

**Notes of the group meeting of the Milton Abbas and Milborne St. Andrew Patient Participation Group
'Patient Voice' held on Tuesday 11th March 2025 at 2:00pm in Milton Abbas Reading Room**

Present: Shannon Abraham (SA), Gina Dobbins (GD), Martin Davies (MD), Val Downes, Ann Fookes, Nigel Hodder (NH), Sarah Noble (SN), Susie Potter, Diana Sale (DS), Lynn Taylor, Colin White,

Apologies: Dave Andrews, Val Andrews, June Butchart, Debbie Drammis, Adrienne Lagrue, Adrienne McIntosh, Pam Shults

AGENDA ITEM	NOTES	ACTION
1. Welcome and Apologies	<p>In the absence of Pam Shults, NH chaired the meeting and welcomed all attendees. SN introduced Shannon Abraham who is the PCN Long term Conditions Coordinator and is also buddied with MA Surgery.</p> <p>Apologies were received from those listed above.</p>	
2. Minutes of Last Meeting	<p>The minutes of the meeting held on 10th December 2024 were agreed and approved.</p>	
3. Matters Arising	<p>Prescriptions (loss of 35 items): MD advised that he had pursued the issue with Dorset ICB but had not received any assurances the policy would change. His concern was focussed on deprived areas where families could ill afford to buy medication previously supplied on prescription. SN advised that under certain circumstances it could still be possible to get some of the 35 items prescribed.</p> <p>SN advised that "Heidi", the AI system had not yet been introduced to the surgery but was likely to be after April. This was partly because it is a part of an assignment that she is doing which cannot include items already in place at the time of submission.</p> <p>The AI generated summary would be added to patients' notes and visible on their personal NHS App. All patients are encouraged to download the NHS app to a tablet or phone as it provides a better database of personal history than the current surgery systems may be able to provide.</p>	
4. Practice/PCN Report	<p><u>Flu/Covid Vaccinations</u></p> <p>This year's flu clinic will take place at Winterborne Whitechurch Village Hall on Saturday 4th October 2025. It is not yet known if it will include Covid cover as well.</p> <p><u>Staff</u></p> <p>Alice has returned from maternity leave and is back in the dispensary who were operating with one member of the team down.</p> <p>Rachael has trained to become a fully qualified dispenser.</p> <p>Dr. Martin Longley has returned to work – initially on a part time basis.</p> <p><u>Transition & Transformation Funding</u></p> <p>This money is used for a wide variety of projects or activities:</p> <ul style="list-style-type: none"> • Promoting the "Our Dorset" library • Encouraging patient engagement with NHS App • Online triage • Remote management tools 	

Patient Numbers

In answer to a question, SN advised that there are currently 4,792 patients registered with the Practice.

Cervical Screening

A new project aimed at 25 to 49 year-olds attempting to encourage this age range to participate. It is planned to hold evening clinics, issue an invitation letter seeking to address misconceptions. The key question is why are “non respondents” not attending!

DNAs

Month	Appointments lost	Percentage	Hours lost
March 24	51	1.7	15
April 24	68	3.0	22.5
May 24	49	1.4	17
June 24	25	0.6	9
July 24	35	1.8	18
August 24	18	0.9	16
September 24	34	1.1	15.5
October 24	40	1.1	27
November 24	42	1.6	18.75
December 24	50	1.7	13
January 25	45	1.6	18.75
February 25	36	1.1	16.5
Totals:	493	-	207
Averages:	41 appointments	1.46%	17.25 hours

The lost hours are the equivalent represent 69 GP appointments; 103 blood tests; 35 asthma/diabetes (long term conditions) appointments; 52 smear tests.

5. PCN

SA introduced herself as a member of the PCN responsible for Long Term Conditions care. She is also the PCN “buddy” to MA Surgery so will be spending time at the Practice working alongside SN and the team.

She is involved in various transformation funding projects including autism (see last meeting minutes for more detail); creating a link to midwives as part of a maternity pathway; social prescribing annual reviews.

The aim is to build relationships within the surgery and collaborate.

6. Patient Feedback

DS commented on a recent consultation and was impressed with the time taken by the GP to listen in a caring manner - “brilliant”. MD observed that there tend to be better outcomes with continuity of care...

...meanwhile, GD had experienced a less positive experience when trying to have a discussion with the pharmacy. Having been promised on a few occasions that she would get a callback this did not happen, and she feels “frustrated”.

SN was aware of some issues and these would be addressed.

While this was not discussed at the meeting due to NH wearing too many hats an email from Adrienne McIntosh was forwarded to SN regarding a project to collect used blister packs for recycling. It appears that some branches of Boots are collecting the empty packs and AM wondered if the Practice had any thoughts on setting up a collection point.

SN advised NH by email that she would discuss with the Pharmacy team, but initial thoughts were that it is a good idea.

SN

SN

7. Next Meeting	<u>Tuesday 17th June 2025</u> at 7:00 p.m. in Milton Abbas Reading Room. NH will book the Reading Room. <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>	NH
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