Wellbridge Practice PPG

**DRAFT minutes | 17 November 2020**

via Zoom

**1. Welcome and Apologies**  
Present: Clare Smith (Chair), Jill Withey, Val Wilson, Stuart Green, Jane McKaigg, Christine Udall, Keeley Bruce (Practice Manager), Gill Foott (Dorset CCG)

Apologies received from: Tony Medley, Theresa Cook, Rosa Adams  
  
**2. Practice update**  
Theresa (via email), on the behalf of patients, asked if receptionists had access to patients’ records even though they were not medically trained.

Keeley explained receptionists are also responsible for the administration of the Practice and without access to records would be unable to do their job. All staff sign a confidentiality agreement and can only access the system by using smart cards and personal passwords and all access can be audited at any time by 3 different authorities. Any breach of confidentiality is taken very seriously and could result in a fine or even imprisonment.

If a patient wants to keep information confidential they should make the request in a sealed envelope, addressed to their GP and marked private.

If any patients are concerned about their confidentiality being breached they should contact the Practice.

Gill Foott said the processes at the Practice are standard procedure nationally and access is audited on a regular basis.

Keeley reported that the arrangements for Covid-19 are as per the last meeting with a few changes:

* As the nights were drawing in the Practice is awaiting delivery of lights to be installed outside the building for greater patient safety
* Patients are being allowed into the waiting room in inclement weather with temperatures taken on the way in. The waiting room is cleaned on an hourly basis
* Staff have been split into teams so the Practice can continue to function if some staff were facing isolation.

It was agreed that any information on Covid-19 should be published on Facebook.

Issues raised over concerns re PPE levels had been resolved.

Jane is unable to reach the window from her wheelchair and was concerned that access to the surgery was being denied to the disabled. Keeley said anyone unable to reach the window should ring the bell at the door of the Practice.

ACTION: Keeley to check bell is within reach of those using a wheelchair, if not, to organise for it to be moved.

Val asked about the roll out of the vaccine. Keeley informed PPG this was being organised by Purbeck Primary Care Network and vaccinations will be given from a central site in Purbeck, no further information is available yet.

**3. PPG going forward**

All members had been emailed with the suggestions on how we should proceed in the future. Clare had received a positive response from everyone and all were in agreement.

**4. Election of officials**

Clare had said at a previous meeting she was prepared to continue as Chair. No other candidates for the post had come forward.

Val proposed Clare as Chair, Stuart seconded. The vote was unanimous and Clare was elected Chair.

Jill said she would continue to take the minutes for another year.

Stuart declined the position of Vice Chair. Appointment to the position of Vice Chair to be held over to the next meeting.

**5. Any Other Business**

Val reported the Admiral Dementia Nurse post has been made permanent. £18k is needed to be raised annually to fund the post, this is thought to be achievable.

GPs need reminding of some aspects of the service offered.

Clare said there was a need to recruit new members to the PPG and asked

Keeley what area the practice covered.

ACTION: Keeley to supply details of Practice boundaries.

UPDATE: Boundary details supplied

Clare thanked the practice for the job they were doing in looking after everyone so well.

Stuart asked if any cases of Covid-19 had been reported in the area. Keeley said there had been some in Wool and in Bovington, particularly in the school system.

Feedback from the community was that flu clinics had been well organised at the D’Urberville Centre. There had been no need for PPG assistance.

**6. Dates of Future Meetings**

The next meeting will be held on 19 January 2021 at 6.30pm via Zoom.

The meetings will continue without the presence of a doctor.