The Apples Medical Centre - Patients Participation Group (PPG)

**(bold text is the mins)**

Date: Thursday 27th January 2022

Time: 17.00pm

Location: The Apples Medical Centre, conference room (the surgery is closed for training, so please wait in the porch and a member of staff will let you in)

**Bruce Duncan Chair, Tony Bishop, Roger Marsh (TGMC Chair) Jonny Andrews (Patient) John Williams (Patient) Dr Ange Tweedie (GP) Pam Winter-Goodwin (Patient) Simon Galvin (patient) Jill Warburton (patient & PCN Social Prescriber) Sue Greenwood (Patient) and Sue Ripley (Patient)**

1. Apologies and previous Minutes of the September 29th, 2021

**Vicky Morland/Trevor Rogers – apologies**

**NB - Yeatman Hospital update (closure) Information isn’t clear on the door/website – Need to confirm if this is perm closure.**

Chairman’s notes:

* **ICS delayed until July 2022 pending (target date)**
* **Primary Care mtg 2nd Feb mtg (CCG/ICS) PCN information – RM will continue to attend to get the bigger picture**
* **BD – New Healthcare bill, pending - need more GPs/Nurses – CCG consumed by ICS new director (Charles Summer) 12 directors.**
* **BD – to discuss with VM re community health**
* **RM – gives a report to the town council, Covid has moved the health matters up the community – reports now are in depth and up to date – good communication between the practice**
* **ICS – should be at Neighbouring Level, Council coordinating the community groups together – lots of volunteering groups in the town, need to do a review/contacts are they the same? Try to keep the volunteers who helped at the Covid clinics – Town Council to front it**
* **Potential event at the Digby Hall Vicky Morland?**
* **NDCC PPG chairs meeting – fell flat 2017 funding re-drawn, Health and wellbeing took its place; What will it deliver – Volunteering, Social and Health Together?**
* **Social prescriber – Jill Warburton as joined the team, PCN link worker, non-clinical, all staff can refer**

What do the GPs want: Dr Ange Tweedie

* **Mediation enquires, patients that run out of meds, going on holiday etc GPs don’t need to get involved; that would cut down a lot of phone calls**
* **Blood results – happy to have SMS results (easiest method of communicating with the patient as it can be sent at any time) this saves GP time – Patients need to it clear to the Phlebotomist when they have their blood test**
* **Two homes BP reading – give the practice the average readings**
* **Signposting: Who can the Patient go to without seeing a GP? Secondary care query signpost to Hospital Secretary etc who can they phone for guidance/queries/questions – without getting the GPs involved – how we communicate this information to the patients – Sick note from the consultant rather than the GP etc**
* **Updated details/email/SMS**

**CPCS – New signposting scheme, GP Community Pharmacy Consultation Service - Receptionists filtering and signposting to the pharmacy**

**PPG Directory – needs to be review and updated**

1. Practice update:

Covid vaccinations

**Sherborne PCN Covid vaccines - consistently top Dorset – Thank you to the Volunteer workforce**

Flu vaccinations:

* **93% of over 65s practice population have received a flu vaccine – national target is 85%**
* **80% of under 65s practice population have received a flu vaccine – national target is 75%**

Vacancies/workforce

* **Dr Miles is retiring April 8th, 2022 – existing GPs to increase sessions**
* **Prescribing Nurse Practitioner – advertised but very limited uptake – JW may know someone who is interested (JW will report to PJC)**
* **Medical Administrator – pending start date**
1. Practice to Patient Communication –

1st Target – Communicating with Patients with emails (3508)

2nd Target – Communication with Patients without emails (1300)

3rs Target – Communication with Carers

**Database – first task who/what is active on the database, understand how up to date it is**

**Second – Breakdown the data, can send specific message to groups of people**

**Most difficult task – how do we contact patients who don’t have SMS/emails – letter/phone call – pen and ink**

**(Three stage scenario – may evolve when we know/understand more)**

**Moving forward, plot a year’s activity; what’s important to whom? maintain the involvement – (without the patient losing interest)**

**Need one a volunteer – PPG needs to stand on its own two feet, can we spread it around, we can deliver this?**

**Aim – find a way of getting the message across**

**Carer community – communication with the Carers very important**

**Data Protection – CCG looking at ways to contact these people/how we can communicate/PPG around the GDPR**

**JW Social Prescriber could contact a few of the non-SMS/email patients, starting point**

**Plan of action – (TB to be included in the steering group)**

**Meeting Simon/Bruce/Jill/PJC/Zoe Malcom – dates 28th Feb am 10am**

**Carbon Footprint – JW to ask students to carry out a survey of the practice; useable, recycling etc JW to contact PJC**

1. PPG Action plan/designated PPG roles –

Bruce will update the action plan, steps forward

Please do respond – thoughts on the PPG, what do we do etc?

Previous PPG success was the Sat clinics – outcome of the PPG survey ‘you said we did’

1. AOB

RM update:

* **Accredited Veteran family practice – had 3 meetings, next meeting is on 26th Feb, over 20 members who have RSVP**
* **Cancer Awareness Support Group – community Manor Court room - RM attends monthly meetings – need volunteers to help, want to set up separate from the Stalbridge group**
* **PPG (walks)– support Health and Wellbeing, reach a wider community Public Health Dorset, Town Council, DORSET Ranger etc - David Barton Vice Chair/Mayor involved - Wessex and Wimborne orienteering trying to get young people involved, currently working well in Sturminster, Gillingham and Blandford – Potential May time Sherborne - walking group interested**
* **Yetminster PPG – Potentially have a PPG group, attended TGMC PPG**
* **PCN PPG – start the 3 chairs on a quarterly basis**
* **PCN PPG – combining the local schools (Apples looks after Leweston)**

JW – **young people’s Mental Health, on 12th Jan JW met with Nikki from Gryphon school mental health worker, trying to get Sherborne to be children and young friendly town – watch this space**

Meeting closed at 6.15pm

Next PPG meeting TBA.