

**Notes of the group meeting of the Milton Abbas and Milborne St. Andrew Patient Participation Group
'Patient Voice' held on Tuesday 17th June 2025 at 7:00pm in Milton Abbas Reading Room**

Present: Pam Shults (PS - Chair), Dave Andrews, Val Andrews, Martin Davies (MD), Gina Dobbins, Ann Fookes, Nigel Hodder (NH), Sarah Noble (SN), Colin White

Apologies: June Butchart, Phil Deeming, Val Downes, Adrienne McIntosh, Susie Potter, Diana Sale, Lynn Taylor

AGENDA ITEM	NOTES	ACTION																		
1. Welcome and Apologies	<p>Pam Shults chaired the meeting and welcomed all attendees.</p> <p>Apologies were received from those listed above.</p>																			
2. Minutes of Last Meeting	<p>The minutes of the meeting held on 11th March 2025 were agreed and approved.</p>																			
3. Matters Arising	<p>Blister Packs – it was noted that a notice regarding the disposal of these items now appears on the notice board in the entrance to the surgery. Also noted that The View Café, Milton Abbas, was accepting them but requesting 50p per item towards cost of disposal.</p> <p>AI (artificial intelligence) – SN advised that this will save time and enable the GP to fully focus on the patient rather than trying to write notes at same time as discussing the patient's issues.</p>																			
4. Practice/PCN Report	<p><u>Staff</u> Claire, the Physiotherapist, will be leaving on 27th June and will be replaced by Kerry Jones working every Wednesday. Laura, Occupational Therapist, has left the surgery and her replacement, Izabel Shewell has already started.</p> <p><u>Autism Pathway</u> This is being piloted by the surgery. SN advised that there is a 2 year wait for assessment following an initial discussion with a GP. The Social Prescriber will be reviewing those who have been diagnosed as being on the (wide) spectrum.</p> <p><u>Lung Cancer Screening</u> Patients in the 55-74 age range and are current or former smokers will be sent a text which will be followed up by a letter. A specialist nurse-led phone assessment will determine a level of lung cancer risk. Those considered to be at high risk will be offered a low-dose CT thorax scan and smoking cessation advice if still a smoker. The exercise will be led by secondary care.</p> <p><u>DNAs (March-May 2025)</u></p> <table border="1" data-bbox="456 1704 1230 1899"> <thead> <tr> <th><u>Clinician</u></th> <th><u>Appointments lost</u></th> <th><u>Hours lost</u></th> </tr> </thead> <tbody> <tr> <td>GPs</td> <td>}</td> <td>13h15m</td> </tr> <tr> <td>Nurses</td> <td>} 157 total</td> <td>22h25m</td> </tr> <tr> <td>HCA's</td> <td>}</td> <td>2h55m</td> </tr> <tr> <td>Physio</td> <td>}</td> <td>2h25m</td> </tr> <tr> <td>Totals:</td> <td>157</td> <td>41 hours</td> </tr> </tbody> </table> <p>SN advised that the surgery was using the letter (recently sent to attendees for feedback) for frequent offenders; sending text messaging appointment reminders; and conducting a survey to try and determine reasons and how they can help. They are also considering adding a statement about the cost to the Practice of the missed appointment.</p> <p><u>PCN</u> Unfortunately, Shannon, the surgery buddy from the PCN, will be leaving in July. Given current NHS staffing cutbacks, SN is unsure if she will be replaced.</p>	<u>Clinician</u>	<u>Appointments lost</u>	<u>Hours lost</u>	GPs	}	13h15m	Nurses	} 157 total	22h25m	HCA's	}	2h55m	Physio	}	2h25m	Totals:	157	41 hours	
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<p>5. NHS Reorganisation</p>	<p>NH asked what effect the planned reorganisation of NHS England would have on NHS Dorset.</p> <p>SN replied that it was still very unclear as it was in the planning stage and different options are being considered by NHS England. The most likely merger is with Bath, Swindon, NE Somerset & Wiltshire ICB although SN though Bath may be separated from the rest.</p> <p>One problem is they use a different recording/reporting system to that used by NHS Dorset.</p> <p>It will be recalled that the surgery used to use EMIS but had to fall into line with NHS Dorset's preference for SystemOne. Bath, Swindon, NE Somerset & Wiltshire use EMIS!</p> <p>The bigger impact could be on the PCNs, but this is still unknown.</p> <p>MD suggested that across England 42 existing ICB's are to be merged to form 25 new ones – consequently, a lot of jobs will be lost.</p> <p>NH suggested this item remain on the PV agenda for the time being until the plan becomes a reality.</p>	
<p>6. Patient Feedback</p>	<p>The minimal feedback from around the table was all positive.</p>	
<p>7. Next Meeting</p>	<p><u>Tuesday 9th September 2025 at 7:00 p.m. in Milton Abbas Reading Room. NH will book the Reading Room.</u></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>