WOOL PATIENT PARTICIPATION GROUP

Minutes of the meeting held on 8th October 2019

1. Welcome and Apologies

Apologies were received from: Jane McKaigg, Christine Udall, Stuart Green, Keeley Bruce, Dr Allison French, Rose Adams

Present: Clare Smith (Chair), Jill Withey, Val Wilson, Katrina Brown, Theresa Cook, Tony Medley, Alison Cosher, Gill Foott.

The chair welcomed the attendees and gave the list of apologies.

2. What is PPG

CCG is redesigning the web page with the aim of sharing good practice and offering more support.

PPG Terms of Reference are being redesigned. A draft copy was discussed. Gill Foot has produced a useful document for guidance. Any comments/suggestions should be emailed to Clare for consideration.

There was a discussion on whether the number of meetings should be reduced to 4 per year. It was agreed that we should continue with 6 per year, as at present.

Dr French is unable to attend meetings on Tuesdays because of changed working patterns. The practice will review the situation and see if another doctor would be able to attend in her place

3. Virtual PPG

The Practice are considering the creation of a Virtual PPG. A Facebook page will be created with the aim of reaching people who do not visit the surgery often and giving them an opportunity to be involved. Alison will keep it up to date so any information for inclusion should be emailed to her. Other media were being considered but it was agreed that Twitter would not be used. It was suggested that a poster advertising for members should be displayed in the pharmacy. New members would be given a copy of the Terms and Conditions.

4. Surgery Update.

Dr Anyabolu has been recruited to the practice. She will be working 3 days per week , Wednesday to Friday. She specialises in the care of older people and will continue with the work that Dr Jones had been doing, including frailty clinics and the provision of some fifty minute appointments to enable care needs to be discussed.

Dr French now works Mondays and Tuesdays.

Dr Denison has greed to become a partner in the practice.

5. Did Not Attend (DNA) Figures

Theresa said thar one of the aims of the PPG should be to reduce the DNA figures.

Alison said that 107 appointments had been missed in July. This figure was shared on the Facebook page, the reaction to this was shock and as a result the figure in September was reduced to 69. The practice was congratulated for this improvement

6. Flu Clinics

The surgery thanked PPG members for their help in the running of the flu clinics which were progressing satisfactorily. It was suggested that the blue and green arrows be moved as it could be difficult to distinguish between them.

7. Matters Arising/Any Other Business.

Matters Arising from the previous minutes - the date in paragraph 3 should be changed to 9th April 2019.

Val reported that the bereavement group was progressing well

Val said that 15 people had received training to set up meeting centres for dementia sufferers and their carers and that there is now one running in Wareham hospital every Monday. Various activities are provided, a free lunch is served and a separate room is provided for carers to support one another. If it is successful another centre may open in Swanage. Alison said she would put the details on facebook.

It was reported that some surgeries provide courtesy calls to carers to check on their wellbeing. In the Corfe surgery this is done by a receptionist. Alison said that this would be discussed at a surgery meeting.

9. Date of Next Meeting - Tuesday 21st January 2020 at 1730 hours.