

**Minutes of the Blackmore Vale Practice
Patient Participation Group
STEERING COMMITTEE
Held at Abbey View Medical Centre
On Tuesday, 20th February 2018**

In Attendance Ian Gall, Wendy Benton, Fred Shotter, Barbara Cayley, Keith Stockley, Mali Gudgion, Robert Cobb, Anna Kelly

IG opened the meeting with a welcome to everyone.

1. APOLOGIES: Jane Dawes, Katie Felton, Alan Harrison, Maurice Perks, Keith Harrison.

2. MATTERS ARISING from previous Minutes:

- i) Email addresses for wider communication: Approximately 5000 patients have given their consent to receive emails. A new GDPR will be coming into effect in May which will affect the use of emails, the worst scenario is that all those who signed up for the PPG in the past, will need to be contacted by the practice, ask if they are happy to receive emails from the PPG. We will continue to send emails until May.
- ii) Steering Group - Confidentiality Agreement: Not all of these have been signed and returned to Jane.
- iii) Voluntary Car Services – Abbey View: RC has spoken to a few companies regarding their car services. Drivers are not happy to do short distances as there is no financial benefit for them. A starting point could be a couple of people looking into this. My Life My Care may have a link on their website to voluntary car services. Useful information with links could be put on the practice website. The possibility of a group of volunteers was discussed but discounted due to the difficulties it would make re insurance etc.
- iv) Defibrillator – Fontmell Magna: Fontmell Magna would like a defibrillator and would like to know how to go about it.

ACTION: RC to ask John Lewis for information.

- v) Secretary for Shaftesbury and Fontmell Magna PPG: Fred Shotter has volunteered to help as he belonged to PPGs in Cornwall where he used to live. In future WB will take the Minutes at Sturminster Newton and FS to take the Minutes at Abbey View for the PPGs and the SG.

**ACTION: Both PPG Minutes to go to all Steering
Group Minutes to go to all.
WB to liaise with FS.**

3. PPG Report – S&FM – 6th February 2018:

The practice was well represented at the meeting and Adam Smith, the paramedic gave a talk on his duties. The meeting was not well attended probably due to the bad weather.

Walking for Health is very successful at Shaftesbury, but no referrals from the doctors as yet.

Communication is needed to increase membership and perhaps a monthly column in the Gillingham/Shaftesbury Newspaper, plus presence in the surgery giving patients awareness of the PPG and the practice services. It was felt that the practice website is very much Sturminster dominated and more information about Abbey View should be added.

ACTION: RC to speak to MP re website. All to think about increasing membership

4. COMMUNICATION:

Practice Update:

1. Dr Greenup has now returned to work at the practice. She is currently on a phased return to work for two mornings a week. Dr Greenup once working fully at the practice, will be reducing her commitment from 3 to 2 days per week.
2. We are still waiting to hear back from Dr Chris Bridson who remains on long term sickness absence.
3. Dr Emily Chamberlain will be joining the team at Sturminster Newton at the end of February 2018. She will be working 1 day per week until the end of August. From September 2018 this will increase to 2 days per week.
4. Louise Stenner has now joined the practice as a nurse practitioner. She will be working mostly in Shaftesbury although we are planning to review how we currently provide urgent same day appointments. This will involve all of our nurse practitioners, the duty doctor and Adam Smith our paramedic.
5. We are still able to offer Flu Vaccines to any eligible patients who have not yet been vaccinated. Our uptake is increasing slowly. Work will start shortly on an advertising campaign for the 2018-19 Flu Season. (The PPG has committed to be involved with this)

3.

6. We will be saying goodbye to the following staff at the end of Feb/March:

- Jess Cradock Nurse Practitioner
- Sara Todd Nurse Team Manager

We have recruited to a post that is new and will incorporate the work of Sara our Nurse Team Manager. The new post is called Clinical Services Manager and will result in the amalgamation of the practice nursing and Nurse Practitioner teams. Richard Broad has been appointed following interviews. Richard is currently one of our Nurse Practitioners and has extensive skills, experience and qualifications in leadership.

7. Our GP Personal Assistants are undertaking the formal training for workflow optimisation. This is the work they can do on behalf of the GPs in the practice. It involves working a detailed protocol on handling letters and correspondence, much of which now arrives electronically and processing this appropriately. This helps to reduce significantly the workload for GPs so that they only see clinically necessary information/for action. This training is approved by our medical insurers.
8. All of our reception and admin staff will shortly be undertaking the Active Signposting training. This is so that they can better advise patients of alternatives to a GP or NP appointment, but also done clinically safely. This is more about positive influencing rather than having to have a full understanding of all the alternatives available in the local area. PPG chairs have been invited to attend some of these events. The practice is ensuring that all members of the management team are involved in this process also.

A lengthy discussion took place about the importance of communication and it was agreed that this would be a main topic for the next SG, in particular the aspects that S&FM PPG wanted to progress.

Website: Already discussed.

Walking Group: Already discussed.

5. FRIENDS AND FAMILY TEST: Nothing to report.

6. PPG CURRENT PROJECTS:

- i) DNA: MP is waiting for more data.
- ii) Dementia Friendly Surgeries: Assessment have taken place and were very interesting. Debbie Martin, Carers' Lead would like to attend our meetings and we should ask her how much she would like to be involved.

4.

- iii) Carers' Clinic: The PPG have been trying to promote a carers' support service to identify carers health needs. There have been various levels of success. It was originally intended to hold these clinics at Sturminster surgery, but they will now be held at Stour View in Sturminster with Dorset County Case Workers attending together with Sam Leiber-Young from the surgery. These clinics are held on the second Wednesday of the month. It is intended to measure the demand for these clinics then evaluate the approach.
- iv) Practice Website training opportunity in Sturminster: Articles in the March edition of Unity & The Marnhull Messenger.

7 PLANNING AHEAD:

- Ideal Health Exhibition: The Blackmore Vale Partnership together with Gillingham could combine forces to organise an Ideal Health Exhibition. The first thing to do would be to organise a meeting to fully discuss this. Then a site needs to be found. A suggestion was put forward of splitting the exhibition into parcels i.e. mental health, older people, carers, dementia etc, in different locations and on different days with a separate project leader for each parcel.

ACTION: MG to draw up a model – circulate to SG and invite Gillingham PPG

8. AOB:

- 1) The POPP will be coming to an end at the end of September 2018, but it is understood that certain aspects of the work will continue.

8. DATE OF 2018 MEETINGS;

Wednesday March 14 th	SN&M- PPG	
Tuesday April 17 th	Steering Group	- SNMC
Tuesday May 22 nd	Steering Group	- AVMC
Wednesday June 27 th	SN&M-PPG	
Tuesday July 31 st	Steering Group	-SNMC
Tuesday September 4 th	Steering Group	- AVMC
Wednesday September 26 th	SN&M-PPG	
Tuesday November 6 th	Steering Group	- SNMC
Wednesday December 5 th	SN&M-PPG	