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Practice Manager's Update

First floor development: Since we last met the solar panel installation is now complete (109 panels) and significant efforts are being made to secure payment for unused electricity which goes back to the grid. The build is well underway with rooms already beginning to take shape. We are scheduled for completion by the end of the summer when the staff area will also be ready and the PPG meetings can be held there.

Staff: We are delighted to welcome Lauren back to Puddletown Surgery to re-join the nurse team as an additional Health Care Assistant. Her role will primarily deliver preventative care, health promotion and patient education. We hope that she will start in July.

We have secured additional PCN funding to increase the Care Coordinator hours by 4. Care coordinators play an important role to proactively identify and work with people, to provide coordination and navigation of care and support across health and care services. They act as a central point of contact to ensure appropriate support is made available to patients and their carers; supporting them to understand and manage their condition and ensuring their changing needs are addressed. We have advertised this post internally.

Today we advertised a trainee dispenser role within the practice. The post will be for a minimum of 20 hours a week. Full training will be given resulting in a Level 2 NVQ qualification in dispensary services

Staff wellbeing: NHS England have made reducing the risk of GP and practice staff burnout, as well as shoring up resilience and wellbeing, a priority this year.

In response to this, we now have three staff members who have volunteered to be our team wellbeing champions and plan to raise awareness of the importance of looking after ourselves as well as our patients.

A generous donation from a patient has allowed the purchase of a bigger bench where more staff can join together to take their breaks – not everyone has made use of it yet but are being encouraged to do so. JG noted that he and his colleague are looking to get “good news” stories from Practices and this initiative will make a good piece for them to cover, namely the importance of enhancing and building relationships among the team. CM noted when entering the Practice, it always feels like walking into a “happy place”.

Winter vaccines:

The below groups will be eligible for a flu vaccine from 1 September 2023:

- those aged 65 years and over; those aged 6 months to under 65 years in clinical risk groups; pregnant women; all children aged 2 or 3 years on 31 August 2023; primary school aged children (from Reception to Year 6); those in long-stay residential care homes; carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person; close contacts of immunocompromised individuals;

	<ul style="list-style-type: none"> frontline workers in a social care setting without an employer led occupational health scheme including those working for a registered residential care or nursing home, registered domiciliary care providers, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants <p>This does NOT include those aged 50-64 that are not in an at-risk group</p> <p>We are waiting to hear if there will be an Autumn Covid Booster offered.</p> <p>AB suggested that PPG Members attend the flu clinics, armed with leaflets saying what the PPG does, aiming to recruit new members.</p> <p>Patient Feedback:</p> <p>In April, 10 patients left positive feedback, 100% of whom are likely to recommend the Practice. As always, there was a request for longer appointments but the team are unable to provide any more than already on offer.</p> <p>In May, 9 patients left feedback, with 89% likely to recommend the Practice, represented by one person who neither recommended or not. Unfortunately, due to an administrative error, one patient came into the open surgery and was told there would be approximately a 90-minute wait, but it ended up being 3 hours. The Practice of course apologised. One suggestion was for family-specific appointments for people struggling to wait in the waiting room but this would not be practical. CS welcomed any suggestions to further improve the service.</p> <p>KT noted that the whole Network is trying to get people to the right person in the right place – more knowledge is needed about what services are available within the surgery setting and who is in the team. AF asked whether Receptionists were trained in formal triage but this is not the case. They do ask questions to try and direct people to the most appropriate person/service (other than for the walk-in service) but patients are not under any pressure to divulge sensitive or personal information. JG noted that frontline staff are no longer “receptionists” – they are “care navigators”.</p>	<p>ALL</p> <p>ALL</p>
<p>5.</p>	<p>Update from Kate Trevett, Care Co-ordinator/Social Prescriber</p> <p>KT noted that the additional 4 hours of Care Co-ordinator cover will not only help her and give the surgery a “safety net” but offers an opportunity for staff who want to develop their own role. The group is going to be rebranded as the “Patient Wellbeing Team” which should mean more to people.</p> <p>The “Better Care for Carers” submission was completed today, a huge piece of work – a reminder that Puddletown Surgery is looking to reach “Gold” status.</p> <p>On 7th June a Carers event was held in the Dorset Museum and somewhere between 80-100 carers were welcomed through the doors, with some lovely feedback. Carers largely had no idea that so much was available to them.</p> <p>Most surgeries were represented and Social Services were also in attendance. As a result of the event, one gentleman has been “gifted” a mechanical dog by Social</p>	

	<p>Services. KT floated the idea that for an event next year, PPG members might help with the “navigation” of people – she will be looking for volunteers who will be fully briefed ahead of time.</p> <p>The planned event at the village hall in June will be rescheduled for the end of summer. As winter approaches, it becomes more difficult for social prescribers to contact and maintain contact with Carers so the aim is to introduce people to each other before winter sets in. The PPG will be asked to provide tea/coffee.</p> <p>KT passed on a very big “thank you” to VM for all the support she gave to KT around identifying and supporting young carers. KT noted that this work will aid a lot of preventative work in the future. Offers have been sent to all local schools to identify carers.</p>	<p>ALL</p> <p>ALL</p>
6.	<p>Update from Jim Gammans, Engagement and Communications Co-ordinator</p> <p>Jim referred to his regular emails which often highlight particular events and/or useful information. Recently he shared information about the Dorset Pain Management Service and the Digital Access to Health Information both of which could be advertised in the Practice Newsletter. KT was also aware of the Dorset Holiday Activities and Food (HAF) programme which she will ensure is well-advertised.</p> <p>JG noted that increasing PPG numbers is one of the most common topics for PPGs. It would be useful to identify what the Practice would benefit from most, eg getting speakers in to talk about subjects that would interest people. One Practice in Weymouth creates small material tote bags with books in, which are then available for children to take and keep (or return if they want to) – they don’t have to be attending for an appointment. This has generated a lot of local goodwill. The bags are made up to a pattern by volunteers.</p> <p>A section in the Newsletter, and/or on Facebook, could have a list of “tasks” that are needed, eg Chair of the PPG needed urgently; someone to sew tote bags (if that’s what the Practice decided to do); volunteers needed for tea/coffee etc.</p>	<p>CS</p> <p>KT</p> <p>ALL</p> <p>CS/KT</p>
7.	<p>Any Other Business</p> <ol style="list-style-type: none"> 1. KT confirmed that Digital Coordinators are rolling out various Apps for diseases such as Diabetes, Asthma etc – worth mentioning in the Newsletter. KT suggested there could be a Patient Wellbeing section in the Newsletter to incorporate the suggestions made this evening. 2. CS & AB had discussed concerns around sharing Members’ email addresses without their permission so AB will email everyone to ask their views/permission. It could be advantageous to contact each other directly within the group but we are aware of potential information governance issues. 	<p>KT/CS</p> <p>AB</p>
10.	Date of Next Meeting: Wednesday, 20th September 6.30pm Puddletown Surgery.	ALL