

Swanage Medical Practice Patient Participation Group

Unconfirmed Minutes of Meeting held at the Surgery on 17 September 2024 at 6:00pm

Present

Margaret Broadhurst, Chair (MB)

Margaret Griffin (MG)

Anne Moore (AM)

Peter Smith (PS)

Natasha Ritchie, Practice Manager (NR).

Gill Foott, Community Engagement Officer, NHS Dorset (GF)

Ellie Suthers, Senior Staff Nurse at Lewis-Manning Hospice Care

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting - including Ellie Suthers, Senior Staff Nurse at Lewis-Manning Hospice Care.</p>	
2.	<p>Apologies</p> <p>Apologies were received from Karen Wright, Treasurer (KW), Sarah Early (SE), Diana Edmonds (DE), Sally Fazekas (SF) and Davina Smith (DS).</p>	
3.	<p>Presentation on Services offered in Swanage by Lewis-Manning Hospice Care</p> <p>Ellie Suthers, Senior Staff Nurse, Lewis-Manning Hospice Care, has a lot of experience of working in hospice care, including at St Christopher's Hospice in London, and started working for Lewis-Manning Hospice Care earlier this year.</p> <p>She explained that Lewis-Manning Hospice Care is a charity dedicated to helping people with life limiting illnesses and their families across East Dorset. Their main role is to provide non-clinical support to adults aged 18+ (except those with a clinical diagnosis of Dementia) and their families - this includes:</p> <ul style="list-style-type: none"> • Hospice at Home - all those referred to Lewis-Manning Hospice Care have their needs assessed by one of the nurses employed by Lewis-Manning Hospice Care • Respite Hubs • Day Hospices - including the Day Hospice Service which opened at the Swanage Cricket Club in April (see here for more details) • Support with Advanced Care Planning • Family Support - including the Carers Support Group at the Swanage Cricket Club, which started in August (third Friday of every month) • Bereavement Support, including a Bereavement Support Service for children. <p>They also provide two Clinical services:</p> <ul style="list-style-type: none"> • Lymphoedema Clinic for those who have lymphoedema following cancer treatment • Breathlessness Service, provided by Respiratory Physiotherapists. <p>Further information can be found at www.lewis-manning.org.uk.</p> <p>Lewis-Manning Hospice Care also has an office in Swanage, the running costs of which are funded by the Friends of Swanage Hospital, and a shop on Station Road.</p> <p>Margaret thanked Ellie for giving her update - and for the leaflets she left with PPG, which will be made available in the Surgery.</p>	
4.	<p>Minutes of Meeting held on 7 July 2024</p> <p>The Minutes of the meeting held on 7 July 2024 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR

5.	<p>Matters arising not covered elsewhere on Agenda</p> <p>5.1 Organising a Health Awareness Event</p> <p>We agreed to discuss this further when more PPG members are present.</p> <p>5.2 Action for Health and Care in Purbeck</p> <p>Chris Kemp, Chair of Action for Health in Purbeck, had included a piece in the September 2024 edition of the Swanage and Purbeck Development Trust Community Newsletter (view here), encouraging people to ask whether they can be seen at either Swanage or Wareham Hospitals, instead of at Poole, Bournemouth or Dorchester Hospitals - assuming this is appropriate and the service they need is offered at these hospitals.</p> <p>Prior to the meeting, Sarah had asked whether it would be possible for the Practice to promote awareness of the services available at Swanage Hospital. It was agreed that the information included on the Practice Website about Swanage Hospital should be reviewed as part of the review of the Practice Website. Nat also agreed to include a modified version of Chris Kemp's message on the screens in the Waiting Room.</p> <p>5.3 Wellbeing Swanage</p> <p>The Wellbeing Swanage Advisory Committee would be meeting on 24 September 2024.</p>	<p>All</p> <p>All</p> <p>MB/NR</p>
6.	<p>Update from Gill Foott, Community Engagement Officer</p> <p>Gill drew everyone's attention to the following opportunities:</p> <ul style="list-style-type: none"> • A free event to promote healthy lifestyles to be held at The Spire in Poole on Thursday 19 September, when NHS Dorset Integrated Care Board (ICB) would also be presenting their annual report and accounts (see more about what happened here) • The Community Access Fund launched by Dorset National Landscape to support local people to carry out capital access improvements to create more inclusive opportunities for people to explore Dorset National landscape (closing date 11 October 2024) - see here for more information • The Dorset Welcome Fund, which offers grants up to £5000 to local Community Groups supporting refugees and asylum seekers arriving, residing or settling in Dorset (closing date 11 October 2024) - see here for more information • Wessex Water Community Fund, which offers grants up to £4000 to support community based activities that meet local needs and improve the lives of those most in need (closing date 18 October 2024) - see here for more information. 	
7.	<p>Treasurer's Report</p> <p>The PPG has £547.85 in its Bank Account and £42.83 in petty cash, a total of £590.68.</p>	
8.	<p>Surgery Report</p> <p>Nat gave the following update:</p> <ul style="list-style-type: none"> • Dr Mulholland will be returning from Maternity Leave on 7 October - Dr David Haines will be covering her work in the meantime. • Dr Lim will be covering for Dr Gavins until she returns from Maternity Leave next May. • Two new GP Registrars have started at the Practice: Dr Charlotte Murray, who will be supervised by Dr McIntosh, and Dr Serenydd Everdeen, who will be supervised by Dr Evans. • As part of the BMA's call for Conservative Action, the Practice has decided to only take forward those actions that have the minimum impact on patient care - these include pushing back on work that should be being undertaken within Secondary Care, such as blood tests requested by Hospital Consultants and some follow-up reviews. • The Practice is also requesting additional funding for phlebotomy - the Practice is only funded to undertake 8-9 clinics / week, but is currently undertaking 12 clinics / week. 	

