**Eagle House PPG Meeting**

**26 April 2018, 5 PM**

**Minutes**

Attendees: Sarah Drummer Wade, Jackie Brown, Annette Davies, Jenny Thomson, John Imber, Val Imber, Sue Inman, Ann Harbour, Caroline Craddock

In Attendance: Rosemary Spalding, Doctor Scorey

Apologies: Mary Falla, Keith Harrison

1. Minutes of meeting on 8 March 2018. An error of fact in the discussion was pointed out: there a dementia specialist nurse in Purbeck. Jackie Brown asked what percentage of patients booked appointments online and whether it would be possible to book nurse practitioner appointments online. Rosemary Spalding replied that it was difficult to give figures for doctors’ appointments online at this stage because the change over to the new system was not yet complete. It was hoped that nurse practitioners appointments could eventually be made on line but currently this was difficult because of the rota system.
2. Surgery update and CQC inspection
   1. CC inspection: Sarah thanked the members of the PPG who had met the inspectors. She reported that the CCG inspection had gone very well and that the team was looking forward to the final report. Members of the PPG who had been able to attend sessions reported that the inspection came across as a general discussion – whereas they had expected something more like an exam. All were looking forward to the official report in a few weeks’ time.
   2. Surgery Update: Improved Access to GP Services (IAGPS) is being introduced, 8am-8:00pm; nurse practitioner appointments can be made at the Hospital MIU unit and for longer hours at Whitecliff and other units.
   3. Dr. Davies is working on “workflow optimisation” for Eagle House. This is an NHS initiative to expand the skills of practice staff, including nurses, healthcare support workers and administrators, with the objective of reducing the administrative burden on doctors, releasing more time for direct interaction with patients. It is being rolled out across the country and it is stated that 60% of clinical correspondence coming into practices could be dealt with efficiently and more quickly by administrators without the need for a doctor to see every letter.
   4. Eagle House GPs are continuing to work with Whitecliff partners on co-ordination between the two practices to address the issues facing both practices around GP recruitment and shortage of space related to increasing list sizes.
   5. Gill Lugg, the prescription administrator has recently retired. The practice will be conducting a review of various issues arising from the online prescription service, with a view to identifying particular problems and potential solutions. A survey of patient experiences would be analysed both before and after any changes to the system.
   6. The Flu clinic was very successful and efficient in terms of ordering the vaccine as well as administering it. GPs and nurse practitioners took the opportunity of the flu clinic to test at-risk patients for risk of stroke.
   7. There was a huge demand for paper copies of the Practice Newsletter, and it was planned to distribute as many as possible by email.
   8. Complaints to the practice were at a relatively low level –

2014-15 14

2015-16 6

2016-17 9

2017-18 6

Of the 6 complaints received last year 3 were upheld, 2 were partially upheld and 1 was not upheld.

1. Rosemary updated the group on the Walking for Health group. Keith had joined the group of 30-35 people on 25 April. A new Walking for Health group would be meeting at Morrison’s on Tuesday evenings.
2. PPG Chairs meeting 28 March 2018 (minutes attached) - no discussion.
3. **Well and Connected** – the Group was very disappointed that there was to be no 2018 Well and Connected event in Blandford. Val suggested that there might be a way of taking the work of that event forward through the Living Well and Active Project, The objective of this project is:

“*to produce ”sustainable change in the approach certain groups of the Dorset population have with regards to physical activity”, particularly focussed the age of 55-65.*

It will start in Sturminster/Shaftesbury through linking in with the BV Partnership and its PPG Steering Group (Ian & Robert). This first 3 month 'cycle' will conclude with two 'discovery events' to take place mid-July that will target health promotion advice and support to those aged 55-65 yrs who are not currently physically active more than 30 mins, 5 times per week. It is intended that this model will then be replicated elsewhere in North Dorset (and in other localities across Dorset) over the next three years so Blandford will be included in this.

The PPG members had lots of ideas about what we could indo in the meantime and ways in which other Blandford groups could be brought into to help. Val will continue her discussion with Keith, who sees a connection between Living Well and Active and Whitecliff’s series of morning events called Happy, Healthy You which have promoted Live Well Dorset, health walks, Parkrun, the leisure centre, Tricuro and Weightwatchers to patients.

1. AOB. A patient had asked when the PPG AGM would be. It was agreed that there was no formal requirement for the Group to have an AGM, but an Open Meeting with refreshments in October might stimulate some additional interest.
2. Date of next meeting: Wednesday 6 June 2018 at 5 pm was agreed.