

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held on 12 November 2019 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Karen Wright, Treasurer (KW)

Sally Fazekas (SF)

Jan Owens (JO)

Natasha Ritchie, Practice Manager (NR).

		Action
1.	<p>Welcome and introductions - including members of Patient Email Group</p> <p>Margaret welcomed everyone to the meeting, including: Wendy Hammersley, John Way and Alison Williamson from the Patient Email Group (Virtual PPG); Tony McDougal from the Dorset Care Record Programme Team; Gill Foott, PPG Support Officer at NHS Dorset Clinical Commissioning Group (CCG); and Charles Summers, Director of Engagement and Development at NHS Dorset CCG.</p>	
2.	<p>Dorset Care Record - Talk by Tony McDougal, Dorset Care Record Programme Team</p> <p>Margaret welcomed Tony to the meeting.</p> <p>Tony explained that the Dorset Care Record (DCR) is a new confidential computer record that joins up Health and Social Care records to create one comprehensive and up-to-date record about each Service User. The DCR was launched in February 2018 and gives health and social care professionals a read only view of a person's health and social care records. Over 900 health and social care staff were now using the system, all of whom will soon have Single Sign-On access</p> <p>Tony reminded us that the review of how information about patients is shared across the health and care system, undertaken by Dame Fiona Caldicott in 2013, recommended that the duty to share information can be as important as the duty to protect patient confidentiality.</p> <p>The organisations involved in the DCR partnership include all GP practices in Dorset, the three acute hospital trusts, Dorset HealthCare and the two councils in Dorset. The DCR already includes GP records from 83 of the 84 GP Practices in Dorset, as well as demographic information and information about patient encounters and radiology from the three acute trusts. Information on pathology, referrals, alerts and allergies are also already available from Dorset County Hospital and, over the next few months, information about pathology and allergies will also be available from Poole Hospital and Bournemouth and Christchurch Hospitals, as well as discharge medication from all three acute hospital trusts. Information is due to be uploaded from Dorset HealthCare and the councils over the forthcoming months.</p> <p>Two Citizen Pathways are also being developed: the Maternity Pathway and the Cancer Follow-up Pathway. Midwives and Health Visitors will, in future, be able to securely transfer information about women receiving maternity care; and mums-to-be will be able to complete their Booking Forms, Antenatal Care Plans, Birth</p>	

	<p>Preferences and Postnatal Care Plans online. The Clinical Portal is being launched in November 2019. The Cancer Follow-up Pathway will provide a supported self-management pathway and will be ready for piloting in the New Year. The initial focus will be on breast, prostate, testicular and colorectal cancers.</p> <p>The DCR Programme Team is also working with its Hampshire equivalent as part of the Wessex Care Record Programme to enable health and care staff to access information about people in their care, whether they live in Dorset, Hampshire or the Isle of Wight, or are receiving their care in Dorset or Hampshire. This will, for example, assist the provision of seamless care for Dorset residents who are receiving specialist treatment in Southampton.</p> <p>The key benefits of the DCR include:</p> <ul style="list-style-type: none"> • Continuity of care • Quicker access to better information • Improved safety and care through more informed decision making • Better experience and outcomes the service users • Service users no longer having to repeat stories. <p>Better informed and means better care.</p> <p>A leaflet explaining the DCR was sent to every household in Dorset during Winter 2018/19 and a range of leaflets are available at the Surgery. Further information can be found on the DCR website: www.dorsetcouncil.gov.uk/dorset-care-record.</p> <p>Margaret thanked Tony very much for attending the PPG meeting to give his talk.</p>	
3.	<p>Update from Gill Foott, PPG Support Officer, NHS Dorset CCG</p> <p>Margaret welcomed Gill to the meeting - and Gill introduced Charles Summers, Director of Engagement and Development at the CCG, who was attending as an observer.</p> <p>Gill reminded everyone that:</p> <ul style="list-style-type: none"> • the NHS App had been launched in October - it allows patients to book GP appointments, order repeat prescriptions and access other healthcare services • The Purbeck Primary Care Network (PCN) had been launched in July and includes the GP Practices in Bere Regis, Corfe Castle, Sandford, Swanage, Wareham and Wool - the Chairs of the six PPGs are now working together to support the work of the PCN and were next due to meet on Monday 18 November • The Purbeck Leg Club had now been in operation since the beginning of September and was going well. <p>Karen asked about a problem experienced by a patient from Studland who had attended the Leg Club. She had been advised that she needed a prescription for her leg problem, but, as the nurse seeing patients that day was from the Corfe Castle Practice, the patient would need to collect her prescription from the Corfe Castle Practice. All agreed that this was an issue that needed to be addressed and Gill agreed to raise it with the staff overseeing the Leg Club.</p> <p>John Way, Alison Williamson and Tony McDougal then left the meeting.</p>	GF

