



The Blackmore Vale Partnership

The heart of the Community

**Minutes of the Sturminster Newton Medical Centre and Marnhull Surgery
Patient Participation Group (PPG)
Held on Wednesday 13th March 2019
At Sturminster Newton Surgery at 7.30 pm**

In Attendance: Ian Gall (Chair) and 21 members of the PPG.

From the Practice: Jane Dawes, Dr Brigid Greenup, Sam Leiber-Young

Apologies: 9 Apologies had been received.

1. The Chair opened the meeting by welcoming everyone.
2. ***Minutes of the last meeting and matters arising:*** The Minutes were accepted as correct.
3. ***Practice Update: Jane Dawes***
 1. We will be welcoming Dr Jacqueline Ainsley to the team in Sturminster from the beginning of April 2019. Jacqui is a very experienced GP who has worked at the practice for the last 3 years, but is relocating to Sturminster Newton. Jacqui has a special interest in women's health. We have been interviewing GPs recently and have one more to conduct. As soon as we have further information, we will let you know.
 2. We will be joined by a new pharmacist, another pharmacy technician and another paramedic from 1st April 2019. Some of you may already know Kay Green (pharmacist at Marnhull). Kay has a wealth of experience and will be managing our prescribing team. Vicky is our new pharmacy technician who has a lot of experience in research and hospital prescribing. And we welcome Gemma to our clinical team. Both Kay and Gemma will be working in our Urgent Care Team, speaking to and seeing patients on a daily basis.

3. We are very sorry to announce the retirement of Dr Simon Horner from Shaftesbury and Dr Brigid Greenup from Sturminster. They will both be retiring on 31st March 2019. We want to thank them for being such great colleagues and friends to so many. We also want to wish them both a peaceful and relaxing retirement spending time with those they love. If you would like to email messages to Dr Greenup we will make sure that she receives them.
4. The numbers of patients registering from Stalbridge has now settled, we have not seen an increase in numbers for the last couple of weeks. We expect to still have a few as and when they need to see a doctor, but this is settling down and we are catching up with the registration and paperwork workload this has brought us.
5. We will shortly (from 1.4.19) be going live with the new E Consult system. We have a meeting arranged to work through this process. It will be an initial soft launch, i.e. we will switch it on and then work around how this will work within the practice. Our overall aim is to maximise its use for our patients, but this will take some time with set up and patients trying it out. We have had offers from a number of patients and via Dorset County Council Digital Champions to help us show patients in the waiting room how they can use the system.
6. The Carers' Clinics have now been set up on the system, the first clinic is now full with six carers booked in to see both Sam Leiber-Young, our HCA and the Carers' Case Worker. Work is underway to promote this to a wider carers' audience in the local area. They will be held on the last Tuesday of the month at Sturminster Newton in the afternoon.
7. We have been accepted to join with Altogether Better. This is an organisation that works with clinical providers to develop the role of health champions. A lot of work has been taking place in Blandford Forum in setting up and promoting self help groups, largely set up and run by patient volunteers. It is having a huge benefit to those who would traditionally use a lot of clinical resources.

They are taking exercise, getting out of their homes, attending groups and tackling social isolation. This is really impressive work and we are very keen to be involved and replicate this in our area. We would very much like the PPG to be involved in setting this up and running it with us.

8. We are looking at a new website for the practice. Our current one is okay, but had limitations as it is an off the shelf package. By creating a new one that supports the click first approach could lend itself to a section that is purely for the PPG, which may negate the need for a separate site. This will also link in directly with E Consult, the new electronic system to consult with a GP or clinician online.

4. *Dr Brigid Greenup:*

The Chair introduced Dr Brigid Greenup who will be retiring at the end of March 2019, after being with the practice since 2007.

Dr Greenup began by thanking the PPG for the amount of work they have done for all the patients in Sturminster and surrounding areas.

She qualified in 1986 and always wanted to be a doctor, and trained in Trinity College, Dublin where she met her husband and was married as soon as she qualified, when they moved to England and she worked firstly in Dorchester and then on to Bournemouth. She then joined the GP Training Scheme in Weymouth.

Many things have changed since then. The working week is very different now with technology being a major change. In 1987/8, there were very few lady doctors, and in those days the spouse was expected to be at home to answer the telephone. Surgery hours were from 8.30 am to 6.30 pm, but the average day was 8.00 am to 8.00 pm. One night a week you had to work through the night and then take the surgery in the morning, and it was quite common, therefore not to get to bed at all.

