

Shaftesbury and Fontmell Magna Patient Participation Group Meeting

Wednesday 18 October, 19.00

Abbey View Medical Centre, Shaftesbury, SP7 8DH

Minutes

Apologies received

Mali Gudgion, Sturminster Newton and Marnhull PPG Vice Chair

1. Welcome and Introductions

Robert Cobb (Chairman) opened the meeting and thanked all for attending.

Dr Simon Horner also thanked Robert for taking up the post of chairman for the group. Dr Horner gave a short summary of the current situation nationally regarding GP Practices and that many are under extreme pressure from a lack of qualified GPs. Dr Horner advised the meeting that 57 practices had closed last year across the country and many more were in danger of closing this year. Dr Horner explained that for the first time in a number of years that he felt optimistic about the future of the practice. The practice had difficulty with GP cover but it is now fully staffed both clinically and administratively and that working together in a larger practice (following our merger) had helped to build resilience and sustainability for the future, especially with the introduction of new roles to the practice such as, Nurse Practitioners, Pharmacist, Pharmacy Technician and a Paramedic who now undertakes the majority of the home visits. There were a number of questions raised during the meeting from patients which related to continuity of care, mental health and the results of the GP national patient survey.

2. Patient Participation Group Structure and Purpose

Robert Cobb discussed the purpose of Patient Participation Groups. There is a national association that provides help and guidance and Robert read out some of the key principles of what functions groups perform and what structures work well.

Patient Participation Groups are:

- Not a forum for single issue complaints
- Not a doctors fan club
- Critical friend to the practice

- Can assist the practice with practical projects that help to improve the services provided to patients (Robert gave the example of the Ideal Health Exhibition, run by the PPG at Sturminster Newton and Marnhull)
- They can raise funds for equipment or services

Robert explained that we currently have in place a single steering group that meets every 6 weeks, this is a core group of approximately 8 people who push forward any plans or projects. There will now be two wider groups (tonight is one such group) who we propose they meet quarterly in the evening to discuss our plans, changes and to encourage feedback. One group for the patients of Sturminster Newton and Marnhull, and one group for Shaftesbury and Fontmell Magna.

3. Name of the Group

Robert asked the group if they agreed with a proposed change of name for the group. Robert proposed that we refer to ourselves as The Shaftesbury and Fontmell Magna Patient Participation Group, rather than Abbey View. This is to encourage a more inclusive feel for patients in Fontmell Magna and to reflect the geography rather than names of sites.

It was agreed to proceed with the name change.

4. Practice Update – Jane Dawes, Managing Partner

- We welcomed Dr Elise Bevan to the team at AV from Wednesday 20 September 2017. Elise is a newly qualified GP who has just completed her GP training in Yeovil. Her husband is a teacher and they have relocated to Shaftesbury. Elise will be working 3 days per week, Weds, Thurs and Fridays at Abbey View Medical Centre. We now have a full complement of GPs in the practice.
- We also welcome Rachel Curtis HCA to our nursing team at Sturminster Newton, and Ann Cuff who will start with us on 30 October 2017.
- We have a new practice nurse joining the team in Sturminster Kirsty Pitman. She will be joining the practice at the end of November.
 - We said goodbye to the following staff in the last month:
 - Valerie Latham – Practice Nurse at Sturminster Newton
 - Deena Geal – Practice Nurse at Abbey View
 - Deborah Williams – Receptionist at Sturminster Newton
 - Nicola Williams – Operations Manager for both sites
 - Martin Giebner – Nurse practitioner across all sites has now returned back to St Helena in the mid-Atlantic

- We were disappointed with the results of the GP Patient survey, we provided a response that went in to the local papers. Since the results were published we have set up comments and suggestions boxes in reception, plus a push on feedback via Friends and Family survey and NHS choices. We feel as a practice that the results are representative of when we did have a shortage of GPs and reception and admin staff, we now are fully staffed and access is very good, with most days having available appointments for patients to book when appropriate. We will be doing some work on waiting times and educating patients as to why clinicians sometimes run late, vs a system whereby you have 10 minutes only for a single problem. We would also like to do some communication work with patients regarding use of appointments, as feedback indicates that patients wish to see the same GP each time but if they have an urgent need to be seen the same day this may not be possible.
- We are working with the North Dorset locality and Dorset Healthcare on our plans for Improved Access, this scheme is trying to ensure access for patients who find it difficult to attend appointments during traditional opening hours, but also to offset some of the workload that ends up in A&E inappropriately. This will be a combination of GP, nursing and Nurse practitioner time in the evenings up to 8pm each day. We are proposing to open on Fridays until 8 pm on a rota working with other practices. Further work is underway at present and we will keep the PPG's updated on progress as and when we know more.
- We are arranging dates to conduct the assessments for each of our sites for Dementia Friendly status, we have had volunteers from the PPG offering to work with us on getting this up and running. If any of the members for this group would be interested in working with us on this please let us know.
- The practice is signing up with Gillingham Medical Practice to pilot the use of electronic consulting, Dorset is now looking at a preferred system as there are many options on the market. More information to follow on this shortly.
- We are quite short of nursing appointments at present due to new staff not being up to speed yet, blood test appointments are particularly affected at present. If the GP specifies the blood test as urgent these will always be seen, but routine appointments are taking up to 2 weeks.
- We will be reviewing two services that we currently provided in the practices over the next couple of months. These are Cryotherapy and Ear Syringing for patients.

