Wellbridge Practice PPG

**MINUTES | 21 January 2020**

Wellbridge Practice, Meadow Lane, Wool, BH20 6DR

**1. Welcome and Apologies**  
Present: Clare Smith (Chair), Jill Withey, Theresa Cook, Tony Medley,

Gill Foott (Dorset CCG), Keeley Bruce (Practice Manager)

Apologies received from: Jane McKaigg, Katrina Dymond, Stuart Green, Christine Udall, Val Wilson  
  
**2. PPG Terms of Reference**  
Production of PPG Terms of Reference is in progress. ACTION: Clare will circulate a draft copy to members when they are completed.

**3. Surgery Update**

Keeley talked about the ‘eConsult’ system which is a national initiative and must be in use by the end of March.

eConsult allows patients to communicate online with their GP for admin queries and the system will red flag any urgent needs.

At the time of the meeting eConsult had been in use at Wellbridge for a week and so far the experience has been positive.

Practice is currently advertising for a Practice Nurse as one of the current nurses is due to retire at the end of April.

An additional receptionist has been recruited and will start at the end of April.

The Practice is keen to set up a ‘Virtual PPG’. Virtual PPGs consist of patients who have volunteered to be members and are operated via email and online questionnaires.

The Virtual PPG will interact with the current ‘face to face’ PPG and will provide an opportunity for involvement from patients who are unable to attend meetings and will expand the demographic of feedback received by the Practice.

It was agreed that it would be beneficial to get patients engaged.

ACTION: decide how to reach out to prospective members.

Tony raised the fact the telephone will sometimes ring continuously without being answered.

Keeley explained the Practice received on average 300 calls in the morning and 200 in the afternoon which can be overwhelming.

Calls are not just about booking appointments but include general queries about test results, etc. It is hoped increased use of eConsult, which can be used for test results, will help alleviate this situation.

Keeley reminded everyone that while the walk-in surgery operates every morning routine appointments can still be made but are limited.

**4. Gathering Feedback**

The Practice services Wool Parish and many satellite villages. Clare wanted to know where members were based and how feedback was gathered.

From those in attendance Wool, East Burton, Bovington and Winfrith Newburgh have representation.

Theresa checks the Practice website regularly to ensure she can inform people of what is available.

Jill, Tony and Clare listen to conversations within their communities and relay any appropriate feedback.   
Clare posts on various Facebook pages to keep people updated and receives feedback from that platform also.

**5. Dementia Update**

Val was unable to attend so the update was postponed to the next meeting.

**6. Any Other Business**

Clare asked for ideas for speakers at the meetings.  
Purbeck Palliative Care Companions were suggested. These Companions are volunteers who provide support for carers and families who were providing end of life care - they do not provide any nursing duties.  
ACTION: Clare to investigate and invite if possible.

Registered carers and what is involved to become registered was also suggested.

ACTION: Clare to ask for input from Alison Cosher (Assistant Practice Manager), the Practice lead on carers, at a future meeting.

There was praise for the noticeboard by the reception desk - it is updated regularly and is proving useful for relaying information.

PPG leaflets are available at the reception desk which is good.

Wareham Hub is now up and running and is currently being integrated into the existing health network.

**7. Dates of Future Meetings**

Dates were proposed for future meetings in 2020 and were agreed as: 17 March, 19 May, 21 July, 15 September and

17 November.

The meetings will continue without the presence of a doctor.