Whilst on her home visits, her husband had to answer the telephone and would bleep her and then she would have to find a telephone as there were no mobiles and not everyone had telephones at home. The mobile phone changed everything and made things easier.

Appointments were only 5 minutes each so she suggested that they try 10 minute appointments bearing in mind that there could be 35 appointments in the morning, 25 appointments in the afternoon with home visits in between. After a few weeks this became normal practice.

There was a big change when they joined with other surgeries where they had a bigger area but, in fact, they were out less often. Ambulances then were basically just transport, but paramedics became highly skilled professionals and took over the emergency care. The NHS, at one time, thought GPs were being paid too much and made a drop in their wages and then found something else to cover the night time, which gave GPs more time off and therefore much more refreshed to work. In those days you got to know your patients and their lives much better which was a lovely thing to be able to do.

By necessity the skill mix has changed. For instance, midwives came about which meant that GPs are no longer involved. Nowadays, GPs can signpost patients to specialists and refer to their colleagues who have special skills. E Consult will work very well with this signposting.

“What has not changed is that being a GP is such a joy and always has. Every day I have been humbled and inspired by the patients I have met.”

5. *The Practice Frailty Team : Sam Leiber-Young*

Frailty Health Care was a facility introduced in the Practice about five years ago with the concept that prevention is better than cure. Initially the plan was to visit the over 75's and discuss with them their needs.

This worked well initially but it was realised that they were finding all those who needed assistance so it now covers all ages.

They now deal with all patients that are discharged from hospital and all people that have been seen in A&E. Where there are concerns about particular patients they are discussed in a 'Virtual Ward' with a multi-discipline team including medication management, social services, elderly assessment consultants, mental health, district nurses etc.

The team then discuss the patient in an holistic manner and make decisions together rather than referring to different departments in turn, as would be the case before this facility existed. The main goal is to allow the patient to remain at home where they would wish to be and be as safe as possible by the provision of suitable facilities.

Equipment can be provided free if the team can show a need. Various scales are used to determine the extent of frailty which is fed back to the clinician and added to all other relevant information about the patient. This will determine the priority status.

Patients in residential homes will be dealt with by the home and not by the Frailty Team.

The benefits of this service are that there are not many service providers visiting the patient, it is all done by one person, and a GP is not required to do a visit unless it is deemed necessary.

6. *Have Your Say:*

- **Exercise Referral:** This is already in place through Live Well Dorset where anyone can refer themselves or the surgery can. A call back from Live Well Dorset should be received within 48 hours. They deal with many things, such as giving up smoking, losing weight and exercise. Initially it is for twelve weeks, which could be free of charge if funds are limited but the cost on average is £5 a week.

7. *PPG Focus and Projects:*

- i) **Carers' Surgery:** This surgery will begin on 26th March 2019 at Sturminster Newton Medical Centre and all appointments for March are booked. A waiting list will be put in place when necessary. If anyone knows of someone who could take advantage of these surgeries to let them know of the service. Appointments are 40 minutes, which include a health check and a discussion with a Carers Case Worker. Fact sheets are available at the surgery.

- ii) Ideal Health Exhibition: This event will happen later in the year and dates are being investigated.
- iii) A questionnaire will be sent to all members of the PPG and copies will be available at the Medical Centre sometime next month. We would be grateful if you could complete this short survey and give us your feedback on the services the surgery provide.

8. **AOB:** No questions were raised.

9. ***Dates of 2019 Meetings:***

The next PPG meeting will be different in that it will be a joint meeting between Sturminster Newton/Marnhull and Shaftesbury/Fontmell Magna. It will be held at Sturminster Newton Medical Centre and will be on Wednesday 19th June 2019 at 7.30 pm. The main speaker will be Dr Rob Childs who is a GP in Sherborne and is the Deputy Clinical Lead for the North Dorset locality. He will be giving a talk on how GP surgeries used to be organised and how they used to work and how they will work in the future.

Wednesday, June 19th – joint meeting to be held at Sturminster Newton – 7.30

Wednesday September 25th – Sturminster Newton & Marnhull PPG – 7.30

Tuesday October 15th – Shaftesbury & Fontmell Magna PPG – 7.00

Wednesday December 4th – Sturminster Newton & Marnhull PPG -7.30