



The Blackmore Vale Partnership

*The heart of the Community*

**Patient  
Participation  
Group**

**Blackmore Vale Partnership PPG Steering Group  
Minutes of the Meeting held 17th April 2018  
at Sturminster Newton Medical Centre**

Present	Chair	Ian Gall
	Secretary	(standing in for Wendy Benton) Fred Shotter
	Members	Barbara Caley(S&FM), Robert Cobb(S&FM Chair) Mali Gudgion(SN&M), Alan Harrison(SN&M), Anna Kelly(SN&M), Noel Lavery(SN&M), Gillingham PPG Mark Hebditch (Chair), Ann Kings Practice Representative Katie Felton
Apologies		Wendy Benton(SN&M), Keith Harrison(BVP & CCG) Maurice Perks(SN&M), Jane Dawes(BVP)

The Chairman opened the meeting and welcomed all those present particularly Mark & Ann from Gillingham PPG.

**1. Ideal Health Exhibition & Forward Planning Action**

Ian stated that the first IHE was held in Sturminster Newton in 2016 and was a great success. The PPG had wanted to do another and Keith Harrison had suggested that SN&M may wish to consider including S&FM (now both part of BVP) and Gillingham. With that in mind Ian had invited members of Gillingham PPG to the meeting to discuss the possibility.

Mali was the driving force and lead for the previous event and she provided the background.

'Delivering a 2019 Ideal Health Exhibition' document had been issued with the agenda and Mali issued copies of the 'BMV PPG Educational Event Action Plan, Project Initiation Document (PID) Annexe 1'. This outlined the organisation and what needs to be considered if we are to proceed. The process began with a patient survey, including the questions 'Would you be interested in attending a health education event?' and if so 'what topics would you be interested in?'

Mali suggested that if we were to proceed it would probably be more effective if there were events at Sturminster Newton, Shaftesbury & Gillingham rather than a single venue.

It was also noted there was a possibility that particular requests and interests from the patient survey may be different in each area. Mali talked us through the Action Plan which included a schedule of exhibitors.

The consensus was that we would wish to proceed with the IHE but we must consider who could/would be prepared to be part of the task force and what should our survey ask. **All**

Robert asked if the exhibitors had been oversubscribed and whether any had been declined. This was not the case.

Ian stated that The Exchange Room & the Bow Room were used for the venue and Mali pointed out that a great deal of effort was put into ensuring there was sufficient space for each exhibitor to have a privacy area for discussions with attendees.

Mali stated that if we are to proceed we need to enrol a workforce who could commit sufficient time, identify the venues and obtain funding. Robert suggested that if 3 events/locations were agreed as the way forward there would need to be 3 working parties. They would need to link to one another to avoid duplication/overlaps. Additionally the publicity could be common for all 3.

Robert asked how much time was allocated to do the survey. Mali stated 3 months. The question was raised as to whether exhibitors be able/prepared to attend all 3 venues if there was a demand. Mali stated that they had all been very pleased with the outcome from the previous event and thought they would. Need to consider the events on different days.

Ian raised concern about funding for 3 events, which would probably not be 3 times a single event, but a good bit more than a single event. Mali identified the sponsors from last time.

*Venues.* Mali suggested the school at Gillingham and the Arts Centre at Shaftesbury. Mark suggested the school in Gillingham may well be difficult. Rivers MEET may be suitable or the Methodist Hall in the main street. In Shaftesbury, The Arts Centre may not be suitable. The Town Hall may be more appropriate and also the church hall.

Ian asked as to whether Gillingham & Shaftesbury were interested in taking this forward. Gillingham felt they could, particularly if there was a joint workforce for at least some of the event. Shaftesbury felt similarly. Barbara considered that Shaftesbury could not go it alone if that situation arose.

Ian acknowledged there were limited persons currently available to be asked, but he was hopeful that with sufficient publicity we should be able to put a team together. However, we must decide whether we wished to proceed before we ask the patients.

How do we ask the patients what they would like? The last event was part of the annual survey that was carried out at that time. That no longer exists in that form and would therefore have to be a questionnaire asking patients what they would like to know more about. This can be distributed through the virtual PPG, other email contacts and attendance at the surgeries. Ian committed to coming up with a design for the survey within the next few days and circulating it. **IG**

## **2. Matters Arising from the Previous Minutes**

### **2.1. GDP - Latest re PPG Databases**

Currently the policy for PPGs contacting their members not finalised and therefore Jane has requested that all e-mails to the current PPG Membership are sent to the Practice for distribution.

**All**

At present there is no guidance from NHS England, the CCG, NAPP or any other therefore boldy, the Practice is putting together a Patient Leaflet in the interim.

### **2.2. Steering Group Confidentiality Agreement**

There are still a number of agreements not yet signed and group members are requested to complete and return asap. **All**

### **2.3. Suggested time slot for Doctor's return 'phone call**

It had been requested that when a Doctor is going to ring back can a suggested time be given. Ian stated that Jane had discussed this with the GP's and that there were practical issues which made it difficult to offer a more specific time for a call back than am or pm.

## **3. Communication**

### **3.1. Practice Update**

Katie Felton presented the following update.

**3.1.1.** Dr Bridson remains on long term sickness absence, we are unsure when he will be fit to return to work.

**3.1.2.** Dr Emily Chamberlain has now joined the team at Sturminster Newton, working 1 or 2 days a week up to the end of August but from September will be working Tuesdays and Thursdays on a permanent basis.

