

PUDDLETOWN SURGERY

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Minutes of Patient Participation Group Meeting Held at 6.30pm on Wednesday 14th December 2022 at Puddletown Surgery

- 1. Welcome:** Welcomed to the meeting, apologies shared from Clare Stickland who was at another meeting this evening. Kate Trevett taking minutes of this meeting and chairing due to absences.
- 2. Apologies:** Victoria Maslin, Dawn Arthur, Christopher Mathews, Georgie Webb and Clare Stickland.
Attendees: Glad Antell, Teresa Baker, Anthony Felstead and John Ridout. Also in attendance Dr Jonathan Bond, Kate Trevett (Care-coordinator/Social Prescriber Puddletown Surgery) and Jim Gammans (Engagement & Communications Coordinator for PPG's).
- 3. Notes from the meeting September 2022** were accepted.
- 4. Practice Manager's Report given by Kate Trevett in Clare's absence**

We have been extremely busy since we last met in September with an increased amount of contact from patients as well as delivering Covid and Flu vaccinations to our patient population.

All staff from the surgery worked extremely hard, weekends and evenings, to vaccinate as many patients as possible, as quickly as possible. We have delivered 1832 covid vaccinations and 1615 flu vaccinations at the surgery. The PCN's have achieved the second highest amount of vaccinations in the country and have vaccinated 74.4% of eligible patients, the average amount across the country being 63.6%.

Thank you to those of you who volunteered at the clinics. Your support is very much appreciated

Staff recruitment

We were successful in recruiting an additional receptionist to the team and are now fully staffed.

Upstairs development

I am delighted to announce that we are now able to move forward with the development of our upstairs area. We are hoping that the works can start in the spring. Anthony Felstead asked about the use of upstairs. Dr Bond confirmed to be primarily used by Primary Care Network members and plans are to have some rooms set up as clinic rooms but also used as offices, there will also be a staff room and a meeting room. Works are due to start late spring. There are also plans which are awaiting approval to install solar panels on the surgery roof.

Friends and Family feedback

Discussed the results of last 3 months friends and family test. Negative comments seem to be focused on wait times at open surgery. All PPG members were grateful of the option of open surgery and wondered if the focus should be on the number of completed friends and family. Surgery has less than 10 responses a month which is very small compared to the numbers of appointments attended. Anthony Felstead asked if there was a way we could do to increase the number of responses, with Jim Gammans suggesting text questionnaires. PPG members thought a text after every visit would be too much however once in a while would be ok. Kate Trevett will discuss with Clare Stickland and bring update to next meeting. Anthony brought up the National Patient survey and brought the previous results for all to view. Please see Jim's update below for more details on this.

5. Update from Kate Trevett verbal

Health and Wellbeing clinics that have started in Poundbury which is a PCN wide project to proactively invite all patients with mild to moderate frailty to annual health check. Puddletown patients are due to start being invited in the New Year.

Social prescribing continues to be very busy and we have asked surgery staff if anyone would like to take on a couple of hours to support Kate in her role and build in some continuity for our patients when Kate is on leave etc.

Digital skills workshop was extremely popular, we have run our catch-up sessions this afternoon for patients who we were unable to see due to the number of people who showed up. We do still have some kinks to iron out and we are hoping to run another session in the new year. The thought going forward is that the PCN digital co-ordinators will offer sessions to PPG members, staff and health champion volunteers to teach them the skills so they may run the sessions. It is obviously a needed service however the digital care co-ordinators do not have the resources to offer the workshops regularly for the 9 practices in mid Dorset. If anyone is interested in training to be a digital champion then please let Kate know.

Wessex Cancer Trust's held an open morning today which Kate attended. They have identified a lack of support services such as complimentary therapy, support groups and counselling for cancer patients in this area and are asking for feedback from local people with cancer or anyone who supports someone with cancer on what feel is needed.

Jim and Anthony spoke about a men's prostate cancer group which is based in Weymouth and has just piloted a smaller group of peer support locally. It is hoped that a Dorchester local group will be up and running early in the New Year. For those that may need support please email new-manprostate@cancersupport.co.uk Jim was invited to attend as part of his role, and we discussed the value of peer support. Kate shared the HOPE courses in which there will be two running early next year. Often a lot of the value gained from the courses is the connections and shared experiences. Kate shared with PPG member feedback forms to Wessex cancer trust.

6. Update from Jim Gammans

Practices are now not commissioned for covid vaccinations anymore, any patients still needing a vaccination will now need to book via the national booking service online or on 119. Clinics do open up all the time so if people are being directed some distance the advice is to try again the next day.

National patient Survey is starting again January, a random selection of patients is invited to complete a survey. Jim discussed some resources such as Facebook posts etc encouraging patient to fill it in if they are invited and educating staff in case there is any question to its legitimacy. The results of the survey are oftentimes published in the echo etc in July.

Jim also will speak to Clare about promoting the PPG to new members.

7. AoB Huge thank you to Glad for her wonderful mince pies and various other treats.

8. Proposed date of ext meeting is Wednesday the 15th March at 6.30 at the Puddletown Surgery- Clare to confirm.