**WHITECLIFF GROUP PRACTICE (PPF)**

**MEETING HELD AT THE WHITECLIFF SURGERY**

**WEDNESDAY 17TH JANUARY 2018**

**Part 1. Practice Matters**

1. **Welcome and Apologies:**

**Present:** Hazel Haigh (Chair), Sue Inman, Carol Tompsett, Freddie Bannock, Carol Tilley (Practice Manager), Graham Downer, Marilyn Flower, Sara Stringer (Reception Team Leader) & Dr Nankervis.

**Apologies:** Liz Lee, Jane Bristow, Fiona MacEwen, Ted Moss.

Hazel welcomed new member Marilyn Flower to the Group.

1. **Actions from the last meeting 8th November 2017**

* A meeting is being held tomorrow with Eagle House surgery, Dorset Health Care Trust and Dorset CCG to discuss the best way to move forward regarding the Blandford Hub development and extended GP services. This will be presented to stakeholders at the event at Sturminster Newton on Locality Planning meeting which is on January 31st.
* As the GP’s are already working long hours and are physically unable to do more hours, the plan is to have more Nurse Practitioners working from MIU (Minor Injuries Unit) and to up-skill the team so they have capacity to support the GPs more effectively with the high level of urgent / same day work. DHC will interview for this post next week and WGP will be on the panel.
* The surgery will be offering blood test appointments at 8am for those patients that work or who need fasting blood tests. If this is successful further early blood appointments will be offered and also evening nurses for appointments for Sexual Health, Smears etc.

1. **Practice Report**

* A question was asked regarding DNAs.
* Number of DNAs – it was asked if the reason for these is known. These run at 3% but this is low compared to the national average.
* Complaints are reducing due to there being a lot less medication complaints.
* One of the main issues for the Practice is that patients do not re-order repeat medication on time and then demand urgent attention when they run out. The Practice is looking at ways to educate these patients to ensure they remember to re-order and allow 48 working hours.
* It has been fed back to the PPG that the television screens in the waiting rooms are very good and give out lots of useful information.
* Linda Shepherd, one of our long standing members of staff will be leaving us at the end of January. Vicky Greenwood is taking on the diabetes patients on Mondays and the new nursing team will be trained in this also. Rebecca Stacey has joined the team and there are another 3 new nurses joining us in the next couple of months. We are also looking at recruiting an Emergency Care Practitioner, and Nicola Bennett our Nurse Practitioner will be our new Nurse Lead. The PPG are involved in the interview process for all of these staff.

1. **Practice Projects / Sub Group Update**

* The next meeting for the Patient Sub Group will be on Friday 2nd February. Projects that the group will be looking at is the best way to remind patients to remember to order their repeat medication on times and looking at self-care and promoting healthy life styles.

**Part 2: The Wider Community**

1. **Dorset PPG Chairs Forum Update**

* A meeting was held on 16th January; however there are no minutes as yet.
* Well and Connected event will be held again this year, but only on one day. This will be on Saturday 30th June 2018 and will be held in the Corn Exchange.

1. **CCG Resources for promoting PPG**

* Resource packs for the waiting room are available from Sue Brazier.
* There is a new record data sharing within Dorset being promoted at present (Dorset Care Record). If patients wish to find out more about this the Dorset CCG will be holding a Q & A session in the Market Place on Friday 19th January from 9am – 1pm. (Leaflets in the surgery). This is regarding sharing information between Dorset health providers and socials services only.

This is different to the SystmOne (GP database) very basic data sharing that most surgeries operate with to share very high level data with other health professionals. When switched on this gives other professionals the ability to see a list of medication and allergies, but not details regarding consultations. This is automatically switched on for all patients by the surgery, unless they specifically opt out.

There is also the SystmOne enhanced data sharing which facilitates the more detailed sharing of consultation data with other health professionals. This will only be shared when a patient opts in and the functionality is turned on in their medical records. It will help other services such as Hospitals and other GP surgeries across the country quickly access detailed patient data if the need should arise. This enhanced sharing is recommended for patients with complex needs and anyone who wishes quick access to their data should the need arise. Where the Practice particularly thinks this will help with a patient’s care and the patient is involved with many agencies; then the Practice will discuss this and manage consent on a one to one basis with the patient.

* Stalbridge Surgery will close on 31st December 2018

1. **Health Network Group Meeting**

* The next Health Network meeting will be held on Tuesday 23rd January from 10-12 at The Stour View Centre in Sturminster Newton. There will be a speaker from Tricuro.

1. **Liaison with Eagle House PPG**

* Nothing to report at present. Their next PPG meeting is Thursday 25th January.

1. **Clinical Services Review & Service Transformation**

* The outcome of the Review has been agreed upon, but there is still discussion regarding some areas of contention. Dorchester Maternity services will not now be collaborating with the Yeovil service. The decision regarding Poole and Bournemouth A&E has been made.

**Part 3: Developing a Community Active Group**

1. **Feedback from the New Year, New You event at Whitecliff Surgery**

* This event was a great success for all services involved and we will be having another one at the surgery in Blandford on Thursday 15th February 8.30am and 1pm.

1. **Live Well Training for Staff**

* On 31st January staff will receive training from Live Well Dorset; the first part of this will involve looking at their own Health and wellbeing. The second part will be training in February on how to have difficult conversations with patients. The aim of this training is to ensure that staff are equipped to make every contact count. This will link to the care navigator training.

1. **Care Navigation**

* This will also be training for staff so they are able to look at different groups/ services to sign post patients to for their specific needs when a GP appointment is not necessarily needed.

1. **My Life / My Care**

* Not Discussed

1. **Walking Groups**

* Some of these groups are already up and running there was one on 17th January in Shillingstone and another scheduled for 21st February. We also have the daily mile maps in the Surgery. We will try and see if the Blandford Group can launch its first walk on the same day as the next health event at the surgery on 15th February.

1. **Representatives for Meetings**

* There will be a PPG Conference at the Exchange on Monday 5th February 2018; Hazel is looking for volunteers to attend. CT is attending.

1. **AOB**

* Dot Toon has now left the Community Centre, but is now working as a Business Development Manager for Tricuro. Her successor is Helen Spencer.

**Next meeting Wednesday 11th April 2018**