

Walford Mill Medical Centre

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Patient Participation Group (PPG) Meeting Notes Tuesday 3rd September 2019 Walford Mill Medical Centre

Wimborne & Ferndown Primary Care Network – An update from Dr Anne Elder, PCN Clinical Director – Primary Care Networks

Primary Care Networks are a new way of practices working together to build a stronger foundation and offer patient services. Wimborne and Ferndown Primary Care Network – 5 practices – Walford Mill Medical Centre, Quarter Jack Surgery, The Old Dispensary, Penny's Hill Practice, Orchid House Surgery covering just over 41,000 patients.

The practices who are shareholders in Castleman Healthcare continue to work collaboratively. This includes the Crane Valley and Poole North Networks. Walford Mill Medical Centre act as lead practice for the PCN. Dr Elder commenced her position as Clinical Director on 1st July 2019 for a 12-month post.

PCN's offer lots of positives:

- Improving access to additional services to help meet demand.
- More options for patients to access services across the network.
- Varying roles e.g. physiotherapists, social prescribers, health coaching.
- 2019 funding for 1 social prescriber and 70% contribution towards a pharmacist.

Dr Elder asked for thoughts on how we can make patients in the PCN practices aware of Primary Care Networks and what this means to healthcare.

Thoughts and suggestions from the group were:

- Waiting room information – recognised that this only targets those who use the GP practice.
- Practice websites – also consider having a helpful information page to guide patients on appointment booking and services available. This would be especially useful for those who are accessing online appointments and bypass our experienced Care Navigators. The Care Navigator role is to assist patients in accessing appropriate services as quickly as possible.
- Utilise the local paper and magazines (East Dorset Villages, The Wimborne Directory) – Could the Clinical Commissioning Group support with communications? – public campaign e.g. radio.

The Practice has also worked with Castleman Healthcare to set up the East Dorset Integrated Hub to service all patients in East Dorset. This hub is a referral point for practices to access care for frail patients who may be admitted to hospital. The hub

works to quickly assess the medical and social needs of the patient. Service live as of 1st July 2019.

Sarah Faulkner – to consider website information during the next review and waiting room advertisements.

Dr Anne Elder – to explore the potential of a local article on NHS services and PCN's. A group member (CB) offered to support the practice with this project.

Gill Foott – to feedback to the CCG communications team that patients feel a public campaign via newspaper & radio would be useful.

Primary Care Network Patient Engagement Group

The PCN would like to develop a PCN Patient Group to help spread the word and ensure patients are engaged across the network. A large location would be needed to host the event and an open invite to all 5 practice patient groups. There are some examples of these types of events already being held and Sarah will be working with the practices to get this up and running. Potential venues – Hamworthy Club, Cobhams Sports & Social Club, Colehill Social Club/Memorial Hall. Important to ensure parking is available.

Gill Foott - to see if there is any CCG funding to support PCN patient engagement and costs associated.

Sarah Faulkner- to work with our local practices to organise an event with relevant speakers.

Feedback from the NHS Dorset CCG Patient Engagement event – Gill Foott



CCG Engagement meeting feedback 2!

Flu clinic support – 21st & 28th September

One again, the 2019/20 flu season will see 3 different vaccine being delivered depending upon the patients age. Due to a delay in the World Health Organisation releasing details on strains for the vaccine, the stock for patients under 65 years will not become available until October through to December. This is a nation-wide issue.

Flu vaccine for over 65 years arrives week commencing 17th September (1400 vaccine). The practice has invited eligible patients to attend clinics on Saturday 21st and 28th September. Last year there was considerable congestion at our first clinic as many patients arrived early and there was not enough assistance to prioritise patients with mobility issues or who were considerably frail. Patients have been asked to attend a time slot where possible and be mindful of other patients and our staff who are here to help.

Patient Group – Volunteers to assist with the flow of the clinics on 21st and 28th September from 08.10am to 12.45 would be much appreciated. This will ensure the practice can focus on the clinical delivery of the vaccine.

MS Society update from Anne Wells

MS Society, The Osborne Centre, Church Lan, West Parley, BH22 8TS

<http://www.ms-bournemouth.org.uk/the-osborne-centre/>

Office contact: 01202 570300

Facilities and activities for people with MS and their carers. Transport available for those less able. Lunch, tea, coffee and snacks.

Oakley Friends – Dementia Support



Oakley Friends.tiff

Leonardo Trust – Charity for full-time unpaid carers



Leonardo Trust.tiff

Lots of support available for home help and assistance which is not necessarily means tested and can be accessed by any carers. Regular support meetings in Broadstone.

Practice Waiting Room

It was noted that some felt the new waiting area is very empty and echoey. Sarah confirmed that the building improvement works are ongoing and that the waiting room is yet to be complete with finishing touches. Soft furnishings, Children's toys and soft notice boards have been removed to meet infection control regulations. The information boards may be replaced with a suitable alternative. Information screens are available that can host public health messages and individual practice information however the costs of these systems need to be considered by the partnership.

Next Meeting: Tuesday 10th December 2019