4.	<p>New PPG members</p> <p>4.1 Welcome to new PPG Member: Debra Reddick</p> <p>It was noted that Debra Reddick had joined the PPG, but had not been able to attend this meeting.</p> <p>4.2 Timing of future PPG meetings to enable another potential member to join</p> <p>Margaret explained that another patient had expressed an interest in joining the PPG, but was unable to attend meetings on the second Tuesday of the month as she has another commitment on those evenings. Margaret therefore raised the possibility of changing the evening when the PPG holds its meetings. As not everyone was present, she agreed to contact everyone about this by email. [It was subsequently agreed to meet on the 3rd Tuesday of alternate months.]</p>	MB
5.	<p>Apologies and resignations</p> <p>Apologies were received from Sandra Rhead (SR), Debra Reddick (DR) and Dr Ciara Murphy, GP (CM).</p> <p>It was also noted that Dianne Carter (DC) had resigned from the PPG - and that Margaret had written to thank her for the contributions she had made to the PPG. Everyone was sorry to hear that Dianne was no longer able to continue as a PPG member and requested that the Minutes also record their thanks for the contributions she had made.</p> <p>NB Please note that Nicola Fitchett (NF) had intended to attend the meeting, but had been unable to access the building.</p>	
6.	<p>Minutes of meeting held on 10 September 2019</p> <p>The Minutes of the meeting held on 10 September 2019 were agreed.</p> <p>Margaret agreed to send the final version of these Minutes to Natasha for uploading to the Practice website.</p>	MB
7.	<p>Matters arising not covered elsewhere on Agenda</p> <p>7.1 New email account for PPG</p> <p>Margaret reported that she had set up a new email account the PPG. NAPP had been informed and had now issued a new username and password to enable PPG members to access the resources for PPG members on their website. Members should contact Margaret for further details.</p> <p>7.2 New co-signatory to PPG's Bank Account</p> <p>Karen confirmed that Sally had now been set up as a co-signatory to the PPG's Bank Account and that she had also completed additional security forms now required by the Bank.</p> <p>7.3 Promoting awareness of the PPG on Purbeck Coast FM on 1 Nov 2019</p> <p>Everyone congratulated Sally on her recent Radio interview.</p> <p>Charles asked if it would be possible to have a transcript of the interview for sharing more widely. Sally agreed to find out whether this would be possible.</p>	All SF

	<p>7.4 Terms of Reference (revised version attached)</p> <p>Margaret drew everyone’s attention to the revised Terms of Reference - proposed amendments (highlighted in yellow) included reference to the Purbeck Primary Care Network and the change in the name of the Virtual PPG to Patient Email Group, as well as a number of other minor amendments. Charles suggested also adding that the PPG agrees and reviews its priorities each year.</p> <p>All agreed to send any further suggested amendments to Margaret.</p> <p>7.5 Renewal of insurance</p> <p>Natasha reported that Swanage Insurance Brokers had indicated that they did not think it was possible to insure the PPG as part of the Practice’s insurance policy - although she was still waiting for them to confirm that this was indeed the case. It was agreed that this issue should be discussed further at the next meeting.</p> <p>7.6 Practice’s future priorities for PPG funding</p> <p>Nat suggested that the PPG could raise funds to develop a “Health Hub” in a corner of the Waiting Room - this could include access to specific websites, Apps, etc on a secured tablet, in addition to the BP monitoring equipment and weighing scales already available. All were supportive of this proposal.</p> <p>7.7 Application to relocate Well Pharmacy (copy of decision attached)</p> <p>Margaret drew everyone’s attention to the letter setting out the decision to approve the application to relocate the Well Pharmacy to 22 Station Road.</p> <p>7.8 Purbeck Leg Club</p> <p>Sally reported that she had attended the last Leg Club session and had spent most of her time chatting to attendees. Gill reported that Sally’s contribution had been very much appreciated.</p>	<p>MB</p> <p>All</p> <p>NR</p>
<p>8.</p>	<p>Treasurer’s Report</p> <p>Karen reported that there was £522.85 in the PPG’s Bank Account and £67.83 in petty cash - giving a total of £590.68.</p>	
<p>9.</p>	<p>Surgery Report</p> <p>Natasha gave the Surgery Report:</p> <ul style="list-style-type: none"> • Recruitment, Skill Mix and Workload Optimisation <p>Dr Qureshi had now become a Partner. However, Dr Lehman would be leaving the Practice at the end of December - and another two Partners would be retiring towards the end of next year. The Practice was therefore still actively recruiting new GPs - adverts had been placed on the Doorway to Dorset website and a recruitment video was also being produced.</p> <p>The Practice was also looking at skill mix again and was currently advertising again for a paramedic and a nurse practitioner. A new Practice Nurse had also recently been recruited, who would free up Practice Nurse Ali to undertake more consultations during Sit and Wait surgeries. Two Practice Nurses, Ali and Jane, were now both fully signed up Prescribers.</p>	

