

## **Maiden Newton (Pound Piece) and Beaminster (Tunnel Road) Patient Participation Group Meeting**

Webber's Piece, 2-3pm, 3<sup>rd</sup> September 2024

Present: David Webb (Chair), Annabelle Jackman (Tunnel Road), Gillian Fearnough (Tunnel Road), Colin Fulton (Cattistock PC) Claire Gregory-Patient Services Manager, Carly Reed- Head of Clinical Services, Annabel Matterface-SLT assistant, Joyce Rendell (Tunnel Road), Eileen Laidler, Chris Wardle (Toller PC), Bekkie Webb (MN/FV PC, note-taker)

Apologies: Di Padfield, Kevin Bowmaster, Sue Hinchley

### **1. Welcome and introductions**

David welcomed representatives of the PPG from Tunnel Road in Beaminster.

Ammonite welcomed the idea of having Maiden Newton and Tunnel Road as a joint PPG separate from the Bridport one due to the fact that these smaller surgeries are different in nature to the Bridport Medical Centre. The venue for the PPG meetings can alternate between Tunnel Road and Pound Piece as before.

### **2. Review of actions from last meeting**

#### **a. PPG Bank Account** – there is a bank balance of around £3,000.

Action - Colin and David to arrange new signatories for the bank account

#### **b. Blood pressure machine** – Ammonite are ready to purchase the machine for Tunnel Road, and the one for Maiden Newton will be purchased after the renovations. The machines cost £1,500 each. Ammonite requested half the cost to come from the PPG, and any ongoing maintenance and running costs will be covered by Ammonite.

Action - David to confirm if there will be a donation from the Maiden Newton Runners towards the machine at Maiden Newton.

#### **c. Book exchange** - Sue Hinchley has offered to take on the organisation of the book sales at Pound Piece to generate income but will need volunteers to support. There is a collection of donated books available at Tunnel Road. Once the re-organisation is completed at Pound Piece, the book exchange can start up again. The role requires keeping the stock in order and topping it up every couple of weeks, collecting the money and paying it into the bank account.

**Action:** Tunnel Road representatives to discuss and confirm who will manage the book sales there.

**d. Prescription deliveries** - Joyce Rendell runs the car service for Tunnel Road. A second driver is needed in Beaminster. Country Cars focus on taking people to hospital appointments. They also need new drivers.

Action: Ammonite to put a sign up at reception calling for volunteers for prescription deliveries on a Thursday in Beaminster.

**e. Talks by medical practitioners on specific topics** - This could be of interest but Cattistock Hub on Friday mornings is not a suitable location. Ammonite would like to see general talks happening in the community. Personal medical enquiries have to be conducted separately.

**Action:** Bekkie to follow up with the social prescribing team.

**f. Communication** - There is a need to look at the ways that information from both surgeries is disseminated. Some parish councils have websites that can host information and parish minutes can contain updates. There are also parish and village magazines.

**Action:** David to write a summary/update to go in magazines and online. Beaminster representatives to ask the Town Clerk how to share information there.

### **3. Ammonite Update**

At Pound Piece the dispensary has moved into a larger room and this is working well. Quotes are being sought to switch the waiting room and reception over to improve communication between reception and the dispensary. This will also enable a separate queue for collecting medication, reducing queues at busy times.

The dispensaries and receptions in both surgeries are now fully staffed.

At Tunnel Road, there is now a GP available on Tuesday, Thursday and Friday. At other times a Nurse Practitioner is available.

At Maiden Newton, there are three GPs available on all days except Thursdays and a trainee is also starting under Dr Singh. The closure on Thursday will continue for the foreseeable future.

The CAB will be resuming their services at the surgery on a Tuesday morning going forward.

### **Vaccination Clinics**

**RSV** - this is a respiratory virus similar to flu that is dangerous for infants and the elderly. Everyone over 75 and pregnant women are eligible for the jab. Vaccination will start on 1<sup>st</sup> September and those eligible will be invited to attend. It is not ideal to have the RSV vaccine at the same time as the Flu and Covid vaccine as this can decrease the

vaccines effectiveness. If you are over 80, you are not eligible for this vaccine, so anyone aged 79 is being prioritised.

**Action:** Annabel to share the flyer for the RSV clinic dates.

**Flu** - vaccination clinics will begin on 5<sup>th</sup> October. This is for the over 65s, those with chronic health issues, carers, pregnant women and vulnerable children. Later vaccination means people are Covid vaccination will be offered at the same time. This will be in Bridport, with exceptions for those who are house bound. Patients are encouraged NOT to get their jabs at pharmacies as this reduces vital income for local NHS services. Maiden Newton surgery have requested to run the flu clinic and will confirm if this is permitted by the ICB.

**Patient services update** - On reception in Maiden Newton there is now Kim, Jess, Matt and Amanda. Amanda also works out of Tunnel Road.

Complaint forms and consent forms are now available from reception. Claire Gregory is able to deal with most of the issues. Suggestion boxes will also be introduced at both sites. Complaints can also be made via the website (see 'contact us – feedback'). Complaint themes are collated and monitored to look for areas of improvement.

There is an issue with how patients can access their results. Some can use the NHS app, but others are asked for ID. Results are no longer given over the phone.

**Action:** Ammonite to put complaint forms on website so they can be downloaded or submitted online.

### **Questions and comments from Parish representatives**

**Remote GP service (Livi)** – Some patients still are unhappy about being dealt with by a GP they do not know or receiving a diagnosis without being seen. All eConsults are triaged by Ammonite GP's before allocating those suitable to be dealt with over the phone with a LIVI GP. All LIVI GPs are fully registered and have full access to Ammonite medical records. Ammonite use LIVI to enable us to increase access to the healthcare for our patients and ensure more prompt assessment for those that need it. If there are any concerns, the LIVI GP can request a face to face appointment at the surgery with an appropriate clinician. LIVI GP's can also order relevant tests, such as bloods and x-rays, alongside issuing prescriptions.

**Confidentiality at reception** - Some patients feel that they are being overheard at reception, or if a receptionist completes a consult form on their behalf. There is a room available but a receptionist may not feel able to leave the front desk.

**Action:** Ammonite to look at how this can be improved, particularly in Maiden Newton with the new lay-out.

**Walking for Health** – more volunteers are needed to keep the groups going at both sites. This could be included in the update.

**NHS app and 'Airmid' app** - some patients can log into the NHS app but others can't access it until they have registered for the other one. There also are continuing problems with communication from Bridport for some Tunnel Road patients.

**Action:** Ammonite to resolve technical issue with accessing NHS app and registration process and to look into the communication between Bridport and Tunnel Road.

**Action:** PPG to discuss records being linked between medical teams and clinics at next meeting.

**Next meeting** - will take place in Beaminster in early December, exact time and venue to be confirmed.