

Swanage Medical Practice Patient Participation Group
Minutes of Virtual Meeting held on 17 November 2020 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Karen Wright, Treasurer (KW)

Gill Calvin-Thomas (GC-T)

Nicky Fitchett (NF)

Ruth Jordan (RJ)

Jan Owens (JO)

Natasha Ritchie, Practice Manager (NR)

Gill Foott, PPG Support Officer, NHS Dorset Clinical Commissioning Group (GF) - from 7:00pm

Kate Stancel-Lewis, Social Prescribing Link Worker, Purbeck Primary Care Network (KS-L)

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, including Kate Stancel-Lewis, Social Prescribing Link Worker for the Purbeck Primary Care Network (PCN) and Gill Foott, PPG Support Officer, NHS Dorset Clinical Commissioning Group (CCG).</p>	
2.	<p>Apologies</p> <p>Apologies were received from: Sally Fazekas (SF), Wendy Hammersley (WH), Tim Mersey (TM), Sandra Rhead (SR) and Dr Kiran Qureshi, GP (KQ).</p>	
3.	<p>Social Prescribing in Swanage and Purbeck</p> <p>3.1 The Frome Model: key messages from the book <i>The Compassion Project</i></p> <p>Jan Owens gave an overview of the book entitled <i>The Compassion Project: A case for hope and humankindness from the town that beat loneliness</i>, which describes the Frome Model. Further information about the Frome Model and Health Connections Mendip can also be found here.</p> <p>The Frome Model was set up in 2013 by Dr Helen Kingston, one of the GPs in Frome, and Jenny Hartnoll, who had a background in community development. Helen had recognised that a significant proportion of her patients were suffering from problems she could not help with, such as social isolation. Jenny's experience had taught her that just signposting people to support services often did not work. What really helped was to connect people with other people - for example, by taking them to a group they were interested in joining but did not have the confidence to go to on their own; and facilitating conversations between people with similar problems. This approach helped reduce people's social isolation, improved their mood and increased their confidence and self-esteem - thereby enabling them to manage their health more effectively. GP consultations and ED attendances reduced and people's quality of life improved.</p> <p>The steps taken by Helen and Jenny included:</p> <ul style="list-style-type: none"> • Developing a directory of all the advice and support groups in the town • Setting up a Talking Café to enable people with similar problems to talk to each other 	

- Establishing a network of “Connectors”, volunteers who act as a link between the GPs and their community - there are now over 1000 Connectors in Frome, including hairdressers, barbers, taxi drivers, café staff, shopkeepers and police community support officers; they are given two hours training, covering how to ask people about what matters most to them and what they think would help them; and how to use the Directory of Services to support people
- Training the Receptionists at the Surgery to become “Navigators” so they can also help people reach the services they need
- Longer GP appointments to enable the GPs to get beyond the presenting problem and identify any underlying social issues, such as family relationship, money or housing problems; the GPs also worked to change patients’ expectations and convince them to try a different approach.

Jan went on to propose that we should adopt a similar approach in Swanage to improve people’s health and wellbeing and quality of life. She felt that we have an opportunity to take this forward now that we have a Social Prescribing Link Worker working with the Practice and the new Wellbeing Group, set up by Swanage and Purbeck Development Trust, which links with lots of advice, support and social groups in the town - including Swanage Neighbours, a newly formed volunteer group, which now has a large number of volunteers helping people who are experiencing difficulties during the COVID-19 Pandemic (see [here](#) for more information). She felt this would be a very promising time to make connections between our local health and care services and the community activities in the town to enhance the quality of life for many of the people who live here.

3.2 Update on Social Prescribing in Purbeck - Kate Stancel-Lewis

Kate explained that her role as a Social Prescribing Link Worker within the Purbeck PCN is to help people take control of their own health in a holistic way through person centred conversations, giving them time, listening to them and finding out what they need so they can move forward. She then signposts them to the local services that will best their needs and supports them to access these services. She works closely with the self-management coaches who also work across the Purbeck PCN. Further information about the service can also be found [here](#). Kate confirmed that the Purbeck PCN plans to recruit another link worker and additional self-management coaches.

Margaret also drew everyone’s attention to the update about Social Prescribing and its effectiveness, produced by the King’s Fund, which had also been circulated with the Agenda - see [here](#).