	<p>A new Clinical Pharmacist has been appointed by Purbeck PCN - they had started the previous week and would be working at the Practice 1½ days / week.</p> <p>Work was continuing on workload optimisation - initiatives included the provision of additional training for the Coding Team at the Practice to enable them to undertake more of the coding, inputting of results, etc.</p> <ul style="list-style-type: none"> NHS Health Checks The Practice was now actively inviting patients to attend for NHS Health Checks. eConsult and GP Online The number of eConsult consultations was now increasing - there had been 13 eConsults in the previous week. Margaret reported that she had used eConsult, but had waited more than three days for a response (patients should receive a response within 48 hrs) - Natasha and agreed to look into this. There had been a surge in the number of people signing up to GP Online since the PPG had promoted awareness of GP Online during the Flu Clinics. Flu Vaccine shortages There was currently a national shortage of flu vaccine for children and priority was therefore being given to at risk children. Children aged two and three will be invited to attend for vaccination when further supplies come through. There had also been delays in the delivery of flu vaccine for adults aged under 65 - the outstanding doses were expected within the next two weeks. Patient Feedback Natasha reported that no specific comments and suggestions had been received - although the Practice had received quite a few thank you cards and letters recently, which had been very much appreciated. 	NR
9.	<p>Future priorities</p> <p>Margaret drew everyone's attention to the latest draft of the document setting out the PPG's priorities (attached). As time was short, it was agreed that the delivery of these priorities would be the main item on the Agenda of the next meeting.</p>	
10.	<p>Purbeck Population Health Management Project</p> <p>Margaret drew everyone's attention to the Update circulated following the first Purbeck Population Health Management Project Workshop, which she had attended on behalf of the PPGs, along with two other PPG representatives - their aim was to ensure a patient's perspective is brought to the Project. She drew attention, in particular, to the primary/secondary care database (link also included in Update), which was informing the work of the Project - she had been amazed to see how much information was now available in almost real-time (the data were currently being refreshed every two days) about Practice and Network populations. The data had all been anonymised - although Practice staff were able to de-anonymise the data to enable them, for example, to identify patients with COPD who had not had a flu vaccination; and to identify which patients had had more than 30 Primary Care contacts in the previous year (both issues had already been selected for further</p>	

