

## Eagle House PPG Meeting

25 January 2018, 5 PM

### Draft Minutes

**Present:** Val Imber (chair), John Imber(Secretary), Caroline Craddock, Mary Falla, Rosemarie Spalding, Hazel Haigh, Keith Harrison

**Apologies:** Val Harbour, Hilary Littleton, Linda Oliver, Jackie Brown, Sue Inman, Jackie Brown, Ann Horbury, Angie Collins,

1. Minutes of meeting on 9 November 2017. The minutes of the last meeting were agreed.
2. **Recent changes in the practice.** Rosemarie reported on recent changes in the practice:
  - a. The new computer system had been effectively installed, helped forward by long working hours and dedication over the Christmas period. There was a period of manual record keeping, which had to be transferred into individual records when the new system was up and running. This involved some 2000 items which brought patient records up to date. The practice staff are still learning how to operate the system with advice on hand both over the phone and from the Whitecliff Practice. The focus has now shifted to on-line access.
  - b. There had been a good response to an advert for reception staff in the BVM
  - c. There would be further learning opportunities for the 9 participating North Dorset GP practice staff, PPG members and the three Community Hospitals on 31 January, 4-6pm in the Sturminster Newton Exchange at the Sustainability and Transformation Partnership Plan.
  - d. Reception staff are being given in-depth learning sessions on chronic disease.
  - e. Julie has left the practice and until she is replaced Rosemarie is standing in as Carers' lead.
  - f. Welcome packs have been prepared for new families at Blandford Camp to help them navigate the Dorset Health and Care system.
  - g. GP hours have been changed to start at 8:50 rather than 9.00 am and last appointments remain available up until 7pm 3 nights per week.
  - h. Diana is now taking Nurse Practitioner appointments, and Shelley is visiting over-75 year olds who have not been in touch for some time.
3. **Issues raised at the PPG Chairs meeting on 16 January**, for which the minutes had been circulated. Val identified the key issues as diabetic eye screening, the future role of Shaftesbury Hospital which is on hold pending the Wiltshire and Somerset CCG plans, and the future of Tricuro Community Services, where the ability to provide services is hampered by lack of funds.

4. **North Dorset Health Network:** John reported on the meeting on 23 January. The key issues raised were:
  - a. a pop-up event in the Sturminster Exchange on Monday 5th February to encourage financial planning for future care needs.
  - b. The work of Tricuro (local authority trading company owned by Dorset County Council) charged with providing a unified care system including day-care services, is operating from Stour Connect in Sturminster Newton, and Blandford Community Centre, inter alia. They are providing lunch clubs, health checks, and meals on wheels services. They will be offering “Taster” lunches at their various centres in early February, advertised in the BVM, on Facebook and Tiffany News. In March 2018, Tricuro will be running a “Volunteers Day” in Sturminster.
  - c. Blandford Foodbank in the Methodist Church is offering a money advice service in people’s homes. Blandford Town Council are providing facilities for interviews with the homeless.
  - d. Healthy Homes Dorset provides free insulation services. There are 50 preventable deaths per year in North Dorset, the second biggest killer being cold homes.
  - e. GP reception staff are being given training in April to steer patients to services they seem to need. All North Dorset surgeries are signed up to this, and some are allocating a room where staff can talk to patients in confidence.
  - f. Walking for Health. Keith showed an example map for 1 and 2-mile walks starting from surgeries. While they were an improvement on the original proposal, it was suggested that they might be better based on car parks. Some 40 people attend regular Monday walks in Gillingham.
  - g. In Sherborne, the PPG newsletter was taking over the Practice newsletter.
  - h. A new Dorset Carers’ handbook had been issued by CRISP
  - i. The Dementia Action Alliance operates from Blandford Methodist Church. It is advertised in Whitecliff surgery.
  
5. **The Dorset Care Record** is a merged computer file of information from GPs, hospitals and social services about each patient. The County Council would like people’s permission to share the records across all Health and Social Care professionals enabling them to work more effectively together. Patients have a choice whether to allow them to share your data, to decline your consent or to opt out. If you decline there are still situations where the information may nevertheless be shared, for example in a medical emergency. If you opt out, your information will never be available to all Health and Social Care professionals. Leaflets about this were distributed at the Network meeting. In the small print at the back of the leaflet it mentions that you have the legal right to see your personal information and to know who has looked at it. John recommended that everyone should ask to see their personal information to make sure it does not disclose something they would prefer to keep private, before deciding which alternative to choose.
  
6. **Webinar pilot:** The Patients’ Association, with NHS England and a group of PPG Chairs, have developed a spreadsheet of statistical information at practice level, containing demographic information as well as characteristics of the patient population. A “webinar” or on-line teach-in, about this tool is to take place on Thursday 22 February

from 1 pm to 2pm. Those who wish to take part should register using the following link:  
<https://www.surveymonkey.co.uk/r/HFK2W7H>

7. **“Well and Connected”**: This year’s W&C event will take place in the Corn Exchange on Saturday 30th June. Val, Hazel and Keith will be meeting with Sally Gardner in the Blandford Town Clerk’s office on 19 February. They will be seeking to devise ways to increase attendance and effectiveness.
8. **PPG Publicity Material**: A range of posters and leaflets designed by NHS England are available for PPGs to use. They can be ordered from NHS Dorset CCG.
9. **AOB**: None.
10. **Date of next meeting**: Thursday 8 March 2018 at 5pm was suggested, but would not be convenient for all. Note: PPG Chairs meeting is being held on Tuesday 27th February. **Could all PPG members please let Val know any weekdays when they would regularly not be able to attend a meeting at that time?**