

EAGLE HOUSE SURGERY
Patient Participation Group Steering Group
Notes of meeting 22.09. 2015

Present: Mike Lofthouse, Sarah Dummer-Wade, Lynn MacGrath, Adrienne McIntosh, John Imber, Val Imber.

Apologies were received from Keith Harrison, Hilary Over, Sylvia Hixson Andrews.

1. Everyone agreed the minutes of the last meeting. ML apologised that, due to personal circumstances, he had been unable to attend the previously arranged meeting, so it had been thought best to change the date. There was some discussion/clarification of the terms of reference for the group and positions within it. AM distributed copies of this to everyone.

2. ML reported on the PPG Chairs meeting. A copy of a letter was sent to Healthwatch Dorset, explaining why the CSR was delayed. SDW commented that one problem that had been identified was that a previous proposal regarding creation of a large hospital in Poole/Bournemouth area had already been rejected by the Dept of Health some years earlier. SDW also explained about the new thinking on the way health services are procured now, which is on a much more commercial basis. Under the previous system, such services as contraception, health checks, smoking cessation were carried out for set rates, which were offered, accepted and then claimed quarterly by each practice. The new view requires GPs to band together their practices and apply to Public Health as one larger organisation. Eagle House is thus now part of Acorn Health, with the other North Dorset practices. Val commented on their being different points of view regarding public service.

3. SDW had brought a chart, detailing complaints to the practice 20014/2015. These had been classified as "complaints" and "concerns", but were now grouped together. There had been 9 concerns and 5 complaints, most of which appear to have been satisfactorily resolved.

4. AM asked if there was an alternative to using Blandford pharmacies for repeat prescriptions and SDW confirmed this could be done. She commented that she is still having weekly conversations with the Area Pharmacy manager about the ongoing problems with Boots (ex-Gracey's)

5. There was a question about the ramifications of transferring form one practice to another, so SDW explained the system for new patients and transfer patients, which is essentially the same. There are still both manual and digital systems in operation.

6. Dr Davies and Dr Blevins are reducing their hours to 4 sessions each per week. The new GP is to be Dr Jonathan Easterbrook, he has a great deal of experience but does not wish to become a partner, so he is to be employed initially on a 12-month contract from 01/10/15, with the post being re-advertised in the spring. A new nurse has also joined the practice; she is Diana Wright, also very experienced and moving

over from Whitecliff practice. Over the summer, we gained three new admin staff as well.

7. There has been a “Better together” meeting at the Crown about working more effectively together. VI commented that she had had multiple appointments over the previous 2 months and was very pleased with the communication involved in this. AM offered the example of her contrasting experiences with the cardio departments at Dorset County Hospital and Odstock Hospital, Salisbury – she is very relieved to have been referred to Salisbury, after the difficulties at Dorchester.

Any other business:

Clinics for flu jabs are scheduled for 3rd and 17th October (for adults). If someone has an appointment for flu jab, the system will flag up at the time if the person is eligible for shingles and/or pneumococcal jabs.

There is to be a new group set up with Whitecliff PPG chair and carer leads to get together regarding provisions for carers.

The next meeting is to be Wednesday 11 November at 5.05 pm.