

**Notes of the group meeting of the Milton Abbas and Milborne St. Andrew Patient Participation Group
'Patient Voice' held on Tuesday 9th September 2025 at 7:00pm in Milton Abbas Reading Room**

Present: Pam Shults (PS - Chair), June Butchart, Phil Deeming (PD), Gina Dobbins, Val Downes, Ann Fookes, Nigel Hodder (NH), Sarah Noble (SN), Lynn Taylor (LT)

Apologies: Dave Andrews, Val Andrews, Martin Davies, Susie Potter, Adrienne Lagrue, Diana Sale, Colin White

AGENDA ITEM	NOTES	ACTION																		
1. Welcome and Apologies	Pam Shults chaired the meeting and welcomed all attendees. Apologies were received from those listed above.																			
2. Minutes of Last Meeting	The minutes of the meeting held on 17 th June 2025 were agreed and approved.																			
3. Matters Arising	Blister Packs – in response to a question from NH, SN advised that the surgery has little or no space to store used blister packs and, in any case, there had been minimal response from patients in attempting to return them to the surgery. AI (artificial intelligence) – SN advised that this is now close to implementation.																			
4. Practice/PCN Report	<p><u>Staff</u> Theresa, a new pharmacist appointed by the PCN, is working within the surgery on Mondays. She is reviewing prescriptions where patients have 10 or more items plus other tasks. Kathy Davies has also joined the pharmacy team.</p> <p>Jonathan Dent became a partner with effect from 1st September increasing the number to 5 (martin, Julian, Stephanie Emily and Jonathan). Patients have lost 2 GP sessions as a consequence but overall, it is believed that it will have a positive effect. Currently, all GPs are doing 4 sessions except Julian who carries out 6 for the Practice.</p> <p>Kierron Thorne has returned and is working on structured physical health reviews.</p> <p>Frances Ford joined as a new receptionist 3 weeks ago. SN explained following a question from PD</p> <p><u>DNAs (March-May 2025)</u></p> <table border="1"> <thead> <tr> <th>Clinician</th><th>Appointments lost</th><th>Hours lost</th></tr> </thead> <tbody> <tr> <td>GPs</td><td>}</td><td>12h50m</td></tr> <tr> <td>Nurses</td><td>} 156 total</td><td>17h15m</td></tr> <tr> <td>HCA's</td><td>}</td><td>3h40m</td></tr> <tr> <td>Physio</td><td>}</td><td>2h20m</td></tr> <tr> <td>Totals:</td><td>156</td><td>36 hours</td></tr> </tbody> </table> <p>GPs lost time is the equivalent of 4 sessions; nurses – 34 asthma reviews or 51 smear tests; HCA – 36 blood tests. The total of 36 hours represents 108 smears, 72 asthma reviews or 10 GP clinics</p> <p>SN advised that the surgery has continued using the DNA letter for frequent offenders. She also advised that a couple of patients had removed themselves from the Practice following receipt of the letter (probably because of the possibility of being asked to leave).</p> <p><u>Flu Clinic</u> – Winterborne Whitechurch Village Hall on 4th October. Hoping for higher response to use of online booking of appointments. Covid vaccination will also be given to over 75s unless they are in a care home or immune deficient.</p>	Clinician	Appointments lost	Hours lost	GPs	}	12h50m	Nurses	} 156 total	17h15m	HCA's	}	3h40m	Physio	}	2h20m	Totals:	156	36 hours	
Clinician	Appointments lost	Hours lost																		
GPs	}	12h50m																		
Nurses	} 156 total	17h15m																		
HCA's	}	3h40m																		
Physio	}	2h20m																		
Totals:	156	36 hours																		

5. NHS Reorganisation	<p>SN said there was very little news regarding the ICB plans, the merger with Somerset etc. was ongoing. NH advised that he had circulated an email to PV members which had been initially issued on 2nd September by "NHS Dorset Communications". SN said the surgery had not received and NH promised to forward it to her while expressing some surprise the surgery was being kept in the dark!</p> <p>This item will remain on the PV agenda for the immediate future until the plan (and its impact) becomes clearer.</p>	NH
6. Patient Feedback	<p>NH raised the subject of the road closure notice he had received which detailed a planned closure of the top section of Catherines Well between 28 October and 1 November (Tuesday to Saturday) during the hours of 8 a.m. – 6 p.m.</p> <p>Post meeting note (email from SN):</p> <p><i>As we discussed last night, the council has sent out a proposed road closure notice for Catherines Well which covers 4 days and has caused panic.</i></p> <p><i>I've just spoken to the council, and weather permitting, the work will only take half a day but should it rain could take longer.</i></p> <p><i>Nearer the time, about a week before, they will be able to work out which day will be the most suitable according to weather reports and they will put signs out with this information.</i></p> <p><i>Having spoken with them, the main issue I can see, is access for patients with mobility issues. Everyone else including staff, can park elsewhere if necessary, and walk. There will be pedestrian access, and you won't need to contact a number to gain access as the notice suggests.</i></p> <p><i>Therefore, when the rotas go on for October, the practice will plan and use MSA where possible for perhaps nurse clinics- but this will be discussed by the team in the next couple of weeks.</i></p> <p><i>When booking patients in advance, across those days, with any clinicians, the reception team will need to ask the patient if they have mobility issues and book the site accordingly.</i></p> <p><i>Going on my conversation this morning with the council, all of this is manageable with preparation/communication and won't impact business continuity.</i></p>	
7. Next Meeting	<p><u>Tuesday 9th December 2025</u> at 12:00 p.m. followed by a buffet at a venue to be advised.</p> <p><i>The December meeting is normally followed by a buffet primarily to thank different groups of supporters (Neighbourcar, Health Champions, PV members, etc.). Following the closure of The Hambro Arms at the end of August a new potential venue is being sought for this meeting. An option is to hire the function room at The Royal Oak, Milborne (there are other pubs) for both the meeting and then the buffet. NH will enquire and the venue will be advised prior to the meeting when the agenda is issued.</i></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>	NH