL</p> <p>ALL JG/KT</p>
<p>10.</p>	<p>Date of Next Meeting: Wednesday, 19th June 2024, 6.30pm, Puddletown Surgery.</p>	<p>ALL</p>