

**Notes of the group meeting of the Milton Abbas and Milborne St. Andrew Patient Participation Group
'Patient Voice' held on Tuesday 22nd September 2026 at 7:00pm in Milton Abbas Reading Room**

Present: Pam Shults (PS – Chair), Dave Andrews, Val Andrews (VA), Martin Davies (MD), Val Downes, Nigel Hodder (NH), Sarah Noble (SN), Dr Julian Rees (JR), Colin White

Apologies: June Butchart, Gina Dobbins, Ann Fookes, Adrienne McIntosh, Susie Potter, Lynn Taylor

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 23 rd June 2026 were agreed and approved. A couple of “typos” were noted which will be amended by NH, but minutes will not be reissued as they do not materially change the context of the notes of the meeting.	NH
3. Matters Arising	NH advised that following Lynn Taylor’s reference in the June meeting to texts for telephone appointments suggesting the appointment was a “surgery visit”, he had recently received one which he had forwarded to SN for investigation. He considered that some patients could get confused by this. SN advised that the admin team were not always ticking the “telephone appointment” box, but she was concerned that if they did so, it may result in no text being issued at all. Apparently, the system is outside of the surgery’s control! SN is going to test the system and check the outcome. To some extent, it is up to patients to make a personal note that the appointment is by telephone rather than face to face when it is made.	SN
4. Practice/PCN Report	<u>Staff</u> Dr Longley is currently working from home and not engaging in face-to-face patient contact. He is awaiting further heart surgery. Those present at the meeting wished him well. His sessions are being covered by others (both internally and via a locum). <u>Flu & Covid Jabs</u> The clinic is set up at Winterborne Whitechurch Village Hall for Saturday 3 rd October. This will be supplemented with special sessions at the surgery plus some home vaccinations. 2345 patients are eligible for the flu vaccination and 778 are eligible for a Covid jab. NH asked what percentage of the flu total take up the option to be vaccinated, to which the response was approximately 70%. <u>NHS National GP Patient Survey</u> Compared to ICS (local) and national results, the surgery has outperformed in all categories. With 99% they were the top performing surgery in Dorset in terms of ease of contact via the phone (ICS 63%; National 57%). Use this link and enter “Milton Abbas” for more detailed info on our surgery’s performance: GP Patient Survey PS suggested the surgery needs a vote of thanks from its patients.	

	<u>DNAs (June '26 – August '26)</u> <table><tr><td><u>Clinician</u></td><td><u>Hours lost</u></td></tr><tr><td>GPs</td><td>13h50m</td></tr><tr><td>Nurses</td><td>20h25m</td></tr><tr><td>HCA's</td><td>5h40m</td></tr><tr><td>Physio/MSK</td><td>2h20m</td></tr><tr><td>Pharmacy</td><td>1h</td></tr><tr><td>Totals:</td><td>43h15m</td></tr></table> These figures are 30% higher than the previous quarter. A total of 163 patients failed to attend an appointment. Members present suggested fining regular offenders (like dentists and other organisations do) but this was considered inappropriate by the surgery team. <u>“Ageing Well” programme</u> JR advised that this initiative had not started too well as MA was the only surgery in the PCN to have referred patients. The patients in question had not attended as travelling to/from Dorchester is not so easy for many of them. Consequently, it has been agreed that there will be “6 weekly” sessions which are being transferred to the Milborne St Andrew premises for MA surgery patients only.	<u>Clinician</u>	<u>Hours lost</u>	GPs	13h50m	Nurses	20h25m	HCA's	5h40m	Physio/MSK	2h20m	Pharmacy	1h	Totals:	43h15m	
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5. NHS Reorganisation	SN advised that the biggest impact of the new ICB (Integrated Care Board) was being borne by the admin team with additional work being thrust on surgeries for little or no additional recompense. The new IT team has been established and is being headed by Simon Longman (formerly Dorset ICB Head of IT) so that is seen as a positive for the surgery. There has been a benefit following the renegotiation of increased payments for phlebotomy. In NHS parlance, the new ICB is seen as a “cluster”; Dorset is viewed as a “place” within the cluster; and a group of PCN's will be known as a “neighbourhood”. As a reminder our cluster is “Dorset, Somerset and Bath, Northeast Somerset, Swindon and Wiltshire”. So, the bottom line is everything is becoming “larger” making strategic decision making even more remote than it is now. Members of PV may find this link useful: ICB clusters and mergers what you need to know															
6. Patient Feedback	VA stated that all she ever heard was positive feedback about our surgery. Finally, congratulations to Sarah on completing and achieving her MBA. She is now going to a darkened room for a well earned lie down! Seriously, well done from all at PV.	NH/SN														
7. Next Meeting	<u>Tuesday 8th December 2026 at 12:00 p.m. in the Milton Abbas Reading Room.</u> <i>N.B.as this meeting normally includes a buffet provided by the Practice, NH will check with The Hambro if they are prepared to do this as they do not normally open on Tuesdays. If not, a change of date and/or venue may be required, and you will be advised of any change if it becomes necessary.</i> GPs have requested that dates for the year are planned in advance to give them a better opportunity to attend meetings. At the next meeting we will attempt to set dates for 2027.	NH														