3.3 Next steps

Natasha explained that, after hearing a presentation about the Frome Model at a Primary Care Home conference In March 2019, she and a number of her colleagues in Purbeck had initiated steps to implement the Frome Model in Purbeck. The PCN had purchased the website template used in Frome to set up their Service Directory and Cheryl Lewis, who was then the Business Manager for the Purbeck PCN, had been exploring options for populating and managing the database. However, there did not seem to have been any progress on this project since Cheryl stopped working for the PCN in April. Kate agreed to find out how far this project had progressed.

KS-L

	<p>Nicky emphasised the importance of the Connectors in the Frome Model - it is not enough to just rely on having a directory of services that people can be signposted to. She also emphasised how important it is to enable people to undertake volunteering roles - people really value being able to contribute to their local community.</p> <p>Karen expressed concerns about confidentiality when working in a small town like Swanage. This was acknowledged to be a potential issue and it was agreed that everything should be done to mitigate this problem as far as possible.</p> <p>Nicky and Jan further explained that the Wellbeing Group had been convened by Kim Gallagher at the Swanage and Purbeck Development Trust, which is sponsored by Swanage Town Council and acts as an umbrella organisation for smaller voluntary and community groups in Swanage. The Wellbeing Group had met for the first time on the previous Friday, 13 November 2020.</p> <p>All agreed that the COVID-19 Pandemic provided an opportunity to really move forward on the wellbeing agenda in Swanage - we need to capitalise on all the excellent work that has been undertaken during this challenging time.</p> <p>Kate explained that she had already talked to Kim earlier in the year and agreed to contact her again to discuss how best to link Social Prescribing in the Purbeck PCN with the work of the Swanage Wellbeing Group. She would then liaise with Natasha to explore how best to also link in with the Swanage Medical Practice.</p>	KS-L
4.	<p>COVID-19 Pandemic</p> <p>4.1 Current situation in Swanage and local response</p> <p>Margaret drew everyone's attention to the latest update from Senior Partner, Dr Clark, which had been circulated with the Agenda. It was noted that this update had also been included in the latest edition of the newsletter produced by the Swanage Area Forum and the Swanage & Purbeck Development Trust.</p> <p>Natasha reported that the number of COVID-19 cases in Purbeck had increased and was now much higher than had been the case during the first wave of the Pandemic (270 cases on 17 November 2020). Telephone triage continues to be in place, with face-to-face consultations being offered where appropriate - the Practice has aimed to ensure a consistent approach throughout the Pandemic. The use of eConsult continues to increase and was used by 73 patients the previous week. The Practice would like to encourage more patients to use this service, as it is a much more convenient way for patients to access GPs. Clarification was sought on why young people aged under 18 cannot use eConsult and Gill Foott agreed to follow this up with colleagues at the CCG.</p> <p>The nurses are continuing to undertake asthma and COPD reviews by phone and have also reverted back to undertaking diabetes reviews by phone to minimise the number of patients in the waiting room at any one time. Where deemed clinically necessary, patients are also invited to attend face-to-face appointments. Blood test appointments are booked every 14 minutes to allow time for COVID-19 measures to be implemented. The Practice is also participating in the QOF Early Diagnosis of Cancer Module - this includes participating in peer review meetings to share and discuss learning from quality improvement activity in both screening and early diagnosis. More information can be found here.</p>	GF

