

PUDDLETOWN SURGERY

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Minutes of Patient Participation Group Meeting held at 6.30pm on Wednesday 21st September 2022 at Puddletown Surgery

- 1. Welcome:** Welcomed to the meeting by Clare stickland. Terri Gill sent her apologies for what would have likely been her last PPG meeting as she has informed Clare her move is now imminent. Terri is a well-respected and active member of the PPG and all members and staff expressed their well wishes for Terri. Clare discussed filling the PPG secretary role and has asked anyone interested to contact her directly. Kate Trevett taking minutes of this meeting.
- 2. Apologies:** Anthony Felstead, Terri Gill, Christopher Mathews, Georgie Webb. **Attendees:** Clare Stickland, Glad Antell, Teresa Baker, Victoria Maslin, John Ridout and Dawn Arthur. Also in attendance Kate Trevett (Care-coordinator/Social Prescriber Puddletown Surgery), Jim Gammans (Engagement & Communications Coordinator for PPG's), Debbie Collins & Sarah Simpson (Digital Care Coordinators for the Primary Care Network).
- 3. Notes from the meeting 15th June 2022** were accepted.
- 4. Digital skills workshop information from Digital Care Coordinators**
Debbie Collins and Sarah Simpson spoke about how their role is to enable and look at different ways people can manage their own health and conditions with digital solutions or support. They talked about some of the projects running and coming up in the network including BP at home where patients record and monitor their blood pressure at home and the information is sent directly to their GP. Specifically, they wanted to raise awareness of the Digital Skills Workshops they will run from here on the 12th October. It is an offer of help for those people who want to use digital solutions but don't know how or need further support. This particular session will look at SystmOnline and the NHS app the first half will be a presentation on what the apps offer and navigating them. Then they'll be a break for coffee and the 2nd half of the session will be open forum. People are encouraged to bring their own devices for individual support. Kate Trevett will be supporting the session also. Jim Gammans advised a similar program has been set up in weymouth

and lots of people have reported it has been very useful. Session 12th October 2-4pm booking essential through reception to monitor numbers.

John Ridout asked how it is being advertised and Sarah is sending posters this week. We will promote via all staff and at the flu/covid clinics. Sarah will also potentially send out a text a week before if we haven't filled the slots available. Victoria Maslin asked about the percentage of patients who have signed up for online access. Clare believed around 30%. Surgery have since ran a search and can confirm 36% of patients have signed up and are active.

5. *Practice Manager's Report*

In the recent GP patient survey, we were delighted to be rated as the top GP practice in the West of the County and third overall in Dorset with 96% of patients saying they had an "overall good experience".

This gave a very welcome boost to staff after a difficult few year. PPG members passed on their thanks for the surgery's hard work.

Winter vaccination Clinics

We have our First Vaccine Clinic this Saturday with clinics running in the week and at weekends until November. Thank you to those of you who offered join us. Your time is very much appreciated.

New Staff

Sadly, we have said our goodbyes to Lauren our Health Care Assistant and are soon to say cheerio to Lorna who has been part of the admin team for 13 years. They will both be very missed by staff and patients.

You may have seen some new faces around over the last week. We have successfully recruited a receptionist, Phillipa and a new HealthCare Assistant Nicky who starts in October. We are interviewing this Friday for an additional receptionist.

Dr Theodora Oche has been with us for a month now and has settled in well.

Accessibility

Open Morning Surgery is going well. Most patients seem happy to wait. We have good availability for on the day telephone appointments and on average 2 weeks wait for a bookable face to face appointment or bookable telephone appointment with one of the regular GP's. Availability is better and sooner if happy to see any GP at the practice. In addition, coming out of summer with lots of us having been off hopefully the wait time for these appointments should get better

Extended Access

From 1st October we will be offering saome late night evening tel appts with a GP and nurses will be offering a Saturday morning clinic some weeks. Please be mindful that there is no new provision for this it is the same staff just slightly different working patterns.

Friends and Family

Has restarted and feedback is discussed weekly with partners and Clare. Feedback recently has been about length of appointments and we have recently extended appointments from 10 minutes to 15. Speed to get an appointment, please see marks above re accessibility and extended access.

6. Update from Kate Trevett verbal

Kate sent out this week the first carer's newsletter with information about the local group being run in Puddletown which was sparked from some conversations held at the surgery coffee morning.

Social prescribing is very busy especially with concerns about fuel costs over the winter.

Kate has been involved with lots of work about Carer's as the network has signed up to a scheme to look at how surgeries can provide better care for carers with carer's voices at the forefront. As a result of the carer's newsletter one of the surgery's carers has contacted to be a part of the working group.

We also have new in role Georgina Bartlett who is the network's children and young persons wellbeing co-ordinator and she has spent some time with Kate and Kate will hopefully be handing some work regarding young carers and how we can identify them and encourage them to register with their GP surgery.

7. Update from Jim Gammans

The CCG change has now happened and is now known as NHS Dorset. He has been doing a lot of work supporting PPG's and spreading knowledge about carers to encourage more identification. He would also like to encourage our PPG members to look at the surgery website and offer any feedback/constructive criticism.

8. AoB

As stated earlier Terri Gill's house sale has gone through and she will be giving up her role as PPG secretary but she will continue her voluntary post for the neighbour car scheme. Clare will send a card to Terri to thank her for her hard work and commitment to the PPG.

9. Date of Next meeting will be the SECOND Wednesday in December, the 14th at 6.30 at the Puddletown Surgery