

**Notes of the group meeting of the Milton Abbas and Milborne St. Andrew Patient Participation Group
'Patient Voice' held on Tuesday 12th March 2024 at 7:00pm in Milton Abbas Reading Room**

Present: Pam Shults (PS, Chair), Martin Davies, Gina Dobbins, Maria Dobson, Debbie Drammis, Nigel Hodder (NH), Dr. Martin Longley, Adrienne McIntosh, Alan Morgan, Sarah Noble (SN), Colin White

Apologies: Dave Andrews, Val Andrews, Ellie Payne, Susie Potter, Adrienne Rogers, Diana Sale, Lynn Taylor, Elizabeth Whatley

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 December 2023 were agreed and approved.																									
3. Matters Arising	NH asked what had been done regarding technology training for patients. SN advised that Kelly Best has promoted sessions on Facebook. PS asked the surgery if they had posters regarding the reduction of medication waste. SN advised they did.																									
4. Practice Report	<p><u>DNAs Dec 2023 - Feb 2024</u></p> <table><tr><th>Appointment Type</th><th>No.</th><th>Time Lost</th><th>Details</th></tr><tr><td>Physiotherapist</td><td>1</td><td>20 mins</td><td></td></tr><tr><td>Nurse Clinics</td><td>56</td><td>16 hours 30 mins</td><td>Mainly long-term condition reviews at 30 minutes an app.</td></tr><tr><td>Phlebotomist</td><td>24</td><td>4 hours</td><td></td></tr><tr><td>HCA</td><td>8</td><td>1 hour 30 mins</td><td></td></tr><tr><td>GP</td><td>40</td><td>10 hours</td><td>Face to face & telephone appointments</td></tr></table> <p>SN advised that the rate of DNAs was like other surgeries within the PCN. ML suggested it was also in line with the national figures and those experienced at hospitals. It is not just a localised issue. Consequently, the surgery is struggling to complete long-term condition reviews and other patients are being deprived of appointments.</p> <p><u>Staff</u></p> <p>Dr Dent has been on sabbatical for 9 weeks but returns on 25th March.</p> <p>Anna Ashley-Roche has been appointed as a new Social prescriber working with Kelly Best and the PCN team. They are looking to do a “Men’s Health” month. Also planning an event where patients can meet the team.</p> <p>Alice from the dispensing team is about to start a 12 month maternity leave and her post is being advertised for a fixed term until her return.</p> <p>Emma has completed her nursing degree apprenticeship and will join the integrated team at the Practice.</p> <p>Catherine de Kretser has joined the Practice as a Registrat.</p>	Appointment Type	No.	Time Lost	Details	Physiotherapist	1	20 mins		Nurse Clinics	56	16 hours 30 mins	Mainly long-term condition reviews at 30 minutes an app.	Phlebotomist	24	4 hours		HCA	8	1 hour 30 mins		GP	40	10 hours	Face to face & telephone appointments	
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	<p><u>Flu/Covid Vaccinations</u></p> <p>This year it will be the same vaccine for both age groups. If there is a Covid requirement at the same time it will make life a lot easier for the Practice team.</p> <p>71.8% of the eligible population were vaccinated by the Mid Dorset PCN – the highest in Dorset.</p> <p>The Practice will not be providing the Spring Covid vaccinations. Eligible patients will be notified by NHS England directly.</p> <p><u>Health Champions and Social Prescribing</u></p> <p>The Carers tea party was a great success. Walking, line dancing and craft groups have been well supported. The allotment has been given up but there is still the plant swap in the foyer.</p> <p>ML advised that there is a “Prevention” agenda across the NHS looking at exercise, weight management, etc. Social prescribing is very much a part of this initiative.</p> <p><u>Waste Medication</u></p> <p>There is a big promotion across the NHS to reduce medication waste. Patients are asked to only order what they need. The PV group are asked to consider ideas to make the surgery a greener environment. Please send ideas to the PV Secretary in the first instance.</p> <p>PS advised there is a website link worth looking at: Medicines waste – NHS Dorset</p> <p>Martin Davies asked if the surgery has any appetite for the implantation of Patient Safety Incident Reporting Framework (PSIRF) which is being rolled out nationally with the NHS and locally with DHC, DCH, and University Hospitals (Poole and Bournemouth) and he believed this will include Primary Care at some time soon.</p> <p>SN was unaware of this initiative but confirmed that the surgery report on all incidents, however small, in the interests of protecting patients.</p>	
5. PCN Report	<p>The PCN is focussing on health inequalities – in particular maternal health where folic acid is not being taken and antenatal care. Dementia is also high on the list of priorities.</p> <p>They plan to attend Dorset County Show again this year promoting support for carers, Blood Pressure checks, etc.</p> <p>Also working with the Council for support to set up a “Carers Café” for carers to leave the cared for person for a short period of time.</p>	
6. Pop Up Larder	<p>NH has spoken to MSA Village Hall Chair who would be happy to accommodate the larder but could not provide a free service, The hourly rate is £10.50 so an annual cost of c. £1,000. SN advised the surgery would not provide financial support as this was more of a community activity than just the surgery.</p> <p>The reason the surgery was involved was following the suggestion by Jim Gammans that there was a desperate need in rural areas for such a scheme and suggested there must be other venues.</p> <p>PS and NH will investigate other options within Milborne, and we could also check out other village halls around the area. NH advised the critical element is sufficient manoeuvrability for the Fair Share vehicle that delivers the food availability of tables and of indoor space for registration and recreational use.</p>	PS/NH

7. Next Meeting	<u>Tuesday 11th June 2024</u> at 2:00 p.m. in Milton Abbas Reading Room (subject to availability). NH will book the Reading Room.	NH
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