

Queens Avenue Surgery
Minutes of Patient Participation Group Meeting
Held on Tuesday 12 September 2017

1. Present

Jan Cosgrove
Bob Hampson
Ken Lambert
Paul Tomlinson
Peter Wood
Mike Elleston
Jackie Cape
Gill Farmer
Sue Blake
Keith Harrison – Health & Wellbeing Officer
Tracy Bowden - Practice Manager

2. Apologies

Emma Knott

3. Matters arising

Welcome to new members – Jackie Cape, Gill Farmer and Sue Blake were welcomed to the group.

Items from last meeting

Tracy reviewed the minutes from our meeting in June.

Auto Doors - Tracy was pleased to report that the issue of the slope at the main entrance has been resolved.

PPG Flyer – Tracy thanked Mike for his suggested wording for a PPG flyer. Unfortunately Mike was unable to attend the last meeting and the group agreed to incorporate an article in the newsletter and to consider adopting the leaflet provided by the Patients Association. Keith informed the group that NHS Dorset CCG have recently appointed Katherine Barnes who will have primary responsibility for promotion of PPGs.

Promoting Online Services – The group reviewed the latest version of the handout which is designed to encourage patients to use our online services and explain how to register in simple terms. It was agreed that Step 4 of the document needed to be moved to the top as way of introduction.

Action – Tracy to email the current version to Jan for further amendment. Tracy to circulate for the group to agree.

Allotment – Ken has secured a free of charge allotment at Herringston Road for the use of our patients and he has kindly agreed to be the co-ordinator. Consideration needs to be given to liability, health and safety, how patients will be referred and how it will be managed and funded including supply of tools. The allotment has a lockable shed and access to water close by. Ken will supply a few tools initially and the group may wish to look at obtaining further tools by way of donation. The allotment has been cut but needs rotavating which Ken is working on. Ken is also looking to see if a more manageable plot becomes available. Tracy and Ken are meeting with Steve Newman, Deputy Town Clerk of Dorchester Town Council, on 15 September to discuss further. It was agreed that we should also look into similar schemes elsewhere and how these are working.

Action – Keith agreed to look into the Green Prescription Scheme in Devon and feedback to Tracy.

4. Items for discussion

a. Practice news/updates

List size increase – the practice list size is currently 7679 patients and this is steadily rising. The practice previously considered 7400 to be a safe and manageable list size for the number of GPs at the practice. It is very difficult now for practices to close their lists and with the current GP recruitment crisis, this is becoming unsustainable. We have been fortunate to be able to increase our clinical provision and are closely monitoring the situation.

Dr Robin Birnie – is currently our GP Registrar for a few months but is hoped that he will join us in a more permanent position.

Carer update – Gill Miles has now retired as a receptionist but is continuing as our Carers Lead. She is available for booked appointments in a fortnightly carer's clinic on a Thursday afternoon.

Flu clinics – 3 Saturday clinics are being held on 30 September and 7 and 28 October. The first two clinics will include flu and shingles vaccinations and the third clinic will incorporate the 2 and 3 year old children for the nasal flu. The clinics were agreed to be a good time for promoting the PPG and our services and to find out more about what the patients would like from the practice. Peter and Sue commented on the vaccine reminder service used by the practice to send an automated reminder to patients. They felt it should include the name of the practice and gave the impression of a possible scam call. Tracy explained that, for efficiency, we can no longer send letters and therefore utilise this service and the text reminder service instead. She agreed to review the message that is used by the automated service.

Action – Ken and Jackie kindly agreed to attend the flu clinics. Jackie also agreed to assess the parking situation during the clinics.

b. Medication deliveries for housebound patients

Jan highlighted a problem she recently experienced with her mother when the chemist she was using at the time was unable to deliver same day antibiotics. This seems to be an issue for more rural locations with chemists only delivering twice weekly. Jan's mother has subsequently changed chemist but felt that the issue of pharmacy deliveries needed to be addressed as part of the Hub plans.

Action – Tracy to highlight this to the locality GPs as part of the Hub discussions.

c. Primary care and change so far

Bob updated the group on the upcoming Clinical Services Review (CSR) meeting which will be presenting the outcomes of the review and the Primary Care Review which will be giving consideration to possible practice mergers, 7 day working, reduction in prescribing and peer review. Keith confirmed the CCG board are meeting on 20/9 to discuss the hospital configurations. Workshops are to be arranged in the next 3-6 months to look at the Sustainable Primary Care Transformation Plan (STP). This is a locality level plan which will need to inform and engage with local people. Tracy confirmed that the Mid-Dorset locality GP practices covering Dorchester, Puddletown, Cerne Abbas and Milton Abbas meet regularly and are updated on progress in all these areas by Dr Jenny Bubb who is our GP Chair on the governing board of the Dorset CCG.

Various PPG events are held throughout the year. PPG members are invited to attend a PPG network event on Monday 9 October 5.30 – 8.30pm at The Dorford Centre, Dorchester. Please let Keith know if you would like to attend.

d. Accessible Information Standard review

In England, all NHS and adult social care services must meet the legal requirements of the Accessible Information Standard. The Standard sets out a clear five-step process to make sure people with disabilities and sensory loss (including people who are deaf or have hearing loss) get the support they need to communicate well and understand information.

Paul had received a communication from the RNID stating that they had conducted a review of services and reported that implementation of the standard was mixed. Paul asked if our practice could confirm that we were meeting the standard and Tracy referred back to a previous meeting where the practice made adjustments and changes to aid communications for our patients. Tracy suggested that Paul may like to conduct his own review to ascertain if we were meeting the criteria.

Action – Paul to review the practice’s implementation of the standard.

e. Practice Manager involvement in group

The practice are still committed to working with the PPG but Tracy asked the group to consider appointing a Chair and Secretary and for the group to facilitate the meetings rather than Tracy. The group were left to consider this option and let Tracy know their thoughts.

5. AOB

Car scheme – Peter asked if there was a car scheme in operation to take patients to and from their appointments. Tracy was aware of the Neighbourcar scheme but was not certain if this was still in operation.

Action – Jackie agreed to contact the co-ordinator.

6. Next Meeting

To be held at Queens Avenue in December 2017 (date and time to be arranged).