

PUDDLETOWN SURGERY

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Minutes of Patient Participation Group Meeting held at 6.30pm on Wednesday 15th June 2022 at Puddletown Surgery

1. **Welcome:** The Chairman, Stephen, welcomed members and expressed the condolences of the PPG to the family of Diane Richardson who had died in March. She will be sorely missed especially her organisation of the Surgery Secondhand Book Sales, which raised over £600 a year to support the NeighbourCar service and other Charities.
2. **Apologies:** Dawn Arthur and Christopher Matthews. **Attendees:** Clare Stickland, Glad Antell, Teresa Baker, Stephen Banyard, Anthony Felstead, Theresa Gill, Victoria Maslin, 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. **Notes from the meeting 16 March 2022** were accepted
4. **Practice Manager's Report** Over the last month or so we have started to see Covid levels fall and a move towards some of the services we offered, pre pandemic, restarting. We have however seen another rise in cases in more recent weeks so are constantly reviewing and risk assessing the situation.
 - a. **Open Morning Surgery**

Open Morning surgery has been reinstated this week as well as offering pre bookable telephone and face to face appointments and online appointment booking. So far patient feedback has been positive and with the mix of appointments we have available meeting most patients' requirements.
 - b. **NHS Health checks**

NHS Health checks for patients aged 40—74, and do not have any pre-existing long-term health conditions, have restarted. We offer this service for our patients as well as any patients from other practices in the network.
 - c. **Dorset Digital Champion**
 - i. The Dorset Digital Champions has been welcomed back. They offer free, private, one-to-one, and hands-on support with clients' own smartphones, tablets, iPads, or laptops. Sessions are not limited to NHS-only problems and clients can have as many sessions as needed.
 - d. **Friends and Family feedback**

Now that footfall has increased into the surgery, we are now collecting patient feedback again in the form of the friends and family questionnaire. It is hoped that a report on this will be available at the next meeting
 - e. **Facebook**

We have launched our Facebook page. We currently have over 200 people who have 'liked our page' and are keen to promote this form of communication as it offers a quick way for us to distribute important messages

f. Covid vaccinations

Immuno-Suppressed boosters – This group are due another booster, there are a few due in June/July but the bulk (400 in Network) are due in August but we are not sure yet about the process

g. Autumn/Winter vaccination program 2022

We are still waiting for the information on eligible cohorts. We are currently working with the network to look at all possible options for delivery

h. New Staff

Charlotte has joined the dispensary team after working with us as a locum dispenser.

Registered nurse Kirsty has joined our nurse team on a locum basis working in the practice and the community

We have a new registrar starting with us in August, Dr Theodora Oche. There will be a cross over period of a month or so with our current registrar.

We currently have a PCN Pharmacist working with us to support us to address network priorities such as Structured Medicine Reviews (SMRs). These are an evidence-based and comprehensive review of a patient's medication, taking into consideration all aspects of their health with the focus being on shared decision making

5. Update from Kate Trevett verbal

The Carers coffee morning was a success, and it is hoped that further events can be held, perhaps organised by the Carers themselves

During the discussion it became apparent that the Social Prescribing Lead has a very important role in the Surgery team. Kate gave some examples where she can signpost patients to the right service.

The Practices in the Mid Dorset network are very fortunate as they all have a Social Prescriber This is not the same in Weymouth & Portland and other areas.

Dr Bond reiterated how the Social Prescriber's expertise makes a real difference to patients

6. **Your Health & Community workshops** were attended by Anthony Felstead who gave a report on the two sessions that he had attended in the afternoon open session. He highlighted the Hope & Kindness session led by a Frome GP This project is building up social networks to facilitate patients with chronic long-term conditions to help one another. The other session was led by a Yorkshire GP who, to lessen the load on GPs, is encouraging debate in his local community
7. Jim Gammans gave more information on Our Dorset which is the Integrated Care System for our area. Integrating health and care removes traditional barriers between services so people can access the support and care they need from NHS and social care services when they need it. There is now a "Virtual ward" comprising the local hospital, local primary care. OT's and carers a;; working together to facilitate hospital discharges
8. **Date of Next meetings will be the third Wednesday of March, June, and September** at 6.30pm at Puddletown Surgery September 21st December meeting to be arranged