**PPG Meeting – Tuesday 06th December 2022 at 10:30am**

Attendees:

*Staff:* RS, ML, NM, SS, AB

*Secretary:* Hazel Haigh and *Members:* Sue Inman, Jenny Thompson, Fiona Macewen.

*New Attendees:* Linda Park, Barbara Barnes, Brendan Hewson, Caroline Craddock, Frantzine Griffiths, Tim Kennard, Jim Bird, Mandy Lawrence, Catherine Gardner and John Gardner.

1. **Introductions**
2. **Matters discussed:**
* During the Pandemic – *Vaccinations*

The surgery saw patient’s that required face to face appointments. Whitecliff Surgery was closed at times and used as a vaccination centre whilst Eagle House and Child Okeford Surgeries over saw the day to day running of the practice.

* Insurance **–** *Explained by Natalie McPherson – Practice Manager*

The insurance issues faced by the practice in 2021 were addressed by Natalie and explained to the PPG. Patients were seen at the hospital by our GP’s in an emergency and all cancelled patients were seen within a week.

* Town Councillors

In November 2021 Natalie McPherson and Matt Lee met with The Town Councillors and have been building a good relationship with them since this time. 6-weekly meetings take place with the councillors.

* PPG

The PPG had a meeting in Nov/Dec 2021 and following this the chair was asked to step down, new chair followed into the role shortly after. The first meeting with new chair proved to be positive and engaging with patients. The new chair then also resigned as the role was a bigger job role than expected – information given from the June AGM was publicised well, however only three people attended. There were discussions that the PPG is not a tick box exercise, all participants want the group to have meaning. The PPG will support the surgery and together we will investigate how we can engage with each other.

* Feedback regarding the practice phone lines

Phones proved to be an issue for both patients and staff – New system installed including a ‘call back’ feature which appears to be successful.

Overall consensus that seeing a GP is fine, once the appointment has been made.

* Ageing Well Questionnaires discussed and explained by Sara Stringer – Practice Social Prescribing and Wellbeing Team Manager
* PCN – *Explained by* *Matt Lee – Practice Business Manager*

Matt explained that we have 23,700 patients, so we are our own primary care network. All funds come directly to us at the practice. NHS England give funds to the PCN for staff roles such as physiotherapists, pharmacists, social prescribing coordinators, dieticians, and mental health practitioners. This is good as it allows us to choose roles that will be of benefit to the patients. Next year we will be looking at our patients needs in more depth. We will have a new addition to the mental health practitioner’s team as a large number of our patients present with depression/low mood. The new mental health worker will support our mental health lead Monika Dhliwayo.

We also hope to have an additional pharmacist joining the pharmacy team.

* NHS England Projects

We are expected to deliver a number of projects revolving around set topics, this is done throughout the practice via our clinical director and our social prescribing team.

* Social Prescribing Team – *Explained by Sara Stringer – Practice Social Prescribing Wellbeing Team Manager*
* Digital Communications – *Explained by Ali Bessant – Practice Digital Care Coordinator*

APPs such as BP monitoring are up and running now, the nursing team can support patients with the results. There is a certain criteria to allow sign up – if people are interested in signing up, they can contact Ali to look into this. Other APPs include: My Asthma, My COPD and The Diabetes Self-Management Tool and Urine ACR will be available soon.

* Young Persons Support *–* *Explained by Natalie McPherson – Practice Manager*

The current age for the PPG group appears to be all older patients at present.

The Young Persons Coordinator supports patient’s between the ages of 11 – 25 with signposting in regard to support services/local activities and groups as well as drop-in sessions, sexual health advice and leading the practice C-Card scheme. This role came to light from a gap in the system in regard to young people. There is talk of running a young person’s PPG group, this is in its infancy at present.

* Surgery Coverage

We cover a 460 square mile radius such as Child Okeford, Sturminster Newton, Marnhull, Sixpenny Handley, Charlton Marshall, Spetisbury, Durweston and Shillingstone. For patients moving further afield, a letter will be sent due to being out of our area, advising their registration at another surgery. We have a broad demographic of patients including – the elderly and patients with long term conditions such as asthma and COPD.

* DIIS *– Dorset Intelligence & Insight Service*

DIIS is a programme/service that links in with long term conditions, particular areas and provides a focused set of data for the surgery to explore.

