

EAGLE HOUSE SURGERY  
Patient Participation Group Steering Group  
Notes of meeting 20.01.16

Present: Adrienne McIntosh, Hilary Over, Sarah Dummer-Wade, Val Imber, John Imber, Lynn MacGrath, Sue Inman.

Apologies from: Keith Harrison

AM thanked everyone for coming and opened the meeting. SI commented that she would like to be invited to all future PPG meetings and this was agreed (with thanks for her interest and input).

2. The minutes from the previous meeting were agreed, apart from the need to clarify that the practice does have an ECG machine at present, so any new one would be a replacement.

SI brought 2 “twiddle mitts” for the practice and we were able to “twiddle” with them ourselves & see how they worked. (Same basic principle as worry beads, but much more interesting to look at!) Sue also told us about a film show in the Parish Rooms on Friday 12<sup>th</sup> Feb between 2.00 – 4.00 pm – she will let us have further details about this. SDW asked about the practice becoming a “Dementia-friendly surgery” and SI lent her a leaflet.

HO asked about training days in the practice and SDW explained that these were planned ahead, but have been being used mostly for the basic training for the “new” admin staff (5 new people since September).

3. **Boots meeting.** This took place in December, LM attended on behalf of the group and reports as follows:

*There had been a meeting with Sarah and then John Tanner, Christine (on behalf of Sue Inman from POPP) and I joined the group.*

*Really good news is that there is now a direct line from Boots into the surgery. (Known as Line 6).*

*Steve Knight (area manager) explained why the problems had got so out of hand. There had been recruitment problems, and then in the summer a new area manager made some progress, which the new staff (2 new managers and 2 new pharmacists) are keen to continue. They are aware that things will need to be noticeably good for some time, before Blandford accepts there is an improvement!*

*The point about the monopoly was touched on, but not laboured, as the area manager (Steve) and the shop managers (Gemma and Yousef) were so constructive and so keen to make a go of the Boots presence in Blandford. I felt it would be a bit negative of me to pose the question and, in view of their efforts, we should give them a chance. Apparently, the situation with (for instance) stocks of drugs, dealing with prescriptions was quite simply "not being managed" (their own words). When a script came in, it was dispensed (or not!) and they always had a "pile" on hand that had not been even looked at. So that, the situation arose that someone would go in and they couldn't fill the script properly due to not having enough stock of even basic stuff. And of course, that situation wastes massive amounts of time & is self-perpetuating. However, they have now sorted that out and they have a new computer system coming on next year, which should help. There were queries re opening hours (Steve will look at the possibility of late and Sunday opening hours) and deliveries were discussed – these are made to those who need them. You only have to ask!*

Those who use Boots (Graceys) confirmed it seems to have improved.

SDW commented that 43% of patients are now on electronic prescribing. There was then a general discussion about the reasons people don't want to use this system, which does result in increased workload for the surgery staff.

**PPG Conference** in November. AM reported on this event, which covered areas of North and West Dorset. It was the first of its kind, but it's hoped to have more in the future. This was well-attended and there was lots of useful info, such as use of dementia-friendly room layouts and designs and the importance of colour in this. We all agreed it should be possible to incorporate these principles into an aesthetically-pleasing waiting area. SDW is about to apply for funding regarding seating and flooring in public areas, to conform to infection-control standards. AM also referred to the fact that she had had conversations with another delegate, who is a physio and commented that meeting times (for e.g. PPGs) were often not convenient for young adults with family and work responsibilities.

AM also attended North Dorset Health Network meeting, at which Gwyn (PPG chair at Whitecliff) spoke about the problem of people trying to help care for elderly parents, who don't live in the same location as their adult children. There certainly appears to be a more joined-up approach to this problem in Dorset.

4. SDW spoke about the increasing pressure on reception/admin staff. (Three new staff in September, two in the New Year).

GP recruitment is a difficult situation; Eagle House is facing the same challenges as other practices. There is to be a meeting to address this and perhaps formulate a strategy, such as more admin support where appropriate and possible, also recruiting of another HCA.

Funding has been applied for, to cover cost of an automatic door opening mechanism for the front door.

SDW is the North Dorset representative on the steering group of the “Better Together” initiative, so has been involved with the selection of health and social care co-ordinators. Blandford will have one for 30 hours a week, starting in April. There will be multi-disciplinary meetings each month regarding patients who are seen as at increased risk of possible hospital admission.

HO asked about the possibility of PPG having a presence at regular clinics e.g. Immunisations (Tues 1.30-3.00 p.m.) Warfarin (Mon, Wed, Fri a.m.), Camp (Mon and Fri a.m.) HO will email SDW in advance if she is able to attend any of these sessions. HO will also try to attend the admin training day on Wed 27<sup>th</sup> January. SDW commented that it would be helpful if, at this session, HO could say a few words to the staff about the PPG.

5. Discussion of PPG newsletter and amendments. LM to email amended version to HO to liaise with Whitecliff Mill re inclusion of a piece in the Forum Focus.

6 Date for AGM agreed for Thurs 7<sup>th</sup> April 2016 between 7 – 8 pm.

AOB: KH says that anyone who has given their email address to the practice (perhaps at registration) is deemed to have done so in expectation of receiving some info via that means. SDW to stress the importance to staff of capturing email addresses where possible.

PPG plan for 2016 to be discussed at next meeting with KH on 16/02/16; one of the aims to be to attend more networking meetings.

Actions:

The survey is to be reviewed by JI and VI, using the current document as a prototype.

AM to attend the PPG Chairs meeting 09/02/16.

LM to amend and distribute newsletter.

SI to be invited to future PPG meetings.