Wellbridge Practice PPG

**Minutes | 27 July 2021 | 6.30pm**

via Zoom

**1. Welcome and Apologies**  
Present: Clare Smith (Chair), Val Wilson, Stuart Green, Theresa Cook, Keeley Bruce (Practice Manager)

Apologies received from: Jill Withey, Christine Udall, Jane McKaigg

Minutes from previous meeting, 18 May 2021, approved.

Clare announced that Tony Medley had left the group due to home commitments. Clare has thanked Tony on behalf of all of PPG for his contribution over the years.  
  
**2. Practice update**

Practice issued a letter to patients, 20 July, via the website, Facebook page and community Facebook pages. The response to the letter has been mixed.

The Practice will continue to operate as it has been with telephone appointments with doctors and clinicians deciding whether a patient should be seen face to face.

There is no expectation that this will change in the near future.

There is a minimum of 2 doctors working each day but more usually there are 3 doctors.

The Practice continues to be understaffed by doctors, as are all surgeries in Purbeck. The vacant positions are being advertised.

Administration staff are really under strain due to verbal abuse and even threat of physical abuse received from patients. The Practice is losing some staff due to these issues.

Patients guilty of such abuse will be sent a zero tolerance letter and informed that should said behaviour be repeated further action will be taken by the Practice.

Panic buttons are installed in reception for staff to use.

The Practice is to become a training practice again. The first trainee doctor arrives next week to start their 4 month general practice rotation.

Initially trainees will shadow doctors before moving on to seeing patients individually.

COVID-19 vaccination rates continue to be high in Purbeck. For those 50 years+ the rate is 96% but there are no official figures at this time for the younger cohorts.

Booster vaccinations for COVID-19 are expected to happen at the Bournemouth International Centre (BIC) but this is yet to be confirmed.

The Practice will run flu clinics as usual from September and will use the D’Urberville Centre as this worked very well last year.

**Feedback for the Practice**

Some patients are finding it confusing when trying to book routine appointments. Keeley explained the situation and the booking system.

* **Same day appointments**: most morning appointments are allocated to those requested on the day.
* **Routine pre-bookable appointments**: the aim is to keep afternoon appointments as pre-bookable, unfortunately, due to the current high demand for same day appointments this has not been possible and each doctor only has around 5 appointments per day that can be booked in advance.
* **Booking system**: dates for pre-bookable appointments are released gradually by the system to prevent all appointments being booked for months and months in advance. Patients may be asked to call back on a certain day or even the next day depending on when the next batch of appointments will be live in the system.

Patients have asked if they have to be registered for online services with the Practice in order to use the NHS app that holds a person’s COVID-19 vaccine status.

The answer is NO. Without registering with the Practice the NHS app will show your vaccination record only and no other information.

**3. PPG recruitment**

Clare is sending emails to those who expressed interest in joining PPG in the recent questionnaire and is waiting to hear back.

PPG decided what should be included on the demographic survey for all members: gender, age group, school aged children, location.

OUTSTANDING ACTION: Clare to check with Gill Foott about PCN Virtual PPGs

**4. PPG email newsletter**

It was agreed a newsletter should be quarterly and include updates from the Practice such as advertising flu clinics and reminding patients of the appointment booking system.

It was agreed that MailChimp would be the platform used for the newsletter. MailChimp has inbuilt GDPR protection systems and a free account allows emails to be sent to 2,000 addresses per month - more than enough to get started and the situation can be revisited should this amount be exceeded.

ACTION: Clare to set up MailChimp account for PPG and create template

ACTION: Clare and Keeley to discuss best way to reach all patients with sign up form

**5. Any Other Business**

Val has been volunteering at the vaccination clinics which have been busy with people 18 years+ since the age range was expanded.

There are no appointments for the next 2 weeks at the moment but the same team is hoping to operate a drop in clinic in Swanage.

**Dementia Update from Val**

Wareham Rugby Club has been confirmed as the venue for the Forget Me Not cafe. The cafe can’t be opened at the moment due to the rule of 6 meeting indoors but volunteers are very hopeful of opening in September.

Volunteers are undertaking a 5 week online training course with Worcester University to ensure they are up to date with knowledge.

Weekly newsletters (paper and online) are going out and support phone calls continue to be made and a Dementia stall is at Swanage Market the first Friday of every month.

Contribution of £18,000 has been made for 2021/22 for the Admiral Nurse. Fundraising starts again as the same amount needs to be raised for 2022/23.

Admiral Nurse continues to meet patients face to face.

Some members of PPG are happy to volunteer at flu clinics as they have in previous years.

**6. Dates of future meetings**

21 September, 16 November