

Swanage Medical Practice Patient Participation Group
Minutes of Meeting held on 13 November 2018 at 6:30pm

Present

Margaret Broadhurst, Secretary / Acting Chair (MB)

Karen Wright, Treasurer (KW)

Anne Warren (AW)

Sally Fazekas (SF)

Fiona Hunt (FH)

Jacqui Irving (JI)

Mike Killingback (MK)

Samantha Woodford (SW)

Dianne Carter (DC)

Caoimhe O’Sullivan (CO’S)

Natasha Ritchie, Practice Manager (NR)

Ali Tuckey, Project Leader, Durlston Pleasure Grounds Project (AT) - for presentation only

Marie Sanchez, Project Officer, Durlston Pleasure Grounds Project (MS) - for presentation only

		Action
1.	<p>Welcome to new members and introductions</p> <p>Margaret welcomed everyone to the meeting, particularly Dianne Carter, a new member for whom this was her first meeting, and Caoimhe O’Sullivan who had just joined the group. It was noted that Caoimhe works with Public Health Dorset.</p> <p>Margaret also welcomed Ali Tuckey and Marie Sanchez from Durlston Country Park.</p>	
2.	<p>Apologies</p> <p>Apologies were received from Sandra Rhead (SR), Dave Morton (DM), Hazel Norman (HN) and Tim Mersey (TM).</p>	
3.	<p>Presentation by Ali Tuckey, Project Leader, Durlston Pleasure Grounds Project - entitled: “Health and Wellbeing at Durlston”</p> <p>Margaret welcomed Ali to the meeting and drew everyone’s attention to the overview of the Durlston Pleasure Grounds Project (attached), which she had included with the papers for the meeting (circulated to everyone prior to the meeting). Ali also introduced Marie, who had started the previous day as the Pleasure Grounds Project Officer.</p> <p>Ali reminded everyone of the increasing body of evidence for the benefits to health and wellbeing, particularly mental health and wellbeing, of the natural environment - being in the countryside makes us feel better. He drew our attention to the report produced for the RSPB by Dr William Bird, entitled <i>Natural Thinking</i>, which provides an overview of the evidence linking wildlife-rich areas and green space with mental health.</p> <p>The Pleasure Grounds Project, a 3-year project supported by the Heritage Lottery Fund, will enhance Durlston’s Grade II-listed Victorian landscape for nature, history</p>	

