

Meeting: Sherborne Apples Forum (S.A.F.)

Date: Thursday 20th November 2014

Location: The Apples Medical Centre

Attendees – Philippa Cannings, Practice Manger (PM)

Keith Harrison, Dorset CCG Patient & Public Involvement Development Worker

Alan Harrison, Chair

Sandra Atherton, Patient

Irene Miller, Patient

Diane Hart, Patient

Roger Bonelle, Patient

Madeline Dumville, Patient

Donald Salisbury, Patient

Diana Lane, Patient

Polly Pollard, Patient

Apologies: Julie Davies unfortunately will no longer be able to attend the meetings
Judith Austin

1. David Smith – Speaker for Good Neighbours within Sherborne
2. Notes of the last meeting and any matters arising – nothing to report on.
3. Practice Update – The medical centre now has a Facebook Page – Flu clinic was a roaring success;
 - 63 completed forms
 - Total number of virtual group 185
 - Total number of postal group 27

Thanks to Vic and Doreen for doing an excellent job with the refreshments, plus thanks to, Alan Harrison, Irene Miller, Diane Hart and Judith Austin for helping recruit new members on the day!

Two articles with regards to our S.A.F. Flu Clinic and new GP Dr Angela Tweedie in the Blackmore Vale and Sherborne Times.

CCG Update - Keith Harrison – discussed the CCG PPG Event on Wed 19th November 2014, 10 PPG within the locality came together to discuss each group and to compare/share ideas – this is a six monthly event – Philippa Cannings, Alan Harrison, Irene Miller and Diane Hart attended

4. Future Events – Keith Harrison, discussed the possibility of a Health and Wellbeing event 2015 being held within Sherborne, discussed that before we have an event maybe a leaflet collating all service providers within Sherborne would be useful, poss. event to follow this leaflet? Next meeting is on Tuesday 6th January 2015 in The Manor house, Newland, Alan Harrison will attend for The Apples MC – every

Member agreed that the The Apples MC should be part of the event when/if it takes place – Alan Harrison to feed back to Philippa Cannings with the outcome of this meeting.

5. Clinical Service Review – Everyone is welcome to attend the CSR meetings – Polly Pollard and Diana Lane will travel together to Sturminster Newton on December 10th (Philippa posted directions 21st November to Polly Pollard) Dr G Miles attends the GP meetings for CSR
6. Friends and Family Test – The practice has decided to use iwantgreatcare.com – this is a website that all patients can chose to log into and answer the mandatory questions followed by an open text box, this website company also provide us with a paper based leaflet to hand to patients, for those patients who do not have access to the internet or simple chose not to log on. This new survey is mandatory set by NHS England, this starts from 1st December 2014 and will be ongoing – Madeline Dumville has kindly offered to attend the surgery for a few days in December to promote this survey.

S.A.F. own survey – this was suggested by Philippa Cannings, all members agreed, everyone will report back at least one/two questions to be added to the S.A.F. survey – Survey to have its own steering group:

Alan Harrison
Sandra Atherton
Irene Miller
Diane Hart
Madeline Dumville

The survey will be distributed within the practice to all patients, starting from January; this is a good platform for the S.A.F.

7. Date of meetings – all members agreed quarterly meetings – Philippa Cannings suggested having a speaker on Saturday mornings in addition to these meetings, with the purpose to promote this group i.e. young mums groups, coffee morning, men's health, diabetes, different services in the area etc.
8. Suggestions/Ideas from patients:
 - Partially sighted patients have problems with the medication packaging/and with the small text on repeat prescriptions – they would like the medication when/how much enlarged
 - One patient note in suggestion box – not happy with the confidentiality within the waiting room, discussed the music should reduce this, also mentioned that if the patient requires a private conversation then we can offer the nurses office
 - Patients would like the receptionist to inform them when the GPs are running late

All of the above will be reported back to the GPs/staff members to be discussed at the next meeting.

9. AOB – Irene Miller and Diane Hart gave their apologies for the next meeting, they will not be able to attend however would like to each in touch by email

Next meeting on Thursday 19th February 2015 – 6.30pm