

**Walford Mill Medical Centre - Patient Participation Group Meeting - Tuesday 10th
December 2019 - Arrival 18.15 Close 19:30**

Attended by 8 Patients

Practice represented by: Sarah Faulkner, Practice Manager

Also attended by Gill Foott, Patient Engagement for Dorset Clinical Commissioning Group.

- **Practice update**
- **Wimborne & Ferndown Primary Care Network**

The practice continues to be involved with the Wimborne & Ferndown Primary Care Network (PCN) with Dr Anne Elder being the Clinical Director and Sarah Faulkner acting as Lead Practice Manager. Primary Care Networks (PCN's) are the national direction released in July 2019 where practices are working together to provide additional services to population groups of 30k-50k.

Shared network services have been located amongst the 5 practices in the PCN and can be booked by all the reception staff at all 5 practices (Walford Mill, Quarter Jack Surgery, Orchid House, Penny's Hill & Old Dispensary). This allows our patients to access all of the clinics even if they are in Ferndown or another local Wimborne Practice. Most services are shared fairly geographically between Ferndown and Wimborne however this also depends on room availability.

The additional services currently being offered to patients are –

Physiotherapy which can be booked direct by our Care Navigators rather than needing to see a GP first. We have a list of 'reg flags' which ensure patients who are not suitable for the clinic get redirected to a GP keeping everyone safe.

MSK – Similar to physiotherapy however able to offer joint injections where needed.

Additional GP Appointments – Dr Joanne Hadley is working across the PCN until March 2020 to help ease winter pressures and offer more GP appointments.

Health Coaching – Coaching support for patients with long term conditions, including mental health or who act as a non-professional carer.

Pending - Social Prescriber – We have one day a week of support allocated across the whole network from a company called Help & Care at present. This is mainly used to support the Health Coach however the PCN are recruiting our own full-time social prescriber to support the PCN population.

Pending - Advance Nurse Practitioner – The PCN is advertising for an Advance Nurse Practitioner to support the network which will create more GP availability for complex patients.

Castleman Healthcare - The practices continue to work with Castleman Healthcare as one of 13 practices in Poole North and East Dorset to provide additional services via separate contracts. The current Integrated Community Primary Care Services contract (ICPCS) provides long term conditions support for diabetes and respiratory via various other healthcare professions. Examples of the roles ICPCS is currently providing are - Diabetic Podiatry, Diabetic Dietetics, Pharmacists and the ANP led East Dorset Hub.

Open Access Physio Wimborne Hospital - It was noted that there is additional physiotherapy available at Wimborne Hospital which patients can self-refer to. It was requested that the practice display as much information on services like this.

Action – Practice to update notice boards and website

Patient Feedback – Friends and Family results have been positive. 98% of respondents in November stated they would recommend the practice to friends and family.

The practice recently released a random survey at the 2019 Flu clinics in response to the National GP Survey which appeared to be fairly low in some areas such as satisfaction with appointment times, availability of GP of choice, waiting times at the practice. The results were reassuring and by simply rewording the questions for clarity a more positive result was received.

Waiting room – The practice development works are at an end for now. The waiting room now has the small play table, noticeboards and a small magazine table in place. The practice has also purchase unlicensed music for the room which will be played shortly. Suggestions of alternative music are welcome however these must be unlicensed for public use as the practice does not hold a media licence, this extends to radio usage. The waiting room chairs have received mixed feedback. The practice has provided a mixture of basic chairs, arm chairs and high-rise seating to try and meet all needs. It is noted that a few additional chairs with arms would be useful at busy times.

New practice staff – The practice welcome a new Practice Nurse Lydia who is joining the team from Southampton Hospital. Lydia is an enthusiastic addition to the practice team and is receiving positive feedback from patients already. Sarah has an Assistant Practice Manager starting on 11th December on a 12-month contract to support her for 20 hours per week with Network delivery and Practice workload.

Communication for Patient Groups on PCN's - The group previously discussed the lack of local and national communication on Primary Care Networks. Sarah and Anne have requested a public communication campaign via the CCG and raised with NHS England. Gill commented that there is large variation in the maturity of networks nationally and this may be why there has not been a national campaign. The

Communications Team for Dorset CCG are offering to assist with more local information campaigns.

Action - Wimborne & Ferndown PCN would like the CCG to provide information for patients. Sarah to contact the CCG.

- **Primary Care Network Patient Groups - the future.**

The preferred way forward within the PCN overall is to start a virtual network group to enable patients to contribute and feedback network wide. This is likely to be run using email and practice websites. Sarah will keep the group updated on developments with this.

- **The Care Quality Commission (CQC)**

The Care Quality Commission are due to inspect the practice between now and May 2020. Sarah explained that CQC are the regulating organisation for all health services and will inspect the practice resulting in a rating. The inspection involves a full review of practice data, policies and procedure. A group member correctly compared this to a schools OFSTED inspection.

Any feedback from the group prior to the visit would be gratefully received by the practice to ensure as much preparation is done before hand.

Action - Sarah will invite the PPG members to speak with CQC when the inspection is announced.

- **Meeting dates for 2020**

Overall the group wanted to continue with Tuesday evenings, quarterly potentially reviewing the December timings to avoid the winter nights.

Tuesday 17th March 2020 – 18:15 to 19:30

Tuesday 16th June 2020 – 18:15 to 19:30

Tuesday 15th September 2020 – 18:15 to 19:30

Tuesday 15th December 2020 – 18:15 to 19:30

AOB:

Carers in Crisis - A group member highlighted that Carers in Crisis are no longer offering urgent carers for the cared for person if their carer falls ill or needs hospital treatment.

Action - Sarah will raise this with the East Dorset Hub who work closely with social care to see what provisions are now in place.

Leonardo Trust – A group member highlighted that people are just not aware of all the support the Leonardo Trust can offer. **Action - Sarah to link social prescribers with this charity.**

PPG Minutes to website – **Action - Sarah to resolved issues with uploading minutes to website for all patients to see.**

Next Meeting Date: Tuesday 17th March 2020 – 18:15 to 19:30