

**THE BLANDFORD GROUP PRACTICE**  
**PPG COMMITTEE MEETING**  
**EAGLE HOUSE SURGERY BLANDFORD**  
**WEDNESDAY 12<sup>TH</sup> FEBRUARY 2020**  
**START TIME 5.45PM**

**1) Attendees**

Graham Cobb (Chair), Val Harbour (Vice Chair), Hazel Haigh, Melanie Wyles, John Carter, Fiona MacEwen, Koli Pluck, Hazel Ward, Natalie McPherson, Sue Inman, Claire Downton-Jones, Keith Yarwood, Carol Tilley, Rosemarie Spalding, Emily Hurst

**2) Apologies**

Mike Nathan, Chrissie Pickering, Charlie David Lloyd (via Sara Stringer)

**3) Presentation by Claire Downton-Jones (Carers Lead at The Blandford Group Practice)**

Claire spoke to the PPG about all the work she has been doing for the Carers at The Blandford Group Practice. Claire talked through the different requirements for each banding for the Carers accreditation. Through the work Claire has done we have achieved a Bronze accreditation for 2019/2020 and Claire is aiming for Platinum in the coming years. To achieve this, Claire will be working closely with Secondary Care and outside organisations such as Leonardos and Tricuro.

Claire also spoke about the work she has been doing with the Military and as of January The Blandford Group Practice has been recognised as an 'Armed Forces Veteran Friendly accredited GP Practice'. This has meant working with the MOD and NHS England. Since December, there are many services that are available to veterans from mild to extreme mental and physical trauma. Currently, The Families Medical Centre is one of two 'behind wires' surgeries in the UK and there are plans for building work on Camp which could see around 2,500 additional patients. Claire is currently looking at ways to help the families on camp to come into town so they can use the surgeries in town as well as the surgery on camp. There is a language barrier with the families on camp as they have usually moved straight from Nepal. To overcome this, Claire is looking into introducing a guide in The Families Medical Centre in Nepalese and also changing the registration forms to make it easier for the families.

**4) Minutes of last meeting**

The minutes were accepted by Hazel Haigh and seconded by Fiona MacEwen on the condition that Item 20 from the previous minutes was amended due to it being incorrect.

The Health Checks at Boots were also discussed as currently Boots have the contract for Health Checks, but this is not being fulfilled due to there being no one at the Chemist who can carry on these checks. Currently, The Blandford Group Practice does not have room capacity to carry out Health Checks.

**5) Communications of Sub-Group**

The communication sub-group consists of Hazel Haigh, Hazel Ward, Sue Inman, John Carter, Graham Cobb, and Mike Nathan. At their meeting they spoke about the prescription costs and what they thought would be useful to connect with patients in the villages. Carol Tilley asked the group to discuss how they could communicate with patients about the

options available to them such as ANPs, Pharmacists etc. and not always rely on seeing a GP.

Hazel Haigh would like to spend some time at the Surgery seeing how phone calls are dealt with. Natalie McPherson is spending time WC 17<sup>th</sup> February on reception to learn more and come up with an analysis. After this has been done, Hazel Haigh would be welcomed to come into the Surgery.

The next sub-group meeting is on the 4<sup>th</sup> March 2020 10am at Whitecliff Surgery.

## **6) Formation of further sub-groups**

Not discussed

## **7) Other responsibilities for members to take on**

Not discussed

## **8) Chairs Minutes – questions**

Graham Cobb went to the Chairs Meeting on the 15<sup>th</sup> January and he has reported back that The Blandford Group Practice seem to be head of other practices in terms of having such a diverse range of Health Champions offering opportunities and benefits to our patients.

## **9) Meeting arrangements**

Mike Nathan has fed back that the layout of meetings wasn't ideal and would prefer to have a large table in the middle instead of sitting around in a circle. This would make it much easier for members to take notes. The rest of the group agreed this would be beneficial, but currently there isn't a table available that could be used.

Another point raised by Mike was that a years' worth of meeting dates could be provided to ensure members of the PPG could plan around them if necessary. The group agreed this would be a good way of planning meetings going ahead and Graham Cobb and Val Harbour are going to sit down and plan a years' worth of meeting dates.

Mike also commented on how effective eConsult was and is a good alternative to a GP appointment if you are struggling to make one.

Mike also wants to shadow in the Surgery which can be arranged.

## **10) Points raised by John Carter re Pharmacy**

John Carter raised the issue of prescription items missing from a prescription and no advanced warning from the Dispensary. John explained that this could cause problems for those who could not drive and were unable to make multiple trips to the Dispensary. Carol Tilley explained that the Dispensary do not know when items are not going to be delivered and so cannot predict shortages. There are two deliveries per day and often if something doesn't come in the morning delivery, it may come in the afternoon delivery. With the current shortages on many medications, it is quite normal for patients to 'shop around' for the prescription as not all Dispensaries will have everything the patient need in stock. John Carter asked if the Dispensary could be phoning patients to advise that items would be missing before they came to collect, but Carol Tilley explained that to do this for every patient would be an impossible task. Carol also reminded the group that no other Dispensary (Boots etc.) phone patients either.

Sue Inman suggested than an article be written and submitted to the Blackmore Vale Magazine to explain this as the situation is much more complicated than many patients realise.

## 11) Practice Report

This will be sent out to the Virtual Group in the near future. Carol Tilley confirmed that appointments are available to be booked online, but they are booked up very quickly. Carol reminded the group that eConsult can be used for non-urgent requests and to submit information for a Medication Review.

A question was raised over whether blood results could always be seen on SystmOnline. Natalie McPherson is going to look into why blood results can't always be seen on SystmOnline. It was also suggested that information on using SystmOnline could be submitted into the Forum Focus.

## 12) Telephone System

This was covered earlier in the meeting

## 13) Health Champions update

Hazel Haigh received an update from Sara:

*Everything is going great, growing all the time. We have a new group starting, probably in the next week or two, for those that are living with hearing loss. There is a Facebook page already called "hear us" support group. We have also teamed up with Blandford Cabs who have kindly agreed to give our patients a discount on their journey to any of our groups/ activities.*

*I am still connecting with lots of groups and services that we will hopefully be able to link in with. I have a meeting next week with a chap that started up a project for kids called the big yellow bus. (I have not heard of it until last week) it sounds like an amazing place for kids suffering with anxiety/ depression and they are also supported by the school.*

*So all in all pretty good!*

## 14) AOB

Dates for the next meeting will be confirmed by Graham Cobb and Val Harbour.

A point was raised that it would be useful to have GPs specialities on the website. This will be looked into by Emily Hurst and Natalie McPherson.

## 15) Close of meeting – 7.55pm

### **Future Meeting Dates (all at Eagle House Surgery)**

Wednesday 17th June at 6pm

Wednesday 12th August at 6pm

Wednesday 14th October at 6pm

Wednesday 11th November at 6pm (AGM)