

Maiden Newton and Beaminster (Tunnel Road) PPG Meeting

Strode Rooms, Beaminster, 4-5pm, 24th June 2025

Present: David Webb (Chair), Annabelle Jackman, Gillian Fearnough (Treasurer), Colin Fulton, Carly Reed, Annabel Matterface, Chris Wardle, Emma Hallet, Sue Hinchley (secretary), Di Padfield, Rob Greening, Chris Bennett, Dr Thomas Morrow GP, Carol King

Apologies: Bekkie Webb

1. Welcome and introductions

The Chair opened the meeting by welcoming everyone.

2. AGM matters arising - David Webb

Issue of notice boards - Tunnel road (TR) board ready to be delivered and installed. Maiden Newton (MN) board not to go up until work on reception finished.

PPG minutes for each site will now be able to go on Ammonite website. They will be added throughout year and then reset in January.

Concerns remain re e-consult process as no way to reply to surgery if appointment offered not suitable. A pilot of scheme to book suitable appointment times with HCA's being trialled. If successful will be considered for other clinicians. Suggestion that a sentence be added to the template answer generated from E-consult to inform people of action to take if appointment they were offered is not suitable.

Colin has agreed to be 3rd signatory for cheques.

Gill asked that an acknowledgement of PPG funding be on the BP machine at TR

3. Ammonite update – Carly Reed, Practice Manager /Annabel Matterface

New staff appointed to Ammonite - reception and nurse at Bridport. New reception across TR and MN. Welcome to Dr Morrow who is based at TR, and also works at hospice.

Preparing for covid winter programme. Aiming to get clinics set up and booked as soon as possible for children and pregnant ladies from September, and older patients entitled to covid vaccination and flu from October. The RSV vaccination programme for 70-80 yr olds is ongoing throughout year and more information is available on Ammonite Facebook.

Work on reception changes at MN have stalled as contractor has gone no contact. Asking if anyone has a contractor they could recommend to finish the work. David to contact the surgery with a suggested alternative builder.

Gill asked if anyone has any ideas re recruiting another PPG member from TR. Ideas such as asking via social prescribing group. Also David to resend terms of reference out for Gill to share with potential members and Carol our new member.

4. Patient feedback – Gill and Chris

- a. Patients have expressed difficulty providing feedback that is not a complaint. Gill and Chris looked at the website specifically to see how to navigate it to provide feedback. Navigation issues on website highlighted, first of which was that there is no obvious link that takes you to the feedback form. Needs to be more prominent and straightforward.

Ammonite: will take feedback back to their tech team to see if necessary changes can be implemented.

- b. The information on role of PPG on website was felt to be misleading and contradictory.

Ammonite: To alter the text, encourage use of feedback forms in surgery and clearer guidelines.

- c. Noted that there is no way to see themes and results/outcomes from previous feedback provided to surgery. Question asked - how is feedback used and dealt with.

Ammonite: Carly explained how recent theme identified in 'friends and family' survey highlighted perceptions of hand washing in clinical staff and action was taken to ensure patients are aware of hand washing being undertaken.

Suggestion from Gill that a FAQ's looking at recent feedback themes and actions might be useful.

- d. At the moment, people approach individual PPG members to raise issues. Individuals should be given an alternative option to submit this directly to the Ammonite PPG email address via the website or paper form from reception.

Actions:

- Annabel Matterface to share key themes from patient feedback at PPG quarterly meetings.
- Some recent feedback positive and not so positive shared to show how dealt with for learning and positive feedback on the surgery internal Friday forum.
- An analysis of common themes to next meeting.

5. AOB

Chris shared experience of first Health Café session for Toller Porcorum . Attendees had suggested that it would be nice to have member of Ammonite team there. Ammonite happy to look at suggesting suitable person to attend for specific named topics.

Annabel wondering why keeps getting asked to do online asthma review when she feels she no longer has asthma. Carly R explained how the online review answers are used to screen patients so that those who have poor disease control can be offered in person review and patients whose disease is well managed do not need to have face to face review. To be removed from a chronic disease register necessitates clinical appointment/investigations to contest diagnosis.

Carol expressed appreciation of understanding the value to maintaining a GP surgery of patients getting prescriptions from surgery dispensary and attending surgery not a pharmacy to get covid and flu vaccines.

Next meeting – 23rd September at Maiden Newton.