



The Blackmore Vale Partnership

The heart of the Community

Minutes of the Blackmore Vale Practice Patient Participation Group

STEERING GROUP

Held at Abbey View Medical Centre

On Monday September 10th 2018 at 19.00

- 1. In Attendance** – Ian Gall (Chair) Wendy Benton, Robert Cobb, Mali Gudgion, Alan Harrison, Maurice Perks, Fred Shotter.

From the Practice – Jane Dawes

Apologies - Barbara Cayley, Keith Harrison, Anna Kelly, Bridget Pyle

3. MATTERS ARISING from previous Minutes:

- i) PPG Databases.** This has been resolved and the two PPG Secretaries, WB & FS will look after the database and carry out mailings etc for their respective PPGs. The Practice is in the process of reconciling WB's list with the Practice database of SN&M patients registered with the PPG and the list of S&FM patients will shortly be sent to FS.
- ii) Feedback re Access for Visually Impaired patients.** AH met with about 20 staff members, to share the issues surrounding checking in for an appointment. This led to a discussion on ways things could be improved and AH was pleased to have had the opportunity to meet a wide range of staff.
- iii) Involving Practice Staff.** A discussion took place and it was agreed that there should be more opportunities for staff to be aware of the PPG and its aims and objectives. An open invitation will be made to staff for the forthcoming full PPG meetings.
ACTION IG & RC

4. COMMUNICATION:

Practice Update:

1. Dr Matt Grist has joined the partnership today as a GP Partner, he will be working 4 days a week at Sturminster Newton. Matt is a very experienced GP and partner who has worked across Dorset and Somerset, he has a special interest in older patients. We are delighted to have him onboard.

2. Dr Bridson from Sturminster Newton has been granted ill health retirement and will not be returning to the practice.
3. Dr Emily Chamberlain will be increasing her days from 10 September 2018, she will now work Tuesdays and Thursdays.
4. We have also managed to recruit a new doctor for Abbey View following our recent attendance at the GP speed dating events. Dr Jane Crutchfield will be working 3 days a week and will be joining us from early October 2018. Jane worked with us on a placement when she was a medical student and we are delighted to welcome her back to the practice.
5. We have recently recruited two new Health Care Assistants to our team, two new practice nurses, (due to retirement of long standing nursing staff), two new apprentice staff who will work across all sites, and a new secretary/administration person from Stalbridge surgery who joins us next week.
6. Stalbridge surgery, list size increase since April 2018 of 500 patients and climbing. This puts additional pressure on our services. Ian and Jane attended a public meeting recently to try and address with patients the service that we can offer
7. We now have access to additional appointments for patients at the weekends and during the evenings. These usually run from the community hospitals and include GP, Nurse Practitioner, Practice Nurse and Health Care Assistant appointments. If you would find it more convenient to be seen at these times and you are happy to attend the hospital please let the reception staff know and they can book these for you. Although some of our GPs and staff do these sessions they are also staff from other practices across the locality.
8. (Post Meeting Note) UCT service, is changing from next week, we have collected data for 12 weeks and have worked out a new work pattern to make the workload more equitable and fair for everyone. This will also increase appointments (routine) for patients. Starts from 17 September 2018.

Some key points:

- Patients do not need to call first thing to get an appt or speak to a clinician, the beauty of this system is that we can be very flexible.
- If patients need to be called back at a certain time (such as a work break, or before/after the school run) we can easily accommodate this.
- We have not yet got the balance right between urgent on the day appts and routine appts, we are working on this and monitoring it closely, it is a difficult balance.
- It is better for our teams as they are less isolated and GPs are making the calls in the Patient services team (reception) areas which means they are accessible to

our staff for support and advice. This has helped us to solve lots of problems very quickly.

- We have had one day with a much higher than expected volume of calls and work, we also had some emergencies and sickness absence that day and we need to plan for such special circumstances
- We are aiming for a 2 hour return call back to patients, we are exceeding this dramatically with a turn around average of 20 minutes.
- In 8 weeks we dealt with 4565 triage calls, 2203 patients were seen and we completed 279 home visits. This is just the urgent workload and does not take into account all of the patients seen for routine follow ups.
- Some days the conversion rate is as low as 30%, this means 70% of the calls we triage can be dealt with effectively and safely just over the telephone.

Website – A paper had been circulated regarding three videos produced by Martock and South Petherton PPG in Somerset. One promoted the concept of the PPG, another was about repeat medication and the third about appointments. It was agreed that they were excellent and would work well on the waiting room screens, with a few changes to text. It was agreed that JD would decide what changes were required and RC or IG would communicate these to Phil Tilson, of Martock and South Petherton PPG who created them. He offered to make the changes for £25 per video and JD said the Practice would pay for this.

ACTION JD, RC, IG

We have invited Phil Tilson to the next SG on November 6th, to share his experience particularly of setting up their own website and running a virtual PPG.

Newsletter/Facebook/Twitter/ New PPG Materials – RC has collected information about the publications in the Shaftesbury area which might be willing to carry articles about the Practice, the PPG and Health related matters, in a similar way that Unity and the Marnhull Messenger have done for several years. In the first instance it was agreed that the material already produced on a monthly basis by IG for the existing publications, could form the basis of articles for Shaftesbury.

ACTION RC & IG to liaise

Walking For Health – The current schemes are working well

5. **FRIENDS AND FAMILY TEST:** No new information

6. **PPG CURRENT PROJECTS:**

Due to pressure of time, items i – iv were held over.

i) **DNA Project – Update**

ii) **Dementia Friendly Surgeries – Update**

- iii) **Carers' Clinic – Update –**
- iv) **Voluntary car services – AV**
- v) **Defibrillator-Fontmell Magna** - FS understands that the Freemasons were funding these in several areas and suggested this was followed up.

ACTION RC

- vi) **IHE (Ideal Health Exhibition – Forward Planning – MG**, Project Lead reported that the IHE has been booked for Thursday, 11 April 2019 at the Exchange, Sturminster Newton. The Project Board from 2016 have agreed to reprise their roles. KH is in the process of fundraising, and MG is working through the previous Minutes and notes in order to refresh what were the successes and challenges. First meeting will be scheduled in mid-October.

7. PLANNING AHEAD:

- **Flu Vaccination Campaign –** It was suggested that the upcoming Saturday Clinics would provide a good opportunity to promote and recruit to the PPG. A couple of people could cover each clinic and hand out leaflets and membership forms.

AV – 22nd Sept & 13th October. SN 29th Sept & 20th October, The clinics run from 09.00 – 13.00.

ACTION – ALL Volunteers are required – please let IG & RC know if you can help.

- **CPR Training –** held over
- **Active Ageing Project -** held over
- **SN&M PPG Meeting – September 26th** The Call to meeting and Agenda have gone out and the guest presentation is about the Dorset Care Record.
- **S&FM PPG Meeting – October 17th** The Call and Agenda to go out when FS receives the database.

- 8. **AOB:** A lengthy discussion took place about the recent NHS GP Survey and it was agreed that MP would look carefully into the data to identify issues and trends. JD agreed to supply more data and IG would contact a national expert to discuss this directly with MP.

ACTION MP JD IG

9. DATES OF 2018 MEETINGS:

Wednesday September 26th SN&M – PPG

Wednesday October 17th S&FM – PPG

Tuesday November 6 th	Steering Group	– SNMC
Wednesday December 5 th	SN&M – PPG	