- 3.1.3.** We have interviewed another doctor for a prospective partnership post for Sturminster Newton. We will keep you posted on progress.
- 3.1.4.** We are attending 3 recruitment speed dating events for GPs, one for Dorset, Hampshire and Wiltshire and Somerset. These have proved very successful with us managing to recruit 3 GPs from the event last year.
- 3.1.5.** We said goodbye to Sara Todd our nurse team manager at the end of March 18. Richard Broad who is one of our Nurse Practitioners will now be managing the practice nursing team and the nurse practitioners, his title is Clinical Services Manager.
- 3.1.6.** Approximately half of our administration, reception and management staff have attended the formal training for Active Signposting. This has been very well received and falls out of national work on the 10 high impact changes for primary care. This is so that they can better advise patients of alternatives to a GP or NP appointment, but also so that it is done clinically safely. This is more about positive influencing rather than having to have a full understanding of all of the alternatives available in the local area. PPG chairs have been invited to attend and Ian Gall attended last week. The practice is ensuring that all members of the management team are involved in this process.
- Ian added that it fits it with the message the PPG is trying to get across that a patient does not necessarily have to see a GP. He went on to say that 12 million appointments (5% of total) were not attended last year at a cost to the NHS of £162M. A survey had shown that 34% had attended a GP for a self-treatable condition, 87% had suffered a self-treatable condition, 18% had thought a pharmacist less able than a GP to advise on medication despite both having trained for 7 years. He also went on to say that 23% thought they were entitled to visit a GP to get a free prescription. The signposting will aid patients to get to the right person the first time and therefore obtain the right advice quicker.
- 3.1.7.** Martin Geibner our Nurse Practitioner who moved to St Helena in the Mid Atlantic is returning to the practice for the next 10 weeks. He will be working split across sites. We are interviewing for an additional Nurse Practitioner and will keep you updated on progress with this.

**3.1.8.** We have welcomed 3 new reception staff to Shaftesbury, Kelly, Luisa and Sally. All three are delightful and come with extensive experience in customer services.

### **3.2. Website - Review & Recommendations for Improvement**

A small team had met and Fred had volunteered to put together a draft document for discussion which he presented at the meeting. All were requested to view the document and make any comments back to Fred by Monday 23rd April. All

A meeting has been arranged for Robert, Fred & Maurice to meet Sarah Barford-Pike at Shaftesbury on Monday 23rd April to discuss the feasibility of uploading our final document so that the PPG is more 'user friendly'. **SBP, RC, FS, MP**

### **3.3. Newsletter/Facebook/Twitter/New PPG Materials**

#### **3.3.1. Newsletter**

Investigation into a newsletter is ongoing. **RC**

#### **3.3.2. New PPG Materials**

Robert tabled the new PPG material that had been produced by the CCG and indicated that we could use it as we wished. He invited all to take copies and provide a feedback. **All**

He went on to say that if we are to use these within the surgeries we need to find/agree space with them for our literature.

#### **3.3.3. Practice Staff**

There are some Practice administration staff who are patients of the practice who are interested in becoming involved with the PPG and this will be followed up. It was thought that 'being on the inside'/ on site, it may be useful that if a patient enquires they may be able to expand on what we do. It was acknowledged that they are busy people and we would not want them to be overloaded. To be discussed further with the Practice.

**RC**

## **4. PPG Awareness Week 4th - 9th June**

Fred had previously reported this event and asked if we wished to take an active role. It had been agreed that Fred would take the lead.

The proposal was that we attended the surgeries with some publicity material and encourage people to register with the PPG. We would intend to put some publicity out before the event.

There was a discussion over when it should take place as both Fred & Robert are away that week. Other dates were discussed and 5th July NHS70 day was agreed. Barbara & Noel volunteered to be available at Shaftesbury and Ian & Mali at Sturminster Newton & Marnhull. It was suggested that a day could be spent at each with perhaps some notices at Fontmell Magna & Marnhull. **BC, NL, IG, MG**

Fred, Robert & Barbara to develop further. **FS, RC, BC**

## **Any Other Business**

### **4.1. Dementia Friendly Surgeries**

It was agreed that the assessment had been carried out and action moved forward at Shaftesbury but only the assessment has been carried out at Sturminster so far.

### **4.2. Carers' Clinic Update**

Mali had met the Practice on 22nd March and had a productive meeting. Notes of the meeting had been issued with the agenda. 123 patients had been identified as a carer.

To better identify carers, Mali asked the practice if GPs could ask patients 'Do you look after someone who couldn't manage without your help and support?' **KF, JD**

Also, can we as a PPG take over and manage the Carers' Noticeboard in Stur? Mali offered to design what it would look like and keep it up to date. **MG, JD**

Due to the extended discussion regarding the Ideal Health Exhibition there was no time for items 5, 6, 7 & 8 on the agenda, which have been deferred to the next meeting.

## **5. Date of 2018 Meetings**

Tuesday May 15th	S&FM PPG	AVMC
Tuesday May 22nd	BV Steering Group	AVMC
Wednesday June 27th	SN&M PPG	SNMC
Tuesday July 31st	BV Steering Group	SNMC
Tuesday September 4th	BV Steering Group	AVMC
Wednesday September 26th	SN&M PPG	SNMC
Wednesday October 17th	S&FM PPG	AVMC
Tuesday November 6th	BV Steering Group	SNMC
Wednesday December 5th	SN&M PPG	SNMC