

## Eagle House PPG Meeting

8 March 2018, 5 PM

### MINUTES

**Present:** Val Imber (chair), John Imber (Secretary), Caroline Craddock, Annette Davies, Sarah Dummer-Wade, Mary Falla, Val Harbour, Ann Horbury, Sue Inman, Rosemarie Spalding, Jenny Thompson

**Apologies:** Keith Harrison, Jackie Brown, Angie Collins

1. **Introduction:** Jenny Thomson from the RVS was welcomed, with an open invitation to come to subsequent meetings
2. **Minutes of the meeting on 25 January:** There were no comments on the minutes of 25 January 2018.
3. **Surgery update:**
  - a. Sue asked whether patients were automatically directed to their regular GP when signing into their record to book a GP appointment. Sarah confirmed that this was the case. Patients were free to ask for an appointment with another GP but the GPs preferred to have regular patients with whom they could build up a relationship, thus providing continuous and more effective care for the patient.
  - b. Replying to Sue on the Walking for Health project, Sarah said that walkers were increasing numbers in the yellow waiting room at 2pm on Wednesdays and there was good cooperation with White Cliff Surgery on publicity.
  - c. Sarah explained the procedures being introduced to minimise the routine documentation workload facing GPs. 80-100 letters arrive each day and each has to be seen by a GP(?). A team of four office staff is being trained to identify those which really do need to be seen by a GP when they arrive. It is thought that only about 20% of current correspondence needs to be seen by a GP before it is entered into the filing system. When the new system is fully operational it is estimated that it should save about 8 GP hours a week- releasing GP time to see more patients during the week. Dr Davies is auditing how well it is currently working.
  - d. Care Navigation – a form of triage – was being introduced as a means of identifying whether a visit to a pharmacist, or a session with a specialist nurse would achieve much the same outcome as seeing a GP. A team meeting with a pharmacist is planned to help staff identify when patients might be more speedily helped by explaining their symptoms to a local pharmacist than by waiting for a GP appointment. In other cases it may be more appropriate to arrange a phone call or an appointment with a Nurse Practitioner who can prescribe medicines for example for diabetes, asthma or COPD.
  - e. A new team member, Liz, will be taking over prescription management work.
  - f. Take-up of the online prescription service continues to be very low. The number of patients who come into the surgery to ask for a paper repeat prescription means there

will in future be a 5-day waiting time for paper prescriptions, compared with 3 days delay for new on line prescriptions. This might boost the number of patients using the on line service. The PPG unanimously agreed that the problems should be set out in the practice newsletter to be distributed shortly.

g. This year missed appointments were running at 40 per week, up from 33 per week last year.

h. Lack of rooms meant that blood tests were being delayed.

i. Staffing:

1. There is no imminent change in GPs, although Dr Scorey will be retiring next year.
2. Nurse Lucy was about to go on maternity leave
3. Deena has written up her project
4. Jill is retraining,
5. Receptionist Nicky has left the practice

j. The Locality meeting at Sturminster Newton was well attended

k. Following the reorganisation of NHS services in Dorset, there could be space at Blandford Hospital for GP practices,

l. At present, Admiral Nurses are not yet available in Dorset to help patients with dementia.

m. Rosemarie will be contacting Dementia Action Alliance and the Sports Centre about the possibility of providing Swimming for the Brain sessions in Blandford.

**4. PPG Chairs meeting 27 February 2018:** there were no comments.

**5. Accountable Care Organisations:** there was a brief discussion of the Government's proposals for accountable care organisations, initially launched by NHS England press notice on 25 January 2018 (press notice attached). This made clear that any area seeking to use an ACO contract would need to comply with procurement law, which would require competition among all providers of health care, including not only GP partnerships but also large scale corporate suppliers such as Virgin Health. The press notice went on to say that ACOs are not the only means of integrating primary care , mental health, social care and hospital services. Discussion at the meeting suggested that the Government's focus had moved away from ACO contracts to voluntary, non-contractual partnerships where GPs, hospitals commissioners and local government collaborate to improve services for their population. The issues will be discussed further at the PPG Chairs meeting on 28 March.

**6. Well and Connected:** On 19 June John and Keith attended a meeting organised by the town Council. The general consensus was that the Well & Connected Expo in its current format, had run its course, and is no longer reaching the wider community. There was a strong feeling that the community would be better served if organisations could work together to raise public awareness of 'health and wellbeing services and activities that are currently on offer within Blandford, and share information on new

events and activities being organised. It was suggested that a 'Health & Wellbeing' forum be set up, made up of local organisations supported by a website information page. Since the meeting, the Town Council) have sent an email and very quick poll of the current mailing list, asking if organisations are intending to participate in a Well & Connected event this year (if it is held). A closing date was set as 7th of March. By 5 March they had received they had received 20 responses, split 50/50 between yes and no. The PPG meeting expressed a strong opinion that the current format should be retained. Val has written to the Clerk of the Council adding Eagle House PPG to the yes response. The date for a 2018 event has yet to be fixed.

7. **PPG Publicity Material:** Rosemarie undertook to order some PPG publicity material
8. **AOB:** Jenny Thompson was welcomed to the Group and explained her role in RVS, which organises the work of the Friends of Blandford Hospital, running the Hospital trolley service and seeking to start a Befriending Service, which is in need of a coordinator and volunteers to befriend lonely members of the public.
9. **Date of next meeting:** 26 April 2018. Please let Val know if you are able to come.