

## PUDDLETOWN SURGERY

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### Minutes of Patient Participation Group Meeting held at 6.30pm on Wednesday 20<sup>th</sup> December 2023 at Puddletown Surgery

**In attendance:** Dr Jonathan Bond, Clare Stickland (Practice Manager), Richard Burden (Chairman), Anthony Felstead (Vice Chairman), Victoria Maslin, Glad Antell, Teresa Baker, Jim Gammans (Engagement & Communications Co-ordinator, CCG), John Ridout, Lionel (John) Mayo, Anthony Austin, Deb Slate (Mid Dorset PCN Project Support Officer), Angie Benford (PPG Secretary)

**Apologies:** Kate Trevett, Dawn Arthur, Georgie Webb, Mandi Mansbridge, Emma Taylor, Alexia Davis, Pauline George, Christopher Mathews, Ron Smith

		ACTION
	Unfortunately there was a fault with the lift but those who were able visited the upstairs refurbishment before the start of the meeting.	
1.	CS welcomed everyone to the meeting. Introductions were made for the benefit of our new Members and congratulations went to our newly-elected Chairman, Richard Burden and a reminder that Anthony Felstead continues to be Vice Chairman. RB took the Chair from that point in the meeting.	
2.	Notes from the meeting 20 <sup>th</sup> September 2023 were accepted.	
3.	<b>Matters arising from previous meeting:</b>  i. <b>Winter vaccines:</b> RB queried whether the Practice had elected not to undertake wider Covid vaccinations – CS confirmed this was directed by NHS England, not a Practice decision.  ii. <b>Upstairs:</b> CS explained that although arrangements had been made to change the Export Meter to enable the sale of electricity back to the grid, unfortunately a buffer tank was in the way when the engineer attended! The tank has to be moved before a change of meter can take place – an extra cost – but the complaint to British Gas is still “live” and it is hoped there will be compensation for loss of earnings. Clare also noted that the whole building has now been fitted with LED lighting as a result of some funding from NHS Dorset.  iii. <b>Appointments:</b> there had been no feedback following the request for thoughts and views on the issue of longer appointment times.	

	<p><b>iv. Age UK Befriender Scheme:</b> it was agreed to leave this initiative until the Spring as there was no further information available at this time.</p>	<p>KT</p>
<p>4.</p>	<p><b>Deb Slate, Project Support Officer Mid Dorset PCN</b> attended for this item. She explained the intention to meet with all PPGs in this area to understand how easy (or difficult) it is to access services with the Practices, for example how easy it is to access the website? At the last meeting it was identified that the Practice Newsletter couldn't easily be found and, as a result, it's now in a more prominent place. CS noted that discussions are taking place about the possibility of changing the website for something less "clunky". The Practice Secretary usually updates the information on the website, with CS adding information as needed. <b>CS asked all PPG Members and their families (if appropriate) to access the website and share their experiences of ease of access, or otherwise, with her, by 31<sup>st</sup> January please.</b> CS will then share this with Deb who in turn will assemble feedback from all the groups. RB noted that he may be able to ask someone for help with improving the design.</p> <p>It is a requirement of every Practice to ensure compliance with an NHS checklist of what must be included in a website, eg data protection, GDPR etc and they must sign an annual declaration to confirm it meets the rules.</p> <p>CS noted that there is a FaceBook page for the Practice where quick messages are always added, as are staff vacancies and public health messages.</p> <p>JG explained his role to AA, ensuring that Practices have a functioning PPG as part of their GP Contract – but that it is up to individual Practices how they run their group. There are two people doing Jim's role in Dorset - their role is a rarity across the country. JG will explain further to AA separately. JG noted that this PPG is one of the best in the area.</p>	<p>ALL</p> <p>CS/DS</p> <p>RB</p> <p>JG/AA</p>
<p>5.</p>	<p><b>Practice Manager's Update</b></p> <p>CS noted it's been a busy few months and the whole team is looking forward to the Christmas break.</p> <p><b>Winter vaccines:</b> 1400+ flu and 1200+ Covid vaccinations were administered. CS passed her thanks to the PPG Members who helped at the clinics. AF commented that patients really appreciated the way the clinics were run and there was a real "friendliness" at the sessions. There was also a great interaction between staff and patients. CS noted that the winter vaccinations have largely stopped now (no Covid boosters and only a few flu vaccines left) and as yet there is no news of any initiatives in the New Year.</p>	

**New staff:** three staff are expecting babies (one of whom delivered last night!) and whilst maternity cover in the dispensary has been secured, starting in January, they have not managed to find cover for maternity leave in the nursing team. The nursing staff have juggled their hours to cover the gap which is much appreciated and receptionist cover will be advertised in the New Year.

