

**Notes of the group meeting of the Milton Abbas and Milborne St. Andrew Patient Participation Group
'Patient Voice' held on Tuesday 11th June 2024 at 2:00pm in Milton Abbas Reading Room**

Present: Pam Shults (PS, Chair), Gina Dobbins (GD), Debbie Drammis, Nigel Hodder (NH), Richard Lock (RL), Adrienne McIntosh, Alan Morgan, Sarah Noble (SN), Diana Sale, Lynn Taylor (LT)

Apologies: Dave Andrews, Val Andrews, June Butchart, Martin Davies, Phil Deeming, Maria Dobson, Ann Fookes, Ellie Payne, Susie Potter, Adrienne Rogers, Elizabeth Whatley, Colin White

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 12 th March 2024 were agreed and approved.	
3. Matters Arising	None	
4. Practice/PCN Report	<p><u>DNAs April 2023 - March 2024</u></p> <p>SN has measured the level of DNAs for the year to March 2024. As part of a degree course that she is currently doing. She stated that 40.25 hours of GP time and 85 hours of Nurse/HCA time had been lost due to DNAs across the year. While these numbers do not sound a lot over 52 weeks, there is also the knock-on effect of other patients waiting longer when they could have utilised the appointment slots.</p> <p>GD asked if there were any trends by type of appointment. SN advised that it was generally patients with long term conditions for whom several appointments may be booked in advance, and they just “forget”.</p> <p>It was agreed that SN would write to all patients with 3 or more missed appointments over a year. She emphasised the content would not be a warning but an advisory letter. NH offered the services of PV members to “proof-read” the letter if that was considered helpful. It would provide an opportunity to assess “reaction” to the tone of the letter.</p> <p><u>Website</u></p> <p>The surgery is switching to a different designer which will also be used by the PCN. This would not change content, merely presentation styles and would provide consistency. The three main purposes that patients view the site are: * eConsults; book appointments; and to order medication.</p> <p>*eConsults are a means of replacing time consuming email replies to patients who would be advised to use the eConsult process via the website.</p> <p><u>Pharmacy</u></p> <p>Jo Gardner (a PCN practitioner) based in Northumberland is to provide a remote service between 3:00 and 5:30 p.m. daily.</p> <p><u>Prescriptions</u></p> <p>35 minor conditions will no longer be prescribed for by the surgery (even if you qualify for free prescriptions) as part of an NHS Dorset initiative. It will now be necessary to obtain items such as via the chemist or supermarket.</p> <p>Click here to read leaflet with more details.</p>	SN/NH

	<p><u>Flu/Covid Vaccinations</u></p> <p>Flu Clinic will be held in Winterborne Whitechurch Village Hall on Saturday 5th October.</p> <p><u>Health & Wellbeing</u></p> <p>There will be a Wellness Event held at Winterborne Whitechurch Village Hall on 16th July between 1 and 5 p.m. Click link for more information.</p> <p>https://scontent.fbrs4-2.fna.fbcdn.net/v/t39.30808-6/448950731_921987033062543_1802521006259519472_n.jpg?stp=dst-jpg_s720x720&nc_cat=111&ccb=1-7&nc_sid=127cfc&nc_ohc=pBKAL1mIDHQQ7kNvgGjwJJ&nc_ht=scontent.fbrs4-2.fna&oh=00_AY CZ6D7vDFWvjsr8L382-KAoJ7NlgGSVf0E-8ZXFc4VSQ&oe=66904EAE</p> <p><u>Pop Up Larder</u></p> <p><u>NHS App</u></p> <p>LT asked how it gets updated with patient information as she was struggling to find her own up to date records. SN recommended registering with the surgery for online access in the first instance.</p>	
<p>5. Pop Up Larder</p>	<p>NH advised that he was finding it difficult to provide time or commitment to this activity.</p> <p>There are potentially two sites in Milborne St Andrew that might accommodate it – the Village Hall and the Sports Club. Richard Lock advised that the Sports Club could provide a sheltered environment at minimal cost if the proposed tea/coffee provision was withdrawn. It was agreed this was not an essential part of the activity but that one volunteer would need a sheltered area to administration. Access to tables would also be necessary.</p> <p>SN pointed out that she saw this as a “Community” event not necessarily driven by the surgery although the obvious benefits of healthy eating would have a knock-on effect.</p> <p>NH advised that ultimately the chosen site was likely to be dictated by Fair Share who provide the food. It would be vehicle manoeuvrability that would be key to success.</p> <p>RL suggested an article in local Parish magazines might result in someone coming forward to drive the idea forward. There are now only two in the immediate area – The Milborne Reporter and Village News.</p>	<p>NH</p>
<p>6. AOB</p>	<p>Dorset Hospital Foundation Trust: LT is a Governor representing North Dorset. Elections closing date is 2 July.</p> <p>South Walks OAC: this facility caters for local anaesthetic procedures on an outpatient basis as part of Dorset County Hospital facilities.</p> <p>Outpatient Assessment Centre at South Walks House Dorset County Hospital (dchft.nhs.uk)</p> <p>NH advised that Neighbourcar drivers were having difficulty with the proposed parking arrangements for volunteer drivers and that their free parking permits were of no value to patients for these trips. LT said she would follow this up with a NHS representative. NH will provide further info to LT.</p> <p>Gina Dobbins advised that recently a patient’s appointment could not be changed despite the fact their only means of transport was Neighbourcar and there were no drivers available on the original appointment day.</p>	<p>NH/LT</p>

	<p>Adrienne McIntosh suggested there needed to be more localised hospital facilities. Centres of excellence such as Bournemouth Hospital were adding to transport difficulties and cost for patients.</p> <p>Meetings: it was agreed that it may be more appropriate to have different times for meetings on a seasonal basis. The plan is for December/march meetings to take place in the afternoon with June/September having evening slots. It was hoped that this approach may enable people to attend some meetings during the year.</p>	
7. Next Meeting	Tuesday 10th September 2024 at 7:00 p.m. in Milton Abbas Reading Room (subject to availability). NH will book the Reading Room.	NH