With Cryotherapy, this involves the use of liquid nitrogen to freeze minor skin problems. We currently provide this at Sturminster and Abbey View, and have

weekly top ups of the liquid nitrogen in our specialist storage and treatment equipment. We are wasting enormous amounts of liquid nitrogen as this is topped up each day and evaporates if not used. We would like to consolidate this to one site and to have specialist clinics for this purpose.

For ear syringing we are not paid to provide this service by the NHS. Most practices have now withdrawn this service and give our a patient leaflet with a prescription for drops and a bulb that can be used by patients to achieve the same result. If we stop providing this service to patients this will free up 11 hours of nursing time per week. We are working on the leaflet and handout for patients, we would like to give notice to patients so that they are aware before we look to change the service.

- Jane Dawes discussed the current arrangements for the flu clinics, copies of the template had been handed out and are attached to these minutes.

The pharmacies are now able to provide flu vaccination to patients, but we are keen to encourage patients to attend one of our clinics, this is because the money that is made as part of the flu vaccination programme helps to fund our nursing service. We are also able to administer Shingles and Pneumoccal vaccines and the childhood vaccine to our patients which pharmacies are unable to do. We also have all of your medical records available during our clinics whereas the Pharmacies will need you to complete various forms to gather any contraindications, problems or difficulties that may impact on whether you can receive the vaccine. We have tried following feedback from patients to alter our clinic set up to provide more availability in the evenings, mornings and days available, following feedback from patients.

5. Question and Answer Session with Dr Simon Horner and Dr Damian Patterson

A patient asked whether continuity of care was important?

Dr Damian Patterson responded by saying that previously when he joined the practice some 16 years ago, he would have known his patients very well, would have seen and treated them himself and visited them at home when needed. However due to a chronic shortage of GPs in the NHS, plus patients living for longer with complex medical conditions this was no longer sustainable. The practice has diversified its workforce to include other clinicians who can see and treat patients just as effectively, and whereby the GPs now act in a supervisory role overseeing the work these other members of the team provide to patients for minor ailments and with the GP's focusing on the patients with the most complex problems. This is working well and we ask our patients to be flexible in accepting that if they tell us they need to be seen urgently to be accepting of seeing a Nurse Practitioner or another member of the team, and to see their own GP when it is for a routine follow up for ongoing issues.

6. Walking for Health

Robert Cobb explained that there is a new project being set up called Walking For Health. This is under the umbrella of The Ramblers, who train people to set up and lead walks locally. There are plans in place to have this set up for two sets of walks locally, one from Abbey View Medical Centre and one to run from Fontmell Magna Surgery. If any members of the PPG are interested in supporting this please let Jane Dawes know at the practice.

Robert also discussed that Sturminster Newton and Marnhull PPG have developed in conjunction with Sturquest a series of 7 local walks that have been tested and approved by a GP as suitable for most people. These have just been recently printed with directions and maps and will be available in the surgery and local venues such as the library. Robert asked if the group would like to be involved in developing something similar for the local area. It was agreed that the group would look into this.

7. Carers

Carol Messer (Senior Receptionist) and Debbie Martin (Receptionist) gave an update on the work they undertake to support carers. They have developed an information pack that gets sent out to any patients who are identified as carers. They also check up on those patients from time to time to see if they are able to help or advise in anyway.

Carol and Debbie also attend the Virtual Ward meetings that take place at Westminster Memorial Hospital each week, this is a multidisciplinary team including clinicians, social services, district nurses, mental health teams etc. They are often able to identify patients who are carers then record that information in the patient's notes. This enables the practice to provide further support, help and flexible appointments if needed.

8. AOB:

Date of next meeting 24.1.2018 at 19.00 at Abbey View Medical Centre.