CS' second-in-command (Danni) is sadly leaving to take up a Finance Manager post in her old Practice in Weymouth but she has kindly agreed to continue working for 2 days a week until her replacement starts (who has to give 13 weeks' notice).

### **Upstairs**

Work is now all finished and the PCN staff have now moved in, with their senior leadership working from there as well as their Occupational Therapist (OT), OT Coordinator, Cancer Coordinator, Pharmacist and Carers' Lead. There are many advantages to having everyone working together to support patients.

All staff are making good use of the Board room for meetings and the staff room at lunchtimes, which has made a real difference to their working week.

AF queried whether there was space for alternative therapies such as pilates, yoga etc – CS confirmed that anything will be considered.

CS

**Friends and Family Feedback:** AB will attach a copy of the actual feedback for more details.

AB

In **September**, 20 patients left feedback – more people seem to be using the iPad in the waiting room: 95% patients were likely to recommend us. People generally like the availability of appointments although there are long waits for certain doctors. The Locums and Registrars all have access to patients' full notes so patients shouldn't be concerned about seeing them. AA noted that the "named doctor" label is likely to be one of the reasons people think they must only see that doctor, once again this is a directive from Government. VM noted that the Locums are excellent – CS confirmed the Practice has already covered most of the GPs' planned leave for next year and that the Locums seem to like coming back here.

In **October**, 19 patients left us feedback with 100% likely to recommend: it was unfortunate that although someone had booked their Covid/Flu vaccination several months previously, they weren't actually eligible when they arrived – the text message sent was confusing. This was a learning curve for the Practice. Someone suggested having fewer notices around the building. One patient visiting her parent in Hertfordshire gave some lovely feedback about her experience of this Practice as opposed to theirs.

	<p>In <b>November</b>, 33 patients left us feedback with 100% of patients likely to recommend us. This is the best number of responses to date, with an element of humour creeping into the feedback. CS noted that the number of pre-bookable appointments for Locums has been increased to help improve capacity. CS is very pleased with the feedback received to date.</p>	
6.	<p><b>Update from Kate Trevett, Care Co-ordinator/Social Prescriber</b></p> <p>No update available as KT is on leave – apologies sent.</p> <p>AF asked that KT and Kate Davis from Wessex Cancer Support be thanked for their support at a prostate support session they attended recently. AF noted they made an excellent double-act for some 40-45 minutes, with some really useful interaction.</p>	KT
6.	<p><b>Update from Jim Gammans, Engagement and Communications Co-ordinator</b></p> <p>JG thanked AB for sharing his updates. CS presented AB with a lovely basket of plants as a “thank you” for supporting the Group which was very much appreciated.</p> <p>JG referred to the Annual GP Survey, relevant to the discussion with Deb Slate earlier. The survey is managed by NHS England and Ipsos Mori between the months of January and March every year. A totally random selection of patients receive an in-depth questionnaire, regardless of whether they have visited the Practice or not. It is not clear whether those selected are a percentage of the Practice population or a specific number, about 300 for this Practice. The results are published every July and the Practices with the worst feedback are named and shamed. The challenge for us is letting patients know about the survey and JG has helped to create a text message to inform and encourage people to complete it. The reality is that it would only take a few negative comments to completely skew the results. CS will be starting a campaign early in the New Year to share information with patients. JG noted that Ipsos have created a good bank of promotional materials which could be used and he will work with the PPG to keep us at the top of the rankings. It would be easy to become complacent and, as commented by LJM, easy to fall off the pedestal! JG suggested that perhaps someone in the PPG could commit to look at the website on a monthly basis to check for accuracy of details – <a href="#">is there a volunteer?</a> Additionally, perhaps 2 people could look at the posters in the surgery on a monthly basis, checking details, replacing old information etc – <a href="#">any volunteers?</a></p> <p>AF asked whether consideration could be given to asking PPG Members to go into the surgery to “question”/communicate with patients while they’re waiting. JG welcomed this idea and agreed we some questions could be devised and then work on the analysis.</p>	ALL

	To be discussed further as a group and JG will be happy to guide us in the New Year. A significant benefit would be when the CQC (Care Quality Commission) next visit, high marks would be awarded for patient engagement/involvement.	ALL/JG
7.	<p><b>Any Other Business</b></p> <p>1. AB suggested that as there didn't seem to have been an AGM for some time, that it might be an idea to hold one, inviting a wider group of the patient population, perhaps having a speaker(s) around medical conditions. It is not in the Terms of Reference to have an AGM but all to consider how such a meeting might look if we choose to hold one later in the year. To be discussed at the next meeting.</p>	ALL
10.	<b>Date of Next Meeting: Wednesday, 20<sup>th</sup> March 2024, 6.30pm, Puddletown Surgery.</b>	ALL
	<b>Special thanks go to Glad who laid on a splendid feast, enjoyed by us all after the meeting, a lovely way to finish.</b>	