

**Notes of the group meeting of the Milton Abbas and Milborne St. Andrew Patient Participation Group
'Patient Voice' held on Tuesday 10th September 2024 at 7:00pm in Milton Abbas Reading Room**

Present: Pam Shults (PS, Chair), Gina Dobbins (GD), Nigel Hodder (NH), Sarah Noble (SN), Dr. Julian Rees (JR), Lynn Taylor (LT), Colin White (CW)

Apologies: Dave Andrews, Val Andrews, June Butchart, Martin Davies, Phil Deeming, Debbie Drammis, Ann Fookes, Adrienne McIntosh, Ellie Payne, Susie Potter, Diana Sale, Elizabeth Whatley

AGENDA ITEM	NOTES	ACTION
1. Welcome and Apologies	Pam Shults welcomed all attendees. Apologies were received from those listed above.	
2. Minutes of Last Meeting	The minutes of the meeting held on 11 th June 2024 were agreed and approved.	
3. Matters Arising	<p>Return of medication: JR advised there was resistance from several patients</p> <p>Prescriptions (loss of 35 items): NH advised he had received an email from Martin Davies who was concerned regarding the impact of this decision on patients with Socio-Economic issues. It was suggested that Martin should address his concerns to the ICB as this was their decision not the surgery's.</p>	
4. Practice/PCN Report	<p><u>DNAs April 2024 - June 2024</u></p> <p>SN reported missed appointments as follows:</p> <ul style="list-style-type: none"> Physiotherapist – 3 missed appointments – 1 hour lost HCA's – 30 appointments; 5 hours Nurses – 42 appointments, 21h15m Doctors – 64 appointments; 16 hours (equivalent of 4 morning clinics) <p>In reporting terms, clinicians complete a DNA template where children are colour coded for safeguarding purposes and adults are sent a letter or contacted by phone.</p> <p><u>Website</u></p> <p>The new website should go live this month. It is similar in style to other Practices within the PCN with some minor differences to maintain some identity.</p> <p><u>Flu/Covid Vaccinations</u></p> <p>Flu Clinic will be held for over 65s in Winterborne Whitechurch Village Hall on Saturday 5th October. Under 65s will be seen at MA surgery on the morning of 12th October. Both clinics will include provision of a Covid injection.</p> <p><u>RSV vaccine</u></p> <p>This new vaccine (Respiratory Syncytial Virus) is being given to adults who turn 75 on or after September 1, 2024. However, this year as a part of a catch-up activity it will be extended to the age range 75-79 years. SN advised there are c. 280 adults in this age range at the Practice</p> <p>It is also available for pregnant women who are at least 28 weeks pregnant on September 1, 2024.</p> <p>Its purpose is to protect against this infectious disease that causes respiratory illnesses.</p>	

	<p><u>Staff</u></p> <p>Currently one phlebotomist down -putting pressure on the provision of blood tests. This is not helped by hospitals advising patients to obtain blood tests and results from their surgery. JR advised Practice doctors were not necessarily qualified to interpret blood test results on behalf of hospital specialists. GPs are kicking back in the hope the hospitals will learn that this is not an option!</p> <p><u>Telephone</u></p> <p>The new telephone system is working well and provides “call back” options. It has been well received by patients and the general view of those at the meeting was that when they rang there was minimal waiting and usually being told they were #1 in the queue.</p>	
5. NAPP	<p>NH advised that NAPP (National Association for Patient Participation) had doubled their annual fees from £40 to £80 p.a. The Practice has always supported our membership financially.</p> <p>We get very little out of being Members other than a weekly email where comments/questions from other PPGs are provided as a “chat” format with an opportunity to respond.</p> <p>While this year’s fee has already been paid, it was agreed by those present that there was insufficient benefit for future subscriptions, and we would withdraw from July 2025 when renewal is due.</p> <p>It was agreed that the “Jim Gammans” emails covering Mid Dorset should continue to be circulated. NH advised he has copied the PV circulation list, but that Members had the option to opt out of the JG emails while remaining on the PV list.</p>	NH
6. Patient Feedback	<p>LT advised that patient records were not showing hospital X rays, etc. She was advised that the GP could see them via direct access to hospital records.</p> <p>GD advised she was a Neighbourcar driver and that from time to time took patients to other local surgeries. She advised she always experienced high levels of praise for MA surgery; but not necessarily so for the others!</p> <p>Meetings update:</p> <p>Times for future meetings will be as follows wherever possible: March – 2 p.m. June 7 p.m. September 7 p.m. December 12 p.m. (this is traditionally followed by a buffet lunch at the local hostelry)</p>	
7. Next Meeting	<u>Tuesday 10th December 2024 at 12:00 p.m. in Milton Abbas Reading Room followed by buffet lunch at The Hambro. NH will book the Reading Room.</u>	NH