Wellbridge Practice PPG

**Minutes | 6.30pm 18 May 2021**

via Zoom

**1. Welcome and Apologies**  
Present: Clare Smith (Chair), Val Wilson, Jane McKaigg, Stuart Green, Keeley Bruce (Practice Manager)

Apologies received from: Tony Medley, Jill Withey, Christine Udall

Minutes from previous meeting, 30 March 2021, approved.  
  
**2. Practice update**

Surgeries were reportedly supposed to open their doors and see patients face to face from Monday 17 May. NHS England then came back to surgeries to tell them to continue as they had been to eliminate risk to staff and patients.

Patients can now visit reception. Social distancing and reduced numbers in reception are being observed. The Dispensary continues to operate via the window.

Practice has not received any feedback from letter circulated to the patient population (circulated via social media and Practice website).

The Practice is receiving **500 calls per day**, on average!

Keeley provided information on what the doctors are currently handling per day:

* 70 - 100 letters/emails from secondary care
* 50 - 100 blood test results
* 30 - 40 medication related tasks per doctor
* 30 patient appointments per doctor

This equates to 90 - 100 interactions, per doctor, per day when NHS England recommends 37 interactions per day.

On top of this are the Practice Staff, District Nurses and Health Visitors to interact with and work for the Purbeck Hub.

Dementia Services

* Dementia services continue to be delivered remotely except for reviews which are face to face
* Practice does not have a Dementia coordinator in place but is using coordinators from Purbeck PCN (Primary Care Network) who are still finding their feet delivering the new service

Additional Services

* Purbeck PCN are rapidly rolling out new resources like first contact physio and consultations at pharmacists to help alleviate the burden on GP Practices.
* For those suffering joint pain, there is a link on the Practice website to the NHS Musculoskeletal Matters (MSK) Dorset website to which patients can self refer. The link can be found in the noticeboard section on the right hand side using the link: ‘Patients can now self-refer to physiotherapy services in Dorset’

**Feedback for the Practice**

Some patients are upset that the Practice isn’t seeing patients in the same way as other surgeries in the area are rumoured to.

PPG have responded with the guidance issued by NHS England, that the Practice is following.

Patients seem to think that telephone appointments should be on the same day as requested and are surprised when these are booked for 2 weeks time.

Telephone appointments are booked in the same way an in person appointment would be and if the matter is urgent patients should call at 8.30am for an ‘on that day’ appointment.

As has been the case for some time, routine appointments get booked up very quickly and it can be a 2 week wait.

Patients have been asking where their COVID booster jabs will be done.

The Practice does not know at this time and it does depend on which vaccine is provided.

**What can PPG provide?**

PPG members continue to support the Practice and explain the current situation to frustrated patients - this is very much appreciated by all staff.

There isn’t the opportunity to provide any practical support at this time.

The idea of a PPG stand at village events, within the catchment area, at some point in the future, was considered a good idea by the group.

**3. Results of questionnaire**

A document containing all results and responses was sent out with the agenda.

76 responses were received which was considered a positive result.

DECISION: After reviewing results PPG decided to create an email newsletter

Will consider what further information should go on Practice website

ACTION: Keeley to check if patient email addresses can be collated for an invite to subscribe to a newsletter.

ACTION: Clare to investigate setting up a newsletter and providing Practice with an invite to email to patients.

**4. PPG recruitment**

* 7 people are interested in joining PPG
* 18 people interested in joining Virtual PPG
* New and current PPG members should complete a general survey so PPG can review it’s demographics

Keeley had been informed before COVID-19 disruption that Virtual PPGs were to be run at a PCN level.

ACTION: Clare to send out invite emails for PPG, to include Terms of Reference, and to create demographic survey

ACTION: Clare to check with Gill Foott about PCN Virtual PPGs

**5. Any Other Business**

No AOB

**6. Dates of future meetings**

20 July - postponed to 27 July, 21 September, 16 November