

**Notes of the group meeting of the Milton Abbas and Milborne St. Andrew Patient Participation Group
'Patient Voice' held on Tuesday 10th December 2024 at 12:00pm in Milton Abbas Reading Room**

Present: Pam Shults (PS, Chair), Dave Andrews, Val Andrews, Gina Dobbins, Peter Dobbins, Debbie Drammis, Nigel Hodder (NH), Adrienne McIntosh, Alan Morgan, Sarah Noble (SN), Adrienne Rogers, Lynn Taylor, Colin White, Dr. Emily Woodcock (EW)

Apologies: June Butchart, Martin Davies, Ann Fookes, Susie Potter, Diana Sale, Elizabeth Whatley

AGENDA ITEM	NOTES	ACTION
1. Welcome and Apologies	PS welcomed all attendees. Apologies were received from those listed above.	
2. Minutes of Last Meeting	The minutes of the meeting held on 10 th September 2024 were agreed and approved.	
3. Matters Arising	Prescriptions (loss of 35 items): NH confirmed that he had emailed Martin Davies and suggested that he (Martin) should address his concerns to the ICB as this was their decision not the surgery's. No feedback since.	
4. Practice/PCN Report	<p><u>Flu/Covid Vaccinations</u></p> <p>The Flu vaccination programmed is nearing completion and to date over 1,000 vaccinations for over 65s have been given – a figure higher than recent previous years. Covid take up has been at a similar level for over 65s.</p> <p>Under 65s take up has conversely been less than expected with a slower take up this year. There are still a few clinics for latecomers.</p> <p><u>RSV vaccine</u></p> <p>This new vaccine (Respiratory Syncytial Virus) has been given to adults in the age range 75-79 years. (N.B. future years will be "75 year olds" only). SN advised there are c. 280 adults in this age range at the Practice of which c. 250 have taken up the opportunity.</p> <p><u>Staff</u></p> <p>A new HCA (Amanda) has been recruited and will ultimately work 4 days a week once she has settled into the area. She has A&E experience as well time spent on a cardio/vascular unit.</p> <p><u>DNAs</u></p> <p>SN advised that she has been collaborating with Sharon Abraham, a Care Coordinator for the PCN on how best to approach offenders. A clinician will ring the patient to try and establish the reason for non-attendance and whether the surgery can do anything to alleviate their individual problem.</p> <p><u>Autism</u></p> <p>The surgery is trying to create a pathway to providing more support for patients on the autistic spectrum. There are c. 100 patients in the Practice (children to senior adults) across the wide-ranging autistic spectrum. While there is plenty of focus on the learning difficulty aspect; the surgery believes this is less so on sensory perception, so this is their area of focus and support.</p>	

	<p><u>New Technology</u></p> <p>EW explained that the surgery is using an Artificial Intelligence (AI) programme which records the clinical conversations between doctor (Dr. Rees) and patient. Through the learning process it is then able to dictate suitable letters to consultants, etc. thereby saving both the doctor and the admin team time.</p> <p>In response to a question from NH, it was confirmed that patients are advised the recording is taking place and its purpose. This is viewed as significant breakthrough by the Practice and the hope is that ultimately the ICB will purchase the same AI software across the county.</p>	
<p>5. Patient Feedback</p>	<p>LT advised that she had recently attended a Governor’s meeting at DCH (as a member of the public as she is no longer a Governor) and had heard a clinician on the Board suggest that they should get away from the “Doctor knows best” attitude.</p> <p>There followed quite a lengthy debate (which almost delayed the start of lunch!) with a general view expressed that it is not always just about the doctor but about having the most appropriate staff member attend a patient based on the conditions presented. SN explained that the surgery admin team have a matrix they use to seek to determine the most appropriate clinician for a patient to see.</p> <p>Finally, there was a general sentiment of “thanks you” to the surgery for their management of patient relationships.</p>	
<p>6. Next Meeting</p>	<p><u>Tuesday 11th March 2025</u> at 2:00 p.m. in Milton Abbas Reading Room. NH will book the Reading Room.</p> <p><i>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.</i></p>	<p>NH</p>