Wellbridge Practice PPG

**Minutes | 30 March 2021**

via Zoom

**1. Welcome and Apologies**  
Present: Clare Smith (Chair), Val Wilson, Jane McKaigg, Rosa Adams

Apologies received from: Tony Medley, Theresa Cook, Jill Withey, Christine Udall, Keeley Bruce (Practice Manager)  
  
**2. Practice update**  
Keeley was unable to attend the meeting due to workload created by COVID, vaccine rollout and it being year end for the Practice accounts. Keeley provided the following update by email:

As of 29 March 2021

* All patients over 50 had been invited to their first vaccination. Letters have been sent to those the Practice has not been able to connect by phone. Anyone in the 50 and over cohort who has not been invited for a vaccine should contact the Wellbridge to arrange an appointment.
* Deliveries of vaccines are expected to reduce in April. The Practice receives 3 - 5 days notice of a delivery and then has to rush to book patients into the clinics. To accomplish this staff have been working evenings and weekends and are exhausted.
* Purbeck PCN (Primary Care Network) are rapidly rolling out new resources like first contact physio and consultations at pharmacists to help alleviate the burden on GP Practices.

**Feedback for the Practice**

Jane confirmed she could reach the doorbell at the Practice. Those unable to reach the window should use the bell and wait for a member of staff to attend.

Phone consultations are much appreciated and patients feel they have been listened to and their issues properly addressed.

(via email after Facebook request)

Can’t fault the doctors. We’ve lived all over the UK and you’d be hard pushed to find such a good Practice.

**3. Update on social media**

Clare has joined Facebook groups and pages of villages that are within the Practice’s catchment area on behalf of the PPG. Groups joined are:

Wool Community, The Real Wool Community, Bovington Buy, Sell and Swap Shop,

WK & EK (Winfrith Newburgh and East Kinghton),

East Stoke - Dorset Community Page, Lulworth Residents, Moreton Residents and Crossways Residents.

It was suggested the PPG should also have a presence on the NextDoor platform.

ACTION: Clare to investigate NextDoor.

The first post to the above groups gained some criticism of the Practice but Clare has also received positive feedback via email.

Overall the response was positive that the PPG were trying to reach its audience.

**4. Patient questionnaire**

*How much is known about PPG* is asking very specific questions about the visibility of PPG. Volunteers for the physical and virtual PPG are requested.

The questionnaire will be distributed via Facebook only at this time due to restrictions.

All present agreed the questionnaire was a good idea and ready to be sent out. Members unable to attend the meeting had not submitted any objections.

ACTION: Clare to send out questionnaire via Facebook groups.

Clare informed PPG about a survey done by Weymouth and Portland PCN focussed around online access that she heard about through other PPG Chairs.

ACTION: Clare will circulate so PPG can decide if they want to do something similar.

UPDATE: PPG Chairs and Purbeck surgeries are discussing whether a similar survey should/could be done as a joint venture across the 6 Practices that make up Purbeck PCN. More information will follow when received.

**5. Any Other Business**

Clare informed PPG of the recent PPG Chairs meeting she attended. A lot was discussed including the Youth PPG and an interesting update on social prescribing that can include housing help and many other things.

ACTION: Clare to send round minutes.

Val updated PPG regarding new dementia service coming into force 1 April 2021. Dementia UK, Help and Care and the NHS were meeting to see how the Admiral Nurse can fit in to current services as a prescriber.

Forget Me Knot fundraiser hopefully taking place in May, currently looking for a pub venue with outside space. Time For A Cuppa fundraiser in July to be held in Val’s garden.

Val updated PPG on the Bereavement Group. Val and other organisers wanted to take the Group online via Zoom as other groups have successfully done. Unfortunately this hasn’t worked for the local Group due to the level of emotion and trauma involved.

When the Group is able to meet again Val envisions high demand.

Rosa queried whether we should only be looking for PPG members who can connect online as it is in that format that meetings are going to continue for quite some time.

There is concern that this could be seen as discriminatory but there doesn’t seem to be much choice at the moment. The other viewpoint is that meeting online is more inclusive as it allows people who can’t attend physical meetings to be involved.

PPG will need to discuss this in further detail at some point.

**6. Dates of future meetings**

18 May, 20 July, 21 September, 16 November