<p>and the local community. A major element of the Project is to promote the health and wellbeing of the local community.</p> <p>Landscape work will include improvements to footpaths, new viewpoints and woodland management to improve wildlife habitats and the condition of historic plantings. Victoria features will be restored and opportunities for 'wild play' created.</p> <p>The Project will also provide new ways for people to get involved, including new volunteering, training and play opportunities for people with disabilities, dementia and long-term health conditions. A lift-sharing scheme will support the existing Durlston Bus - Marie will be leading the development of this scheme - and minibuses will help groups with specific needs get to Durlston. The Project will also provide a programme of training, which will help people of all ages (staff, volunteers and local people) to develop their skills - including training in first aid and mental health awareness.</p> <p>The site has been prepared for the new 'Shed', which is due to be delivered in December. The 'Everyone Needs a Shed!' Project, which is due to be launched in April 2019, will provide an area for volunteers to come together in a relaxed environment to undertake various group activities - including bird box making, working with greenwood and gardening. We know that enabling people to be sociable, particularly by undertaking group activities that have a purpose, helps improve their mental wellbeing.</p> <p>Examples of activities already underway include:</p> <ul style="list-style-type: none"> • working with the Swanage Memory Café to support people with dementia and their carers through the provision of various activities • working with the primary schools in Swanage to support young people, particularly those experiencing emotional difficulties, through the provision of after school groups and Mindfulness sessions • Nordic Walking sessions for graduates of the Better Balance Programme (a programme run by Dorset Healthcare Trust for people who have sustained a fall) • Support for people who are hard of hearing - visitors can now borrow a tablet and enjoy a British Sign Language Tour of the Clifftop Trail, thanks to help from partners at Heritage Ability. <p>Ali concluded by emphasising that the aim of this Project is to secure the future of the Victorian landscape at Durlston for nature and the community for years to come - and that the Project is just the beginning of what will be a long-term initiative.</p> <p>During the ensuing discussion, the importance of raising awareness amongst all health professionals of the all the opportunities now available at Durlston for improving health and wellbeing was raised. Nat agreed to liaise with Ali about how best to increase the number if referrals to the services on offer.</p> <p>Margaret thanked Ali very much for attending the meeting to give his talk.</p> <p>Ali and Marie then left the meeting.</p>	<p style="text-align: center;">NR/AT</p>
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4.	<p>Minutes of meeting held on 11 September 2018</p> <p>These were agreed.</p> <p>It was noted that the petty cash referred to in the draft Minutes included the takings from the seafront stall held in July. Karen confirmed that she would now be paying this sum in to the PPG's bank account.</p>	KW
5.	<p>Matters arising not covered elsewhere on Agenda</p> <p>5.1 Compliance with General Data Protection Regulation</p> <p>Natasha confirmed that everyone (apart from Caoimhe, who had only just joined the PPG) had now confirmed that they were happy for their personal data to be used in the way set out in the communication she had sent to PPG members in July. Natasha agreed to also now contact Caoimhe.</p> <p>5.2 Initiatives aimed at promoting health and wellbeing</p> <p>See Surgery Report (Item 7 below).</p> <p>5.3 Hand Gel</p> <p>Natasha explained that it was not possible for hand gel to also be provided near the booking-in screen, as there was nowhere nearby that was suitable. However, she had been able to highlight the existing hand gel dispenser in the reception area more effectively - and had also put up more posters encouraging hand gel usage.</p> <p>5.4 Helping with this year's Flu Vaccination Clinics</p> <p>Margaret thanked everyone who had helped with this year's Flu Vaccination Clinics (held on 3 and 10 November), including: Jacqui, Mike, Dave, Sally, Samantha and Anne. Margaret had also attended both clinics and helped to run a stand, the aim of which had been to promote the work of the PPG and recruit more people to join the Virtual PPG. At least 500 practice newsletters had been given out and GP online services had also been actively promoted.</p> <p>Margaret explained that it had been quite challenging to identify enough volunteers to cover both clinics, partly because a number of PPG members have their own health issues which prevent them from being able to help. She therefore questioned the value of having PPG members helping at these clinics. In the ensuing discussion, however, it was generally felt that it was useful for PPG members to help at these clinics - and all agreed that the clinics had provided an opportunity to promote the work the PPG.</p> <p>Natasha confirmed that 650 people had attended the first clinic and 570 people had attended the second clinic. In addition, 1500 people had been vaccinated opportunistically. She thought it was likely that, next year, the practice would only be holding one clinic - and would instead focus much more on vaccinating people opportunistically.</p> <p>Natasha also explained that she thought it was likely that the Practice would have some spare vaccine. Margaret asked whether it was worth investigating the possibility of offering flu vaccination to care home staff in Swanage - particularly</p>	NR

