**BRIDGES PPG MINUTES 30TH JANUARY 2024**

PRESENT:

Sue Brunt (Chair)

Rupert Turberville-Smith (Partner GP)

Lennie Edwards (Practice Manager)

Sue Bousfield, Claire Brown, Shirley Earley, Paul Masham, Liz O’Connell,

Anita Roberts, Jo White, Norman White

APOLOGIES: Jim Gammans (NHS Dorset), Fiona King, Gillian Penwell,

Meridy Phillips, Julia Yates

At the opening of the meeting, Sue Brunt apologised for the postponement of the scheduled November 2023 meeting. This was due to a number of people being unable to attend.

ACTIONS FROM LAST MEETING: (LENNIE)

* Following on from discussion about the Patient Survey at the last meeting where it was left that the Practice would try to identify the weaker areas, MORI have been contacted and they say the survey is going to be changed. A new survey will be carried out shortly with results due in the summer.
* The phone system is being updated so that patients calling can press a button which will result in them receiving a call back. Funding has been applied for, but it is not known if it has been granted, although work may go ahead without it. The message which patients hear will be reviewed because some think it is too long in its present form. Incoming calls are monitored to see how many are being answered and how many are waiting and the waiting list seems to move quite quickly.

PRACTICE UPDATE: (LENNIE & RUPERT)

* 31st January is the last day for the Autumn Covid Booster availability. It is not known when the next campaign will start, whether it will be carried out at the surgery or at dedicated clinics, or who will be invited to attend.
* Patients with access to the NHS app will be able to see the average wait time for their hospital appointment when they have been referred. This information will be included in the next newsletter.
* Parents of children under the age of 5 are receiving invitations to bring their child along for the MMR vaccination. Uptake locally is quite high already, but with the rise in measles outbreaks in some parts of the country, it is hoped as many children as possible will receive both required doses. Older children who have not been vaccinated are also eligible. There was some discussion about why parents have been reluctant in the past to get their child vaccinated and an information leaflet is included with the invitation to give as much objective guidance as possible.
* NHS Dorset have begun a campaign about over ordering and/or stockpiling medication at home. Patients are encouraged to only order what they actually need on their repeat prescription rather than leaving it to the Pharmacy as this often results in everything being prescribed when only some items on the list are actually needed. There is a particular concern about some asthma inhalers being over prescribed because it makes it difficult for the Practice to correctly monitor patients’ conditions. There was discussion that people may be concerned about drug shortages and they order ‘just in case’. The local Primary Care Network (PCN) Pharmacies are in contact with each other and can obtain a drug which may not be in their store from another local source. Part of the campaign is also about disposing of unwanted/out of date drugs. Pharmacies are obliged to take in unwanted drugs regardless of where they had been originally obtained. The question was raised about the possibility of surgeries offering this service, but it was pointed out that there are more pharmacies than surgeries and they already have the correct procedures and necessary equipment in place.
* Louise Bell, Advanced Practitioner, attended a recent VISO award event. Two awards were received: Most Outstanding Contribution Award and Innovative Patient Engagement Award.
* Food Bank: It was agreed that there would be a food bank collection point in the Waiting Room, and the contents would be transferred to a local official distribution depot.
* One of the Health Care Assistants has left but a replacement is due to start in March.
* Dr Elizabeth Lyne will be joining the Practice as a Partner, working 3 days a week.
* There was discussion about patients being treated differently depending on whether they see a Partner or one of the other GPs in the practice. It was stated all the Doctors work to the agreed code of practice and it was immaterial whether they were a Partner or not.

PPG PROJECTS:

* Did Not Attend (DNA): Patients with a booked appointment are sent a reminder the day before their appointment rather than 2 days before, but no noticeable difference in DNAs has been noted. If a patient misses 3 or more appointments in a 12 month period they are sent a letter, explaining the waste of time they are causing and asking if all the details the Practice holds are up to date. If another appointment is missed a second letter is sent warning them they may be removed from the patient list. Social Prescribers are also contacted. This an organization run by the PCN and they act in a similar way to Social Workers to engage with the individual to see if there are any underlying issues which have not been identified. They also work with patients who have been referred by the surgery to help source mobility and/or other aids to assist independent living.
* Health Workshops are still on hold awaiting possible funding. Sue Brunt will give more details when she receives further information.

*Update: The PCN have now been awarded* funding

* Newsletter and Website: The next newsletter will be focussing on medication as mentioned earlier. The PPG Group will look at the new website before it goes live so that possible issues can be identified.

ELECTION OF PPG OFFICERS: Sue Brunt proposed that Liz O’Connell should be appointed Secretary and Minute Taker. Sue Bousfield seconded the proposal. It was passed by those present. Nominations for Chair and Vice Chair will be requested when the next agenda is distributed, along with information about these roles.

AOB: Sue Brunt asked if there were any volunteers interested in helping at Pre Frailty Exercise Classes at Wellworthys on a Wednesday morning.

DATE OF NEXT MEETING:

Tuesday 9th April at 6:10pm