

THE BLANDFORD GROUP PRACTICE PATIENT GROUP MEETING

13th November 2019 – Eagle House Waiting Room – 5.45pm

Present: Val Harbour, Hazel Ward, Chrissie Pickering, Sue Inman, John Carter, Keith Yarwood, Koli Pluck, Melanie Wyles, Graham Cobb, Hazel Haigh, Mike Nathan, Fiona MacEwen, Emily Hurst, Rosemarie Spalding, Carol Tilley, Grahame Downer

Apologies: Jenny Daultry

1. **Attendance and Apologies**
2. **PPG thanks Hazel Haigh for three years of working on the PPG**
3. **Chair and vice-chair introductions** – Graham Cobb and Val Harbour introduced themselves to all present
4. **The Role of the PPG** – Graham handed out information on the role of the PPG to all attendees. Please contact Graham if you would like a copy.
5. **Chairs Meeting** – Hazel has been attending these in the past with the other PPG chairs in the North Dorset locality. These meetings are to discuss the district and update the other attendees on what has been going on. The format of the meetings is going to be changed.#
6. **PPG Committee Meetings Minute Taker** – Emily Hurst is happy to take the minutes when available. When Emily is not available, Carol Tilley will take the minutes.
7. **Communications Sub Group** – the new communications subgroup is formed of Hazel Haigh, Hazel Ward, John Carter, and Sue Inman. This group will look at all aspects of communications including the Practice website, noticeboards, the virtual group, and the monthly submission to the Forum Focus.
8. **Health Champions & Carers** – the attendees would like Sara Stringer to attend a PPG meeting in the near future to talk about the Health Champions. All members of the PPG are welcome to attend any Health Champion meetings and get involved where they could like to.
Val harbour has had a conversation with the Practice's Carers Lead, Claire Downton-Jones, and is setting up a meeting to discuss the carers further.
9. **Sub Group for Events and Health Initiatives** - this is mostly covered by the Health Champions, but any input is welcomed.
10. **Understanding how the practice works** – Graham to liaise with Emily Hurst to discuss members of the PPG shadowing staff members at the Practice. Any member of the PPG will be asked to sign a confidentiality agreement prior to shadowing.
11. **GP's attending the PPG meetings** - All our Doctors are in appointments and calling patients until around 8pm so attending is not possible and they need to focus on their clinical duties. As Managing Partner Carol Tilley is able to respond on behalf of the GPs.
12. **Measuring outcomes of the Practice** – this is done already in various ways such as by CQC and yearly in the National GP Survey.

- 13. Practice Report** – this is going to be re-instated and will include statistics on appointments, phones calls, and also GP updates.
- 14. The Merger** – overall the merger has gone very well. There are a few glitches, but these are known to the practice and are being worked on to improve the service to the patients.
- 15. Complaints** – the telephone system was discussed, particularly the way to notify patients what place they are in the queue and the best waiting music. The Practice are meeting with the telephone company very soon to discuss how the phone system can be improved.
- 16. Current issues:**
 - Flu clinics - There has been a National delay in receiving flu vaccinations; however we do encourage all patients to come to the Surgery to have their flu vaccinations done.
 - Practice Staff – the Practice are recruiting additional staff, not just replacing the few that have moved on.
 - Eagle House Virtual Group – a plan of action is needed to find the best way to add the Eagle House patients' email address' onto the Virtual Group.
 - Telephones not being answered – with over 7,000 calls per week it is the sheer volume of calls that is causing the delay in the phones being answer. As per number 15, a meeting is going to take place to discuss the phone system.
 - GP Telephone appointments - GPs call any patients with an urgent issue are seen or spoken to that same day. Anything non-urgent is booked into the next available slot.
 - GP appointment waiting times - All local health services are extremely busy and working at full capacity. This is both a local and national situation and patients across the country and experiencing similar issues.
- 17. Health Checks** – Boots are now offering the full Health Checks, although the attendees of this meeting were unsure of how effective or utilised this service is. The Practice do mini health checks for those wanting or needing one.
- 18. Practice report** – as per number 13.
- 19. Mental Illness** – a lot of work is being done through the Health Champions with Mental Health. If anyone is interested in getting involved, please contact Sara Stringer.
- 20. Forum Focus** – this will be left with the Communications Sub group, but Mike Nathan volunteered to lead this.
- 21. Any other business** – Sara Stringer has organised a charity Bingo night on the 23rd November in Charlton Marshall Village Hall.
- 22. Date of next meeting** – 29th January 2020 5.45pm
- 23. Close meeting** – 8pm.