Wellbridge Practice PPG

**Minutes | 15 September 2020**

via Zoom

**1. Welcome and Apologies**  
Present: Clare Smith (Chair), Jill Withey, Val Wilson, Stuart Green,

Gill Foott (Dorset CCG)

Apologies received from: Jane McKaigg, Christine Udall, Theresa Cook, Tony Medley

The Chair stated the Terms of Reference would be covered under Item 3 of the agenda: PPG going forward.  
  
**2. Practice update**  
Consultations with doctors are initially by phone with face to face appointments being arranged if necessary. Feedback for this system has been positive.

PPG felt the Practice was doing very well in coping with the restrictions and that the receptionists did not need training in customer service as the service they were already providing was excellent.

Throughout lockdown and ongoing, the Practice has been preparing for more regular appointments by installing screens, a one way system and changing the use of some rooms.

eConsult continues to be used but is difficult for some tasks such as repeat prescriptions. Gill Foott recommended the NHS App for a variety of tasks.

At the time of meeting the app wasn’t advertised on the Practice website.

Concern was expressed about how doctors asked patients about the need for a DNR. It is understood patients’ preferences need to be held on record but the timing of the question was sensitive and could make patients feel uncomfortable in the current circumstances.

It was suggested that information could’ve been put on the website and Facebook explaining the need for the question to be asked.

Flu clinics will be commencing shortly. They are to be held at the D’Urberville Centre to allow for social distancing.

It is anticipated that PPG assistance will not be needed this year. Val, Clare and Jill, however, volunteered to be on a standby list to help at short notice if needed.

**3. PPG going forward**

Clare said there is a need to decide how PPG operates in the future.

With many members not able to join online meetings PPG had to decide how to make decisions and vote.

What constitutes a quorum (minimum members to make a decision/take a vote) needs to be decided. At the moment, a majority of members, including the Chair, is required and at current numbers this means 5 members makes PPG quorate. The meeting saw only 4 members, including the Chair, present.

Suggestions included decisions/votes being made via email reply.

The Terms of Reference will need to be re-written to reflect any decisions.

A process will need to be in place for the November meeting so the election of officials can take place.

Current terms of office will expire at the next meeting. Clare is happy to stand as Chair again.

ACTION: Clare to email all members with suggestions to ascertain their wishes and feedback.

ACTION: members wishing to put themselves forward for the positions of Chair, Vice-Chair and Minute Taker/Secretary should contact Clare no later than 12 November 2020

**4. What patients want from PPG**

Clare asked if we know what patients expect from the PPG, if patients know that we exist and who members are.

Val said the group is publicised in local papers in Wool, Winfrith Newburgh, Coombe Keynes and Lulworth but perhaps people do not know who to approach and there is a need to remind people that PPG still exists and is functioning.

Stuart suggested we ask the surgery what they expect of PPG. The Practice has approved the Terms of Reference which describes the role of PPG.

Stuart also noted that as the Practice is closed to patients there is not the opportunity to read any of the information displayed there.

ACTION: Clare to produce a questionnaire for approval by PPG and subsequent circulation to the patient population.

**5. Any Other Business**

Val reported the excellent news that the Admiral Dementia Nurse post has been funded for another year.

**6. Dates of Future Meetings**

The next meeting is 17 November 2020 at 6.30pm via Zoom.

The meetings will continue without the presence of a doctor.