	<p>in view of the number of flu outbreaks experienced in care homes in Dorset last year. Natasha agreed to look into this.</p> <p>Sam asked whether it was possible for people who have been vaccinated to pass on the flu virus to unvaccinated people - and, if so, whether this meant that all residents in a particular care home would need to be vaccinated on the same day. Margaret explained that, as both the flu vaccines used in adults are made from inactivated flu viruses, she did not think it was possible for people to catch flu from people who have received these vaccines. However, she thought this might be possible following administration of the nasal flu vaccine used in children, as this is a live attenuated influenza vaccine. [For further information, please see: http://vk.ovg.ox.ac.uk/inactivated-flu-vaccine and http://vk.ovg.ox.ac.uk/nasal-flu-vaccine].</p> <p>Caoimhe also offered to liaise with Public Health colleagues about the various issues that had been raised about the flu vaccines and agreed to then get back to Natasha.</p>	<p>NR</p> <p>CO'S</p>
6.	<p>Treasurer's Report</p> <p>Karen confirmed that there is currently £1461.62 in the bank account and £127.03 in petty cash - the latter includes the sum of £59.20 raised at the seafront stall held on 19 July 2018, which she would now be paying into the bank account.</p> <p>Natasha agreed to investigate whether the funds now available would be sufficient to purchase an ambulatory blood pressure monitor, as previously proposed.</p>	<p>KW</p> <p>NR</p>
7.	<p>Surgery Report</p> <p>Natasha gave the Surgery Report.</p> <ul style="list-style-type: none"> • Health Coach <p>Natasha reported that a Health Coach would be starting at the Practice in December. She would be offering 1-to-1 appointments and group sessions - as well as phone appointments for people who are housebound. This service will be targeted in particular towards people with long-term conditions and those experiencing chronic pain and fibromyalgia. Appointments will be managed from within the Practice - and work is currently underway to raise awareness of the new service amongst Practice staff, including GPs.</p> <ul style="list-style-type: none"> • GP recruitment <p>A new GP will be joining the Practice in February 2019. She will be working four sessions / week and will be taking on the majority of Dr Gwinnett's patients; the rest will be added to the other Partners' lists. Margaret asked whether the Practice had written out to Dr Gwinnett's patients yet explaining what arrangements had been put in place following her departure. Natasha confirmed that the Practice had not yet written out to patients - the plan was for the Practice to write to patients in January when the new arrangements had been confirmed. In the meantime, Natasha was also investigating the possibility of enabling Dr Gwinnett's patients to book appointments online with one of the locum doctors currently covering her sessions - at the moment it was not possible</p>	

	<p>for those of her patients who had signed up for GP online services to book appointments online.</p> <p>Meanwhile every effort is continuing to be made to recruit additional GPs to join Practice - this is now becoming increasingly urgent, as the Practice is predicting that, if no more GPs are recruited, the Practice will be down by 16 sessions of GP time by the end of 2019.</p> <p>In addition, the Practice is reviewing the skill mix of staff working in Practice - and is also looking into the possibility of recruiting an advanced nurse practitioner and a primary care paramedic to help with the management of urgent cases and emergencies; and a pharmacy technician to help manage prescribing within the Practice (eg updating medications in patients' records when patients are discharged from hospital).</p> <p>Dr Murphy and Dr Evans are also now training to become GP Trainers. It is hoped that the Practice will be able to take on GP Registrars from next August - and that some of the GP Registrars will decide to stay!</p>	NR
8.	<p>Terms of Reference and Ground Rules</p> <p>8.1 Terms of Reference</p> <p>Margaret presented the latest draft of the Terms of Reference - she thanked everyone who had commented on the earlier draft and highlighted the outstanding issues.</p> <p>It was agreed that</p> <ul style="list-style-type: none"> • all registered patients aged 16 and over could join in the PPG - and the Virtual PPG • A minimum of five PPG members including at least one officer need to be present for a meeting to be quorate • The role of the Virtual PPG should be expanded - members will also be given the opportunity to participate in patient surveys • PPG members could be reimbursed reasonable expenses when attending meetings and training events organised PPG members by Dorset CCG and NAPP - but this needed to be in accordance with an agreed Policy for the Reimbursement of Expenses incurred by PPG members • PPG members should comply with Data Protection legislation and the Practice's Confidentiality Policy when handling confidential information about patients and/or the Practice and will be asked to sign the Practice's Confidentiality Agreement. <p>Margaret agreed to amend the Terms of Reference accordingly - this document would then be added to the PPG's page on the Practice's website.</p> <p>Margaret also agreed to draft a Policy for the Reimbursement of Expenses incurred by PPG members.</p>	<p>MB</p> <p>MB</p>

