



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 15th March 2017
At Sturminster Newton Surgery at 7.30pm

In Attendance: Ian Gall (Chair) and 16 members of the PPG.

From the Practice: Jane Dawes

Apologies from: Pat Austin, Sue Bailey, Ray Benton, Heather Bogan, Joan Drake, Audrey Fox, Alan Harrison, Keith Harrison, Brian & Christine McGee, Brenda Wentworth

1. The Chairman opened the meeting by welcoming everyone.
2. **Minutes of the last meeting** held on 7th December 2016 had been circulated.
3. **Practice Update: Jane Dawes**
 - Dr Lucy Bowden will be taking up a GP position at Sturminster Surgery at the end of March 2017, and will be working Monday and Wednesday.
 - Sue Lonsdale and Martin Giebner, both Nurse Practitioners have now left the surgery. Following interviews, Pippa Bastable will be starting in April.
 - Sturminster has two new Receptionists, both of whom come from customer service backgrounds.
 - Two patients have had to be removed from the patient list due to abusive and aggressive behaviour. Both had been warned beforehand. A much firmer line will be taken in the future.
 - The new logo will be going on the website shortly and all the surgery stationery is in the process of being changed.
 - The notice board with photographs and job titles of staff will soon be in the waiting room.
 - The surgery has signed up to become a Dementia Friendly Surgery, and are waiting for an assessment of all sites. Last week a notice was received saying that the funding had been withdrawn but the assessment will go ahead. It was suggested that POPP may be able to help with the funding.

- Notification has been received from the University of Nottingham about an online course for carers of dementia patients. This has been put on Facebook and will be added to the website. For anyone interested the course can be found at www.futurelearn.com/courses then go to dementia.
- Monthly audits have taken place on telephone answering, and also volumes and number of staff. Last year 170,00 calls were dealt with which is about 14,500 a month, that is 3,500 a week – per day 467. The busiest time is Monday when over 1000 calls can be received. Some more work is to be done on the system, so improving all the time. In October 2016 76% of calls were answered within a minute and in February 2017 it was 85%. The aim is to reach 95%. The recordings are being used to train staff. A comment was raised regarding the breaking up of the music and numbers to press. This will be looked in to.

4. Guest Speaker: Sarah Pickering, Community Advisor for Dorset Community Action.

Dorset Community Action provide information, support and training to the voluntary and community sectors. They are a Council for Voluntary Service (CVS) and work with many organisations. Sarah's role is about empowering organisation to get their structure right and become fit for funding and therefore be sustainable in the future.

There then followed a talk on "Understanding Your Energy" by Sarah. This is in partnership with Citizen's Advice Bureau, and the purpose is to tackle fuel poverty. The meeting was then taken through many things such as switching suppliers, installing smart meters which will send meter readings automatically to suppliers.

5. My Life My Care – Website Demonstration by Carol Cake and Neville Higman of Dorset County Council, Co-creators of the Website.

The reason the website was developed because the Care Act says that local authorities have the responsibility to provide very robust information and advice for people about care and support needs. There were various websites and it was decided to have just one. The website is very simple and easy to use with no images and concentrates on advice.

Carol and Neville went through the website and explained its use in a very succinct and plain way. A question and answer session followed. For those who are not on the internet you can telephone 01305 221016, or libraries have computers available.

6. COMMUNICATIONS:

Practice Leaflet: This is now up and running but the logo is still to be added.

7. PPG FOCUS AND PROJECTS:

- DNA-Did Not Attend Appointments. This is still being worked on.
- Dementia Friendly Surgery: Already discussed.
- Carers' Support: Keith Harrison was unable to attend the meeting so no update.

- iv) Self-Guided Health Walks: Fran Pearce and Helen Butler had tested the 7 healthy walks. There will now be a two-stage process. A trifold leaflet and text which is the first stage should be available by the end of April 2017. The second stage will be the updating of the format with the agreement of Dorset County Council which would incur a cost. John Lewis who is leading this project will contact Jane Dawes with regard to funding, advertising etc. Once the walks are launched both Fran and Helen offered to escort people on the walks for a month or two. The walks are still to be approved by a GP.
- v) Reception Information Screens: Work in progress.
- vi) Flu Clinics: Pharmacies are now able to provide flu vaccinations. The surgery is still providing this clinic on a Saturday. A small survey is on the website for patients to complete with the preferences. Paper surveys will be available in the waiting room.
- vii) Monday 20th March 2017 SturQuest are holding an event "Live a More Eventful Life" at which the PPG will have a stand. The event starts at 9.00 a.m. through to 3.00 p.m. The PPG were invited to spend time helping if they wished.
- viii) The resurrection of the Abbey View PPG will take place on Wednesday 22nd March and people are welcome to attend.

8. AOB:

- a) CSR – Clinical Services Review: The public consultation period has now closed and over 12,000 responses were received which will now be analysed and the results publicised in the summer.

9. Date of Next Meeting:

Wednesday, 21st June 2017 at 7. 30 p.m.

Wednesday, 20th September 2017 at 7. 30 p.m.

Wednesday, 6th December 2017 at 7.30 p.m.