

Royal Crescent Surgery PPG Meeting Minutes 8th November 2017

Meeting No 4

Present

Kate Meacham (Practice Manager), Leanne Birch (Surgery Manager), Tracey Scorer (PPG Co-ordinator), Isabel Hooley (Diabetes Dietitian) & 10 PPG members.

Welcome

Tracey Scorer welcomed the group and introduced Isabel Hooley – Diabetes Dietitian and Shona Freeborn – Dorset Service Champion for Diabetes.

Flu Clinic 2017

Vaccination stats:

Westfield School	1552
Wey Valley School	1044
Park Centre	<u>834</u>
Total Walk in Clinics	<u>3430</u>
Patients vaccinated in surgery	<u>1066</u>
Total patients vaccinated to date	<u>4576</u>

We hope to vaccinate around 5000 patients each flu season, so we are approaching our target.

Tracey thanked Jules, Karen, Ken, Jean, Derek and Heather for their help at the recent flu clinics, practice staff mentioned how helpful they were and engaged with patients extremely well.

We asked the PPG for general feedback on the flu clinics:

The group like the walk-in clinics as they are quick and well run. The layout of the Park Centre was discussed as a lot of patients were trying to go out via the entrance rather than the exit, the PPG members were very helpful in keeping the flow of patients moving towards the exit along with handing out the patient surveys. It was suggested to have a person nearby the exit to 'shepherd' people this way in future clinics.

There was also a suggestion to change the way the clinician tables are set up, and move them to the back wall, this may keep the flow of patients moving better from the entrance to the exit.

We will consider these thoughts for next year.

PPG members do like the Park Centre for convenience, although it is noted that parking can be an issue here.

Dorset PPG Network Event – 9th October

Leanne and Tracey along with a couple of PPG members recently attended a PPG networking event held at the Dorford Centre in Dorchester. The event was well attended and had PPG members from Sturminster Newton, Lyme Regis, Bridport, Weymouth, Dorchester and Portland. It was noted that some PPGs are more established than others. The CCG are working more with PPGs and will be organising some training for PPGs in the new year along with further networking events.

Please see the review notes from the event attached.

Diabetes Patient Reference Group – Isabel Hooley, Diabetes Dietitian

Isabel Hooley (Diabetes Specialist Dietitian) and Royal Crescent Surgery are leading a redesign of the Dietitians service for people with diabetes in our area. Isabel informed the group of a new pilot scheme which will be starting at Royal Crescent Surgery early next year and will then be rolled out to the rest of the region.

It has been noted that dietitians are involved when a person is newly diagnosed with diabetes but patients further down the line do not seem to get any further dietary updates or refreshers when their lifestyle may have changed from when they were first diagnosed.

Isabel would like to form a core group of patients and/or their carers who have diabetes and will discuss the help they may have received from dietitians whether this was early on in diagnosis or further down the line. The group will review resources that are being designed for the new service such as letters, leaflets and group session plans. They will discuss ways to help patients who have had diabetes diagnosed for a while continue to access general diabetic diet advice, healthy eating, how eating foods at certain times can affect medication, and to help more complex patients along with gestational diabetes.

The PPG agreed that continued help for diabetics regarding diet and lifestyle was important. We discussed ways we might find people who would like to take part in this trial group. We will ask the practice nurses and GPs for any diabetic patients they think might like to take part in this new group to invite, and also if any diabetic PPG members would like to take part.

We will keep the PPG informed on how the Diabetes Reference Group is going.

Patient Communication Survey Results / Action Plan

Leanne shared with the group the results and comments from the recent patient Communication Survey, of which 110 surveys were returned.

The results were interesting:

86 patients said they knew they could book appointments and request prescriptions online, but when asked if they did so only 21 said they did.

When asked why not? Comments ranged from not confident, too difficult, didn't know about it or did not have a computer.

Leanne asked if the PPG could look at the results (attached) and with the PPG help we will formulate an action plan on how to move forward and address these comments.

We discussed holding a health awareness event at the surgery; this will also go on the action plan to be worked on for next year.

If you have any ideas on how we can help patients access and use online services, or ideas for a health awareness event that you would like to share, please email Tracey with your ideas to be added to the action plan.

Surgery News

Kate informed the group that she will be retiring from her post as Practice Manager at the end of December. Sandra Maddison (Preston Surgery Manager and Practice Business Manager) will now become Practice Manager, and Tracy Sheppard has been employed in the post of Assistant Practice Manager who will start in January.

Kate took over from Mary Cleverton in 1999 and has since worked alongside the partners to develop high quality, responsive and caring services for patients. She has also taken an active role in the Weymouth and Portland Locality to promote collaborative working with other GP practices on many projects including integrated health and social care, support for carers and promoting early help in the community.

AOB

An idea of fundraising was raised by a member, requesting members donate any unwanted Christmas gifts to use as raffle prizes at future meetings or events to raise money for the PPG. Members were in agreement of this. Tracey will send an email around after Christmas asking if any members have any unwanted gifts they would like to donate.

Action Tracey

Leanne thanked everyone for coming and brought the meeting to a close

The next PPG meeting will be held on 1st February 2pm – 4pm

Attachments:

Dorset PPG Networking Event Review

Patient Communication Survey Results and Comments