	<p>Natasha explained that the majority of patients were happy to wear face coverings when visiting the Practice, but a few patients were not able to do so. She asked if anybody knew where she could get a supply of visors for these patients and Nicky agreed to follow this up.</p> <p>4.2 Preparing for delivery of potential COVID-19 vaccination programme</p> <p>Margaret drew everyone’s attention to the Guidance sent to GPs by NHS England, which had been included with the Agenda - see here</p> <p>Natasha reported that a meeting was scheduled for the next day, 18 November 2020, to discuss the provision of COVID-19 vaccines in Purbeck. It is likely that the designated site in Purbeck will be in Wareham. Natasha confirmed that people living in care homes and those aged >80 would be among the first to be offered the vaccine, when it becomes available.</p> <p>Natasha asked for advice on who to contact to discuss the possibility of volunteer drivers taking people to Wareham for their COVID-19 jabs, if this proved to be necessary. Nicky suggested she contact Swanage Neighbours.</p> <p>4.3 PPG’s role in supporting the Practice during the Pandemic</p> <p>Natasha confirmed that it was still not appropriate for PPG members to come into the Surgery. However, the Practice would value the PPG’s continued support with communicating the following messages:</p> <ul style="list-style-type: none"> • Helping patients understand the challenges faced by the Practice as we move through the COVID-19 Pandemic • Explaining how the Practice is ensuring patients are dealt with in a timely and safe way • Encouraging patients to embrace the use of eConsult and telephone/video consultations • Encouraging patients to be prepared to see other clinicians at the Practice. <p>Margaret also suggested that it might be appropriate to request another interview with Purbeck Coast Radio at some point - for example to explain how the COVID-19 vaccination programme was going to be implemented in Purbeck.</p>	NF
5.	<p>Update from Gill Foott, PPG Support Officer, NHS Dorset CCG</p> <p>Gill updated PPG members on the activities of other PPGs in Dorset - including the planned survey of patients’ experiences of using GP services in Weymouth and Portland, which will include the sending out of paper questionnaires by post to those who are not able to access the Internet.</p> <p>She also reported that the first meeting of the Purbeck Youth PPG had taken place.</p>	
6.	<p>Minutes of meeting held on 15 September 2020</p> <p>The Minutes of the meeting held on 15 September 2020 were approved. Margaret agreed to send the final version to Natasha for uploading to the Practice website.</p>	MB
7.	<p>Matters arising not covered elsewhere on Agenda</p> <p>7.1 2020 Flu Immunisation Programme</p> <p>Natasha reported that this year’s flu immunisation programme had generally gone well - three Saturday flu clinics had been held, as well as ad hoc appointments. Uptake rates were slightly higher than last year. There had been</p>	

	<p>some issues resulting from the high volume of calls to book appointments - it had therefore been agreed to also offer online booking of appointments in future.</p> <p>7.2 Proposed “Health Hub” and Health Awareness Event</p> <p>Natasha confirmed that these proposed initiatives were still on hold.</p> <p>7.3 Swanage Paramedic Car</p> <p>Natasha reported that it was highly likely that the Swanage Paramedic Car would be withdrawn. The Practice would be writing to the CCG expressing their concerns about this proposal and it was agreed that it might be a good idea for the PPG to also write to the CCG. Natasha also encouraged everybody to sign the petition - Margaret agreed to circulate details.</p>	MB						
8.	<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>							
9.	<p>Surgery Report</p> <p>Natasha reported that efforts to recruit new GPs continue, but, as yet, without success. However, she was pleased to report that an Advanced Nurse Practitioner (ANP) had been appointed - she would be starting in February 2021. This means that there will be 3 ANPs + a primary care paramedic working at the Practice. The PCN was also hoping to recruit a Physician Associate, who would be spending most of their time at the Swanage Medical Practice.</p>							
10.	<p>Feedback from meetings and events attended by PPG members</p> <p>10.1 Swanage Town Partnership meeting to discuss development of a Community Wellbeing Group - held on 13 November 2020</p> <p>Already covered above and the item 3.</p> <p>10.2 Other meetings attended by PPG members</p> <p>None.</p>							
11.	<p>Speakers at future meetings</p> <p>Kate agreed to also attend the next meeting to feed back on the outcome of discussions about linking social prescribing in the Purbeck PCN with the Swanage Wellbeing Group and the Swanage Medical Practice.</p>	KS-L						
12.	<p>Any other urgent business</p> <p>12.1 Thanks to Dr Ciara Murphy</p> <p>Margaret reported that she had organised a farewell card and present for Ciara on behalf of the PPG and Natasha confirmed that she had presented this to Ciara at her socially distanced farewell do held at the Practice. She agreed to send Ciara’s thank you card on to Margaret.</p>	NR						
13.	<p>Dates of future meetings:</p> <table> <tr> <td>19 January 2021</td> <td>!8 May 2021</td> <td>21 September 2021</td> </tr> <tr> <td>16 March 2021</td> <td>20 July 2021</td> <td>16 November 2021</td> </tr> </table>	19 January 2021	!8 May 2021	21 September 2021	16 March 2021	20 July 2021	16 November 2021	
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Margaret Broadhurst, Chair