

Apples Patient Participation Group

Steering Group Minutes Tuesday 22nd May 2018

Attendees: Bruce Duncan(BD), Trevor Rogers(TR Chair), Jill Gregory (JG) Philippa Cannings (PJC, Practice Manager), Jon Andrews (JA) Ken Worden (KW) Pamela Winter-Goodwin (PWG) Roger Marsh (RM Newlands Chair), John Williamson (JW), Kate Norris (KN), Tony Meehan (TM Bute Chair) Audrey Worden (AW) Jill Mundy (JM) Peter Armitstead (PA) Alan Harrison (AH link to YDH)

1. TR – Welcomed everyone to the meeting -Minutes of last meeting and current agenda distributed on chairs.

2. **Feedback/Presentations from current PPG projects:**

Walking for Health – KW (Walk leader) Started end of April, approx. 8 people per walk, plus leaders and back markers, some people have returned. Require more leaders. Very socialable, refreshments afterwards – hopefully more people will attend. Need to promote the walks

Waiting Room – JG, KW, PWG, KN; Steering group have emptied the Waiting room of leaflets, rearrange the posters/notice boards, received positive remarks from GPs, staff and patients. This project for the time being has been completed

Communications – JG, KW, PWG, KN; Reviewed the New Patient information and website. Due to the merger with Bute and Newlands the project to align the process is being delayed until nearer the merger. The Practice to encourage the patients to use the online system for booking appointments and medication, especially New Patients.

Local Buses, No.57 – JA; DCC for the bus route X10 out to tender, hopefully this is a good sign and that the bus route 57 will run again from the summer (pending)

- Local voluntary transport; Voluntary ambulance and Good Neighbours (but current issues having a strain on the service)
- RM – North Dorset Integrated Transport Working Group being set up involving DCC/NHS and voluntary sector. Pilot project with Stalbridge area a priority

Gryphon School – TR; has met with the Sixth form Head Teacher (Nikki Edwards) introduced to a group of sixth formers who are interesting in a career in Health sector, from September 2018 invite these students to attend the surgery/PPG to see how the GP practice operates to give them a brief understanding how Primary Care fits into the NHS, a wider working of how it all fits together. Receive feedback from the group of students.

- BD – this is very positive to interact with the young students – NHS has two main sections; Clinical professionals, NHS Administration, interesting to see how the two sections link
- AH – trying to link in with Gryphon school has been tried before (Alan and Keith Harrison) it was very difficult to get the students to engage
- TM – surveyed the Girls School (Bute House)
- JG – very good to get the students on board, health issues and how they need to arrange a new GP when they move away etc.
- TR - Need to make sure that the students are interested in Health and Social sector
- RM – link to Kings Fund – how the NHS works; https://www.kingsfund.org.uk/audio-video/how-does-nhs-in-england-work?utm_source=twitter&utm_medium=social&utm_term=thekingsfund

Sheltered Housing – RM; ‘My life my care’ website Carol Cake responsible for the website (‘Dorset for You’ website) use this website as a directory of services in the area.

RM contacted Magna Housing but unfortunately nothing came of this idea.

RM suggested west end of town, more social housing and an audience to educate through ‘My Life My Care’ use the West end hall – promote/small presentation to show what services are available.

3. **Practice Update**

- 85 patients DNA from 20/04/2018 to 21/05/2018 – Newlands are also looking into this issue
- Online Access – Active Total Registered population is 1327 (25.5%) of our practice population 5257 (we will keep an eye on this due to the high intake of Stalbridge patients)

4. **Register of Ideas** – no new projects

5. **Updates:**

Newlands – RM; full NAPP members/DNA feedback, period Jan through to end of Mar 2018/PPG produces Newlands newsletter/on the notice board in the Waiting room the PPG have a poster listing all the current projects/Cake stall w/c 11th June during carers week (along with Bute)

Bute – TM; Dementia books/annual complaints only 4/also looking into DNA (serial offenders)

6. **Carers week** – Waitrose Monday 11th June 9am to 5pm, HCA will attend as well as: Healthwatch, PPGs, Shielding’s, Kate Norris (Marie Curie) will also attend
7. **AOB** – JA; attended a Sleep seminar on 04/04/2018, due to being Diabetic and not sleeping, JA has been on a low carb diet, this has helped with his sleeping, weight loss and now does not have to take insulin – the PPG thought this would be very good to promote.
 - AH – has been elected to sit on the board of governors at Yeovil District Hospital (the job role is on the website) this is a new role for Alan; he will attend the PPG and be our link to YDH.

Next Apples PPG meeting on Tuesday 21st August 2018 6pm at the surgery