PPG MEETING minutes 2:30PM 16 January 2024

Present: Ann Klust, Kim Bill, Dave Stebbing (chair), Rosemary Smeeton, Anni Douglas, Carolyn Paul, Margaret Alsop, Bernadette Middel, Sarah-Jo Boyle, Jim Gammans (online)

1.Welcome to the meeting and apologies - **Dave Stebbing**: apologies Anne Link, Jennifer Debenham, Jenny Hoskins. Introduction from those attending.

2. Actions from the last meeting: **Kim Bill** - new telephone system is now looking to be implemented February, the line surveys have been carried out, just waiting for confirmation of the date.

3. Response to Klinik – **Kim Bill**: Last month top reason for contact was coronavirus related, followed by coughs and asthma. 1283 submissions via patient access, 695 completed by staff. A total of 930 face to face appointments, 500 telephone consultations. Relating to new health conditions: 853 submitted, ongoing health conditions: 534 submitted. 123 were bone/muscle/joint pain.

4. Practice Charter – **Kim Bill** – ‘Practice/Patient Charter’ ready to be updated and will be circulated at the next meeting

5. Elderly Carers – **Sarah-Jo Boyle** – no routine annual health checks take place, but Carer Lead should make contact with carers on an annual basis. It was suggested that the conversation starts with “how is your health”. Sarah-Jo to think about what else a Carer Lead might be able to offer. Ann confirmed that Klinik will soon connect into SystmOne, will not be necessary for carers to be highlighted when Klinik form is submitted, as this information will be seen clearly by triage team

6. Cycling to work scheme – **Kim Bill** – this is not being looked into currently

7. Telephone/complaints log – **Ann Klust** – member of staff currently off due to bereavement. Complaints are being dealt with, but there is a back log. Complaints procedure was discussed, admin complaints are dealt with internally, clinical go through eHarley Street. Complaints are initially dealt with by the surgery, escalating to the ombudsman after if the need arises.

8. Practice update - Staffing – **Ann Klust** – currently 4 GP’s: Dr Stow, Dr Nicholls, Dr Brown, Dr Brooke. + locums (error noted in last PPG minutes where total of 8 GP’s recorded-this was the total combined salaried/locum GP’s) There is an advert running for recruiting GP’s. Currently 6 in the nursing team, and an advert running for recruiting a new nurse 20 hours. There are 4 Advanced Nurse Practitioners/Clinicians and a paramedic. The Primary Care Network support practices with remote and face-to-face appointments, this could be at any other surgery. An advert is going out for a receptionist. Discussed eHarley Street having input at PPG meetings, Ann confirmed she is able to input to meetings – action/support feedback, and is the channel of communication – happy to forward PPG minutes to eHarley Street. Letters are due to go out next week, for all remaining patients to be registered with remote GP.

Complex/Housebound/Palliative patients are going to be allocated specific appointment slots within the system.

Dr Nicholls is going to become a trainer.

9. Signage / keypress – **Dave Stebbing** – the signage on the doors has been completed. Key press has been tidied

10. PPG Chairs Meeting update – **Jim Gammans** – Currently focusing on NHS apps, especially BP@Home, patients input their readings and it allows GP to monitor blood pressure. Attempting to promote younger people joining PPG’s, DCH have some good links and are connecting with Budmouth. Discussed the Ageing Well Clinics for frail patients, ultimate aim is to prevent falls and keep people living in their own home longer. Health and Wellbeing Fair taking place at St Francis Church, Littlemoor on Tuesday 23rd January 10am-12pm. There are other apps available for monitoring blood pressure at home, if not assigned to BP@Home. More apps can be found: [https://ourdorset.orchahealth.com/en-GB](https://ourdorset.orchahealth.com/en-GB/app/blood-pressure-app-smartbp/7487c67e-2575-4769-9fa3-d27ec502de00)

A blood pressure recording app: <https://ourdorset.orchahealth.com/en-GB/app/blood-pressure-app-smartbp/7487c67e-2575-4769-9fa3-d27ec502de00>

11. AOB

**Margaret Alsop** – ongoing investigation about who owns the car park, in relation to line marking etc.

**Lisa Bateman** – Voicemail message relaying number is too fast – the new telephone system is due to be implemented shortly. This will be addressed during the process.

**Margaret Alsop** – Document backlog – reception now up to date with administration backlog of paperwork.

**Kim Bill/Sarah-Jo Boyle** – Newsletter is in progress

**Anni Douglas** – Spa Medica Cataract operations. Discussed the different length of waiting lists between organisations carrying out cataract ops. Due to different medical conditions, not all carry out the operations if patient has glaucoma for example. Discussed hospital transport criteria/available

Please note day of next meeting will be a WEDNESDAY, this is for March only.

Date of next meeting: 20th March 2024