	investigation). A series of workshops were planned during which priorities would be agreed, using analyses of data extracted from the database as a starting point, and plans then agreed to address these priorities.	MB
12.	<p>Flu Vaccination Clinics - feedback from those who hosted PPG stand</p> <p>12.1 GP Online and eConsult</p> <p>It was noted that PPG members had hosted a stand at the Flu Vaccination Clinics held on 28 September and 26 October, and used these opportunities to focus, in particular, on promoting awareness of eConsult and GP Online. The first Clinic had been particularly well attended (more than 1600 patients) - and across the two Clinics PPG members had given out several hundred information sheets about eConsult, as well as lots of leaflets about GP Online. During the clinic held on 28 September, patients had been able to sign up to GP Online, but unfortunately this had not been the case on 26 October - Natasha agreed to look into this.</p> <p>A number of issues had been raised with PPG members during the Clinics:</p> <ul style="list-style-type: none"> • A surprisingly large proportion of patients do not have access to a computer or smart phone and were therefore not able to use either eConsult or GP Online • The majority of those who had already used eConsult had found it helpful - although some patients felt that 48 hours was too long to wait for a response (it was noted that this deadline for a response had been set nationally). Other patients were worried that the information they were being asked to provide was being sent to a generic operating centre and not directly to the Swanage Medical Practice, so had not felt comfortable continuing with the process. PPG members felt it was really important for the information about eConsult available on the Practice Website and displayed in the Surgery to be tailored to the Swanage Medical Practice and that, in particular, it was important to make it absolutely clear that the information provided by patients is only seen by staff at the Practice - and that it would be a Swanage GP who would get back to patients. Natasha confirmed they were already moving forward with these changes. She also informed everyone that eConsult was now included in the telephone message patients hear when they are waiting for their call to be answered. • A number of patients had queried why they were not able to access their blood test results, etc, when using GP Online and had been advised to speak to the receptionist about obtaining this higher level access. • Some patients previously registered with Dr Haines had reported that they were no longer able to book appointments online. Natasha confirmed that all Dr Haines' patients had now been transferred to Dr Qureshi's list. <p>12.2 Weldmar Hospicecare - referrals of Swanage residents</p> <p>Anne Warren, a previous PPG member, had reported that she works in the Weldmar Hospicecare Shop in Swanage, the principal aim of which is to raise money for Swanage residents using the services provided by Weldmar Hospicecare, but had discovered that few, if any, Swanage residents were</p>	NR

	<p>being referred to Weldmar Hospicecare. She wondered why. Natasha confirmed that most patients requiring End of Life Care are under the care of Poole Hospital, so are referred to Forest Holme. The MacMillan Nurse, who supports Swanage residents, is also based at Forest Holme. Margaret agreed to get back to Anne accordingly.</p> <p>12.3 New Patient Health Checks</p> <p>A newly registered patient with Type 1 diabetes had raised concerns about not been invited for a New Patient Check with her new GP - she was surprised about this because her previous experience when registering with a new GP had been that she had automatically been invited to attend for such a check. Natasha confirmed that it was no longer standard practice to offer new patient checks - although newly registered patients can always request to see either their new GP or one of the practice nurses.</p>	MB						
13.	<p>Feedback from meetings attended by PPG members</p> <p>13.1 Purbeck Health and Wellbeing Locality Group - 16 Oct 2019</p> <p>Margaret thanked Jan for attending this meeting on her behalf and drew everyone's attention to the Minutes of the meeting, included with the Agenda. Jan explained that it was hoped that all organisations and groups represented on the Group would contribute to the delivery the Locality's clinical targets - as well as next year's Purbeck Pledge. The plan was for Purbeck Pledge 2020 to build on this year's Purbeck Pledge, focusing this time on improving access to what we already have within Purbeck - including all our green spaces for promoting physical activity and mental wellbeing, as well as other opportunities for promoting mental health, such as choirs, volunteering, etc.</p> <p>13.2 Feedback from other meetings attended by PPG members</p> <p>None.</p>							
12.	<p>Speakers at future meetings</p> <p>Jan mentioned that, at the last meeting of the Purbeck Health and Wellbeing Locality Group, Jane Hutchings, Community Development Worker at Dorset Council, had offered to come and talk with our PPG about Scan Prevent. All agreed that, at the next meeting, the PPG should focus on discussing the implementation of our priorities, rather than inviting an outside speaker to join us, and it was therefore agreed to defer inviting Jane Hutchings to join us until later next year.</p>							
13.	<p>Any other urgent business</p> <p>None</p>							
14.	<p>Dates of future meetings:</p> <table> <tr> <td>21 January 2020</td> <td>21 July 2020</td> </tr> <tr> <td>17 March 2020</td> <td>15 September 2020</td> </tr> <tr> <td>19 May 2020</td> <td>17 November 2020</td> </tr> </table>	21 January 2020	21 July 2020	17 March 2020	15 September 2020	19 May 2020	17 November 2020	
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Mrs Margaret Broadhurst (Dr Margaret Guy)
Chair