

WOOL PATIENT PARTICIPATION GROUP

Minutes of the meeting held on 1st May 2018

1. Welcome and Apologies

Apologies were received from: Maggie Surtees

Present: Mick Glassborow (Chairman), Jill Withey, Noelle Gormley, Tony Medley, Jan Burt, Barry Dyke, Jane McKaigg, Theresa Cook, Val Wilson, Dr Allison French, Stuart Green, Christine Udall, Naomi Unwin, Chris Shuter

The chairman welcomed the attendees and gave the list of apologies.

2. Speaker. Naomi Unwin and Chris Shuter spoke about My Health My Way, a new initiative being introduced throughout Dorset. Naomi is the Service Manager and Chris is a Health Coach. The aim is to provide a non-clinical service for patients which will concentrate on individual needs and help to motivate patients to improve their lives by raising knowledge, confidence and skills to improve their lives and manage their health. Patients over the age of 18 with a long term condition will be offered individual sessions covering a range of issues. Referrals will be made by GPs or Receptionists who will be trained in care navigation. It is hoped that this will relieve the burden on GPs and provide patients with the time to discuss their needs with the Health Coach. The service will be available one day per week, on Tuesdays commencing on 22nd May, with the possibility of group sessions being held in the future to encourage the social aspect. Posters will be displayed in the surgery and the Help and Care Website will be redeveloped to include relevant information. The service is being funded by the CCG who will provide supervision.

3. Minutes of the last meeting. The minutes of the meeting held on 13th February 2018 were agreed.

4. Matters arising.

a. Bereavement Support/Dementia Awareness. The bereavement sessions are on-going and are encouraging people to learn to live their lives after someone close to them has died. The six-monthly review of the Dementia Awareness is being carried out. There will hopefully be an overlap with My Health/My Way who may refer people to these groups.

b. Registering On-Line. There has been no progress on the PPG helping to run education sessions. Jan said she would talk to Keeley about progressing this. Patients are being encouraged to use this facility and the take up is improving.

Jan said that this group would be known as The Wellbridge PPG from now on.

5. Feedback from Dorset Meetings. Barry attended the Purbeck Integrated Health and Wellbeing Meeting on 28th February. Items discussed were a report on the Lottery Fund bid, the Purbeck Mile (our practice was the first to introduce this) and the Purbeck Locality Transformation Plan and Prevention at Scale.

Volunteers were needed to attend PPG meetings at Wimborne and at the Dornford Centre in Dorchester. Theresa agreed to attend the meeting in Dorchester. It was agreed that it would be interesting to find out what other PPGs do.

6. AOB

There was a discussion on the availability of appointments and the length of time patients had to wait for a routine appointment. This is seen as a problem but because of the volume of patients needing appointments and the misuse of the emergency clinics taking more of the GPs time there is no immediate solution.

Jan reported that under the Review of the Data Protection Act she would be asking everyone to confirm their agreement to email addresses being held and used appropriately. This also applied to the SMS alerts sent out.

Barry volunteered to organise more walks. Jan said that he would need to undergo training carried out by The Ramblers and that insurance would need to be in place for him to do so.

Stuart reported a complaint from a patient who had not been notified of the results of tests they had undergone. It was confirmed that where a problem had been found GPs would contact the patient, otherwise the onus was on the patient to phone up for results themselves.

Tony said that he was no longer able to continue as a member of the PPG and that this would be his last meeting. Mick thanked him for his contributions to the group and wished him well for the future.

9. Date of Next Meeting - Tuesday 17th July 2018 at 1730 hours.