	<p>8.2 Ground Rules</p> <p>Margaret presented the latest draft of the Ground Rules. She thanked everyone who had commented on the earlier draft and highlighted the one outstanding issue.</p> <p>Following a lively discussion, it was agreed that PPG meetings should not be a forum for individuals to make complaints or to raise personal issues that do not have wider relevance, as there are other procedures within the Practice for supporting patients with complaints/concerns.</p> <p>Margaret agreed to amend the Ground Rules accordingly.</p>	<p>MB</p>
<p>9.</p>	<p>Maximising the effectiveness of the PPG</p> <p>9.1 Content of PPG page on Practice website</p> <p>Natasha confirmed that she would now be submitting a request to the Web Design Team to update the PPG's page as previously discussed.</p> <p>9.2 Communicating and engaging with patients</p> <p>Further discussion was deferred until the next meeting.</p> <p>9.3 Newsletter</p> <p>Natasha reported that it had been agreed that a sentence written in large print would be added at the bottom of future editions of the Practice Newsletter explaining that people should contact the Practice Manager if they would like to receive a large print version of the newsletter.</p> <p>9.4 Re-establishing the Virtual PPG</p> <p>Natasha agreed to update the application form used by those wishing to join the Virtual PPG to reflect the expanded role of Virtual PPG members.</p> <p>It was agreed that PPG members would continue to promote membership of the Virtual PPG when they next spend time in the reception area and/or waiting room talking to patients - and that membership of the Virtual PPG would also be promoted in the next Practice Newsletter.</p> <p>9.5 Undertaking patient surveys - and setting up a Patient Survey Subgroup</p> <p>Margaret reported that Sally, Jacqi and Sam had contacted her to say they would like to join the Patient Survey Subgroup. Margaret agreed to liaise with Natasha and subgroup members to identify a suitable date to meet.</p> <p>9.6 Spending time in the waiting room asking people about their concerns</p> <p>Margaret thanked those PPG members who had offered to hand out copies of the Newsletter in the waiting room and to speak to patients about their concerns.</p>	<p>NR</p> <p>NR</p> <p>All</p> <p>MB/NR</p> <p>All</p>

10.	<p>Speakers at future meetings</p> <p>Margaret invited PPG members to suggest speakers at future meetings. In the meantime she suggested inviting the Swanage Walking for Health Group to attend the next meeting.</p>	MB						
11.	<p>PPG Networking Events: 16 and 17 Nov 2018</p> <p>Margaret Informed the Group that she and her husband would be attending the event scheduled for Saturday 17 November 2018.</p>	MB						
12.	<p>Feedback from Purbeck Engagement Event on 27 Sept 2018</p> <p>Margaret drew everyone's attention to the report she had compiled about this event, which she had included with the papers for this meeting.</p> <p>Natasha reported that a new CCG Project Manager had recently been appointed for Purbeck.</p>							
13.	<p>Feedback from other meetings attended by PPG members</p> <p>Karen informed the Group that she had attended a meeting of the Dorset Cancer Patients and Carers Group. The work of this Group is funded by Dorset CCG and a facilitator has now been appointed to support this growing network. Several projects are now underway - and group members have also undertaken site visits.</p>							
13.	<p>Any other urgent business</p> <p>None</p>							
14.	<p>Dates of future meetings:</p> <table data-bbox="204 1294 973 1417"> <tr> <td>15 January 2019</td> <td>9 July 2019</td> </tr> <tr> <td>12 March 2019</td> <td>10 September 2019</td> </tr> <tr> <td>14 May 2019</td> <td>12 November 2019</td> </tr> </table>	15 January 2019	9 July 2019	12 March 2019	10 September 2019	14 May 2019	12 November 2019	
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*Margaret Broadhurst
Secretary and Acting Chair
Swanage Medical Practice PPG
November 2018*