* Premises

We have three premises; we are bursting at the seams. We are using all rooms and any available space within the three premises to provide the best service for our patients.

* Dorset Healthcare – The Clinic

The clinic is under-utilised, there was recently a meeting at The Corn Exchange to discuss this, the meeting was attended by Natalie McPherson and Matt Lee. Discussions took place on how we as a practice could move forward in renting/buying the clinic. A year on from starting discussions, we are no further on yet. We enquired about various retail spaces becoming healthcare premises, however the rent is astronomical. It was noted that In Poole ‘Beales’ has been utilised to become an NHS hub. Councillors agreed that there isn’t the scope in Blandford for this. If we did, we would still need GPs to cover all premises and GP capacity is at an all time low. At present we are short 15 sessions which equals to us being short by three GPs.

* GPs

We are unable to attract GPs at present. Recruitment has been difficult; many want to work remotely. We constantly looking to make improvements.

* Day to Day Running of the Surgeries

3% of our whole practice numbers called the surgery on Monday the 5th December 2022, this is around 200 patients for ‘urgent’ triage. In regard to the Strep A Virus, we held an open surgery for children on Monday 5th and Tuesday 6th December 2022. At least 70 patients were on the duty triage list by 9:30am on both days.

* Appointment Data

Face to Face appointments – We are 2nd in the county for seeing patients face to face and we are also top of “on the day care”.

* Question - Patient asked about the open surgery and whether it was successful.

Response given by Natalie McPherson.

“The open surgery was successful because it was for a specific cohort of patients. Patient asked if this could be extended to all patients, response given that we are not able to facilitate an open surgery for all patients and this is not feasible”

* Building Works Queries

We have no say in building works locally and no extra funding is given to the practice for new builds.

Properties discussed - Barclays is a listed building, Prezzo – we could claim some initial funding, but the rent is expensive. Section 106 monies are pooled in Dorset and tend to get allocated more to secondary care. There are building works due to be taking place at Lower Blandford St Mary and there should be money available to the surgery due to the influx of local residents that this will attract. This money will not be released until the houses are sold and generally the outcome is, they have ‘overspent’ so there is no money available.

* Enhanced Access

The Flu Clinics take place on Saturdays at present. From January 2023 there will be routine face to face, smears, and bloods appointments available on a Saturday morning.

* Blandford Hospital

Blandford Hospital have a project with Dorset HealthCare and the CCG to redevelop the hospital. The plan would be for professionals such as midwifes, health visitors etc would move to the hospital. This would then free up space for us to potentially use the clinic but this could be as far in the future as March 2024. Due to our room shortage here, we could do with this now and have asked if we can rent the rooms. This is still in the process of being decided by Dorset HealthCare.

* Question – Patient asked about collaboration with schools and using their premises for use such as to provide flu clinics etc

Along with the corn exchange we looked into this in regard to our flu clinics but due to infection control, lack of hand washing facilities and inappropriate flooring for medical purposes. We were unable to do this due to lots of red tape.

PPG – ‘DNAs’

The PPG will support with ‘DNAs’ (Did Not Attend) patients. We had 64 on Saturday and around 5,300 DNAs last year.

* IT

Our new IT lead is looking into communications for the practice, including turning back on the text feature to notify patients of their appointments. In our contract we have a duty to offer a proportion of appointments that should be available for patients to book into for routine ailments. Duty appointments are for ‘on the day urgent only’.

* New Appointment System

From Monday 12th December 2022 there will be a new appointment system in place which will hopefully improve patient access.

* CQC Inspection

At the end of October 2022, we had our 3-day CQC inspection of the practice. Some areas have been noted as good throughout the inspection but there is a 30-50 day wait to hear the final feedback. We are currently at day 36. However, we would not be surprised if we did achieve ‘requires improvement’ as general practice is challenging at present however hopefully only positive things will come from this inspection.

* Complaints

The Practice is currently struggling to keep up with the demand of complaints. General Practice has generally seen an increase in complaints of up to 20%.

* Wellness Walk In

It was noted if wellness clinics could take place in local village halls as a means of interaction for more rural patients to access. It was also suggested Matt and Natalie go “on tour” to reach out to more patients and explain the current struggles to the wider population.

1. **Any Other Business**

**Next meeting: January 2023 (Date TBC)**