

Eagle House Surgery PPG

Meeting notes – 6th September 2016

Present: Val Harbour, Annette Davies, Mary Falla, Della Jones

In Attendance: Sarah Dummer-Wade, Practice Manager
Rosemarie Spalding (Reception Team)
Sue Inman, POPP Wayfinder
Stefan Morawiec, POPP Champion
Debbie Osbourne, DCC Carers Caseworker
Keith Harrison (PPI Development Worker)

Apologies: John Imber, Hilary Over, Val Imber, Julie Taylor

1. Matters Arising:

- 1.1 Notes of the last meeting on 14th July were agreed as a true record.
- 1.2 Item 6 – Agreed that Hazel Haigh, new Chair of Whitecliff PPG should be invited to attend next meeting.

ACTION: KH to send invite to Hazel.

2. Practice Update:

- 2.1 SDW reported that the recruitment of a new GP partner is proving a challenge. The Practice has been operating on less than 36 GP sessions per week. Tim Blevins will retire but then return to cover until a replacement GP is appointed.
- 2.2 The reception team are now more involved in phone triage and will discuss which member of the clinical team they really need to see, or whether they even need a face-to-face appointment. This is at the request of GPs who are still seeing patients whose needs could have been met by another means.
- 2.3 The Practice Nursing team are seeing more patients, easing demand on GP appointments. Their ability to prescribe is a major advantage.
- 2.4 The Over-75s Health Care Assistant is covering the gap for patients with non-urgent, long-term conditions who do not meet the threshold for District Nurse support. SDW emphasised the preventative value of this in helping vulnerable patients stay as healthy & independent as possible.
- 2.5 SDW explained that the Practice has drawn up its own '5 Year Forward View' in recognition that all but one of the partners are within sight of retirement and that all are committed to ensuring that Eagle House remains true to its core values as a traditional family doctors surgery whilst recognising and responding to the need to keep pace with modern working practice. Key aspects of this plan are closer working with Whitecliff Practice and Blandford Hospital. SDW said that she is keen to share these plans with the PPG and will update at the next meeting.
- 2.6 Two of the nursing team with specialism in diabetes and respiratory care will be offering an outreach service to patients in their own homes.
- 2.7 The Practice has been represented at recent meetings to discuss the future of Blandford Hospital and is also following the progress of Tricuro co-production meetings about the Blandford Day Service provision.
- 2.8 Wall displays are now up in the waiting rooms. These are replicated at the Blandford Camp site.
- 2.9 Flu Clinics – dates confirmed as **Saturday 1st & 15th October, 8.30am-12.30am**. Appointments

must be booked by telephone. SDW extended an invitation to all PPG members to help the staff team on the day. This is an ideal opportunity to promote the PPG and recruit new members.

ACTION: PPG members to contact SDW if available to help with Flu Clinics.

- 2.10 Dementia RS to meet on 21.09 with Jo Bazelgette about the iSpace Dementia Friendly GP Practice initiative. Aiming for full accreditation by Spring 2017. Two patients/carers with dementia have accepted the invitation to help the Practice to achieve this. The staff team will receive dementia training in November. RS is attending Blandford Dementia Action Alliance meetings.
- 2.11 Friends & Family Test (FFT) RS provided details of recent feedback gathered from patients through the FFT. SDW explained that text/SMS reminders are improving the number of returns. A summary of each month's feedback is displayed in the waiting area. This now includes a 'You Said, We Did' list of actions taken in response to patient feedback. The vast majority of FFT comments are positive and complimentary about the Practice.
- 2.12 Boots There is a reporting sheet in Reception for staff to record problems relating to prescriptions/dispensing with Boots. Since this has been introduced the number of complaints has dropped significantly and SDW expressed confidence that Boots have recognised the need to improve their service. She is meeting with the manager this week. Home delivery of prescribed medication was discussed – this is provided by Boots on request.

3. Carers

- 3.1 SM explained that he is working with KH to develop a funding application to POPP for money to enhance local support available to carers in the Blandford area.
- 3.2 RS reported that Julie (Carers Lead) is concerned that there is a need for male-only carers support.
- 3.3 It was acknowledged that 'mapping' of existing support/groups is needed. VH explained that the Mindful Café provides support in Gillingham and Stalbridge.

ACTION: KH/SM to arrange meeting with Carers Leads and Debbie Osbourne.

- 3.4 Meeting the specific needs of carers living in outlying villages was acknowledged as being very Important.
- 3.4 DO reported that recent Tricuro co-production meetings about Blandford Day Service provision has flagged up concerns that support for carers is inadequate.
- 3.5 SM emphasised that the intention of the POPP funding application is to enable local people (via PPGs) to create their own solutions to address locally recognised needs.
- 3.6 SDW explained the process for supporting a carer once identified to the Practice. This includes a pack of information and follow up contact by the Carers Lead, linking with DO where appropriate.

4. Clinical Services Review (CSR)

KH gave an update and encouraged members to visit these websites for further information:

www.dorsetccg.nhs.uk / www.dorsetsvision.nhs.uk.

All present agreed that raising public awareness of the CSR proposals and the opportunity to participate in the public consultation is essential. KH said that he would continue to ensure that PPGs are as well informed as possible and committed to lobbying those responsible for planning and delivery of the public consultation to make best (and full) use of the local knowledge, skills and experience of our PPGs to support the process.

5. Practice Newsletter

Deferred to next meeting.

ACTION: Agenda item for next meeting.

6. PPG representation at other meetings

- 6.1 KH explained that due to there currently being no Chair, the PPG is not represented at other meetings forums which limits the range of information coming to/from the PPG.
- 6.2 Representation at the following meetings is desirable:

North Dorset Health Network Group - a quarterly forum where representatives of organisations responsible for providing health and social care meet with PPG and carers group representatives to inform / be informed by each other. The next meeting takes place on **Weds 28th September, 10am-12pm** at Stour View Day Centre in Sturminster Newton.

Whitecliff PPG The next PPG meeting at Whitecliff is **Weds 5th October, 6pm**. An open invitation is extended to Eagle House PPG to send a representative.

ACTION: Any PPG member available / willing to attend either meeting to confirm to KH, please.

- 6.3 All present were happy for KH to circulate relevant information sent to other PPG Chairs to the whole group until a Chair is appointed.

7. AOB

- 7.1 Practice Newsletter Autumn issue is drafted and will be printed tomorrow.
- 7.2 Medicines Waste Campaign KH briefly explained that this will take place during October. Details to be emailed to all PPG members.
- 7.3 Dorset Healthcare SM encouraged people to consider joining Dorset Healthcare as a member. This is free, keeps you fully informed of changes in the local NHS and provides opportunities to influence how local healthcare is delivered.

Date of next PPG meeting

Thursday 10th November, 6pm