

DORCHESTER ROAD SURGERY
PATIENT PARTICIPATION GROUP MEETING

Held on Tuesday 13th June 2017 at 2.30pm

Present:

Mr Michel Hooper- Immins (Chairman)
Mr Ronald Creed
Mrs Pauline Crump
Ms Madeline Goodey
Mr Eric Coetzee
Carole Pentelow (Practice Manager)

Apologises:

Christine Taylor

Welcome and introductions

Mr Hooper- Immins (chairman) welcomed all present, this being the second PPG group meeting.

Minutes from meeting held on Tuesday 21st February 2017 – the doctors were asked by Mrs Pauline Crump if there was anything that the patients could do to help the practice – Dr Rowan Jones asked if they have any ideas about information that may be used for a contractual patient survey that has to be done annually.

Mr Ronald Creed spoke about a how he had to phone for some out of hours support as breathing was very shallow and was very concerned. A paramedic arrived really quickly, the communication between the paramedic and a duty doctor was so quick and efficient that he felt this service within the practice and locality would be very successful – Carole did respond that the locality did have a paramedic working from the “hub” with this in mind the group suggested a survey on out of hours 111 service.

Suggested questions:-

- Have you used the 111 service
- What time of the day – evenings or weekends
- Who came out
- Did you need to go to hospital
- Were you satisfied with the outcome

Mr Eric Coetzee asked about emails to the PPG group, seems to be a problem opening attachments, all receive emails and minutes from last meeting.

How PPG's are developing in Weymouth and Portland.

Most of the 8 surgeries now have a PPG, there is a meeting on Saturday 17th June 2017 10am-1pm at Safewise in Weymouth this is an opportunity to meet the locality practices and their teams from across Weymouth and Portland and learn more about the start of our local patient engagement

programme and our Five-Year Primary Care Plan. There will also be talks and workshops from local GPs and Information on Patient Participation Groups

Will Dorset CCG's Primary Care Strategy affect the Dorchester Road Practice?

Carole responded by saying general practice in its current form will find it difficult to survive. GP practices and their teams have developed and adapted their individual practices well over time resulting in many achievements. Carole spoke about her concerns of the eight practices within the locality and federation being pulled in the direction of the CCG's plans we like to work and support the other practices but still keep our own independence.

Mr Eric Coetzee asked about social services and medical services seem to be together he suggested that the pathway should be easier without sometimes coming through the practice. Carole then talked about "My life my care" this is information and advice about care and support for adults in Dorset. We have had some training and discussion here at the practice and we are trying to signpost and support patients to use it. www.mylifemycare.com

Problems with SW Ambulance Service Trust

The South West Ambulance Trust has difficulty in meeting their current workload, having missed many targets and reports of taking up to an hour to attend. The ambulance service is having a 10% cut in their budget. We need more paramedics to be trained for this more resources are needed to be put into the ambulance service not taken away.

WPHN response to the clinical services review

The committee is much opposed to the closure of beds at Westhaven and Portland Hospitals. 50 beds are 90% fully occupied throughout the year, are proposed to be replaced by 40 beds at Weymouth Community Hospital. There is a covenant on Portland Hospital but it seems that this is easy to remove. Dorset County Hospital is to continue as it now although a number of patients will be sent to Bournemouth or Poole. The planned transfer of neo-natal services from Dorset County Hospital will cause difficulties and much additional stress to parents and families of these premature babies – discussions still ongoing.

Any other Business

Carole had done a search within the practice regarding the number of DNA appointments for the Doctors, Nurse Practitioner and Nurse between the periods January 2017- May 2017

January	86
February	90
March	76
April	70
May	103
Total	424

Mrs Pauline Crump asked how we deal with this and we do send text messages and letters if they have DNA three times or more. Children we look at a bit more thoroughly in case there were any concerns. It was suggested that we could have a newsletter quarterly again make more patients aware of what is going on. Mrs Pauline Crumb said she would be very interested in developing this on our behalf with the support from the practice.

Mr Ronald Creed and everyone that attended the meeting finished by thanking all the Doctors and staff here at the practice saying that Dorchester Road Surgery is a friendly very efficient practice and would like it to stay as it is for many years to come.

The next meeting will be held on Tuesday 26th September 2017 2.30pm – 4.30pm