

Eagle House Surgery PPG

Meeting notes – 14th July 2016

Present: Val Harbour, John Imber, Annette Davies, Mary Falla

In Attendance: Keith Harrison (PPI Development Worker), Rosemarie Spalding (Receptionist)

Apologies: Sue Inman, Hilary Over, Sarah Dummer-Wade, Val Imber

Matters Arising:

Notes of the last meeting on 27th April were agreed as a true record. There were no matters arising.

1. Overview of the PPG for new members

KH gave an overview of the development and more recent activity of the PPG. A key role for this group is to help continually improve communication between the Practice and its patients. He emphasised the commitment of the Practice Manager and staff team to working with the PPG and noted that close links have been established with the Whitecliff PPG. Promotion of the PPG is an ongoing challenge!

2. Practice update

Friends & Family Test (FFT) RS provided details of recent feedback gathered from patients through the FFT. She has lead responsibility to ensure that a minimum of 20-30 responses are achieved each month and then prepares these for SDW and the GP Partners to review. The FFT is an NHS England statutory requirement and data is sent in by every GP Practice in the country every month. KH gave examples of PPGs actively getting involved in promoting the FFT in their Practice to encourage more responses.

Dementia RS explained that she is the Dementia Lead for the Practice and is responsible for ensuring that Eagle House is 'dementia-friendly'. She has attended a recent town meeting about the Blandford Dementia Action Alliance.

New uniforms The staff team now have new uniforms. The colour scheme was carefully considered to avoid colours which can confuse dementia patients.

Display boards These are now managed by the staff team with a monthly topic so that displays are refreshed regularly.

Carers The Practice Carers Lead is Julie Taylor. VH explained that she had attended a Pamper Day for Carers today but was concerned that more people should know that this was available.

ACTION: Julie to be invited to the next PPG meeting to discuss how PPG can support / link.

3. Clinical Services Review (CSR)

New members were not aware of the CSR. KH gave an overview and reported that new proposals have just been made public which recommend the reconfiguration of community hospitals in favour of 'healthcare hubs'. More details are on these websites:

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

The proposals do not imply any major change to Blandford Hospital but suggest that there would no longer be beds in Shaftesbury and that the Westminster Community Hospital may be closed in favour of a new (non-bedded) building. Members were encouraged to regularly check the websites for news and, if not already a member, to sign up to the Health Involvement Network (www.dorsetsvision.nhs.uk/join-health-involvement-network or 01202 541946).

4. Practice Newsletter

Members were in favour of the PPG making a greater contribution to this. Also discussed PPG involvement in regular press releases to Forum Focus (coordinated with Whitecliff).

ACTION: Agenda item for next meeting.

5. Well & Connected 2016

Those present expressed mixed views about the success of this year's event. It was felt that the publicity had not been extensive enough and that overall attendance was disappointing. KH suggested that planning for next year's event should involve both PPGs (as was the case in 2014 & 2015). It was unfortunate that the Practice Newsletter wasn't available to hand out at the event. In Sarah's absence it wasn't possible to confirm whether any email to promote the event was sent to 'virtual' PPG members by the Practice.

6. AOB

POPP funding KH explained that Stefan Morawiec, POPP Champion for Blandford is keen to attend the next PPG meeting to discuss ideas for a funding application to develop better support for carers in Blandford.

ACTION: KH to liaise with SDW re. invitation to Stefan.

Whitecliff PPG The next PPG meeting at Whitecliff is Weds 10th August, 6pm. An open invitation is extended to Eagle House PPG to send a representative.

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

7. Date of next meetings

Tuesday 6th September, 6pm

Thursday 10th November, 6pm

Note: The North Dorset Health Network Group is 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. A representative from Eagle House PPG will be most welcome – please confirm to KH.