	<ul style="list-style-type: none"> This year's Flu Clinics will be held on 5 and 12 October - more than 4000 invites have been sent out by text and another 650 by letter (to those for whom there is no record of a mobile phone number). Letters will also be sent to those who are housebound. As only the same amount of vaccine has been ordered as was administered last year, those who attended a Community Pharmacy for their flu jab last year have not been included in the first tranche of invites - although they will receive an invite later in the Autumn in case they have not already been vaccinated. Children aged 2 and 3 years have also been invited to attend. Take up of the RSV vaccine has so far been disappointing - the plan is to invite those turning 80 this year first, as well as those turning 75 this year; a catch-up campaign for those aged 76-79 will then be undertaken. In future years, the RSV vaccine will just be offered to those turning 75. 	
<p>9.</p>	<p>Taking forward our 2024/25 priorities</p> <p>Margaret had met with Nat on 28 August to discuss taking our 2024/25 priorities.</p> <p>9.1 Updating the <i>Making the best use of our Services</i> newsletter</p> <p>Margaret drew everyone's attention to the latest version of the updated newsletter entitled <i>Making the best use of our services</i> (circulated with the Agenda). She had since heard about the new Family Hub website (see here), which she would also like to include. Everyone agreed to send suggestions for any other services they thought should be included. It was also agreed that the section describing how services are delivered at the Practice needs further clarification - Nat and Margaret agreed to take this forward.</p> <p>Nat proposed that the new version of the of the newsletter should be placed on the website in November and that a text should be sent to patient to alert them to it.</p> <p>9.2 Reviewing the Practice Website</p> <p>Nat had suggested that each PPG member should be invited to look at a section of the website to check it for accuracy and readability and to send their proposed amendments to Margaret, who would collect everybody's comments and then send them on to Nat. Margaret agreed to write to PPG members following the meeting.</p> <p>The design and layout of the website was also discussed. Everyone agreed to have a look at the websites of other Practices to get ideas for how it might be improved. In the meantime, Nat agreed to investigate the feasibility and cost of changing the design of the website - she thought it would be possible to make modest changes, but wanted to check this out before the PPG does any more work on this.</p>	<p>All</p> <p>NR/MB</p> <p>NR</p> <p>MB/All</p>
<p>10.</p>	<p>Taking forward other recommendations arising from the Patient Survey</p> <p>10.1 Disabled Parking Bay outside the Surgery</p> <p>Margaret had written to Martin Ayres, Chief Executive at Swanage Town Council about this issue and was awaiting a response. [Margaret has since heard back from the Council - this issue will be raised at the upcoming meeting of the Council's Car Parks Working Party.]</p> <p>10.2 Triaging appointment requests</p> <p>Nat reported that the Partners would be meeting to discuss this during the Autumn, after learning more about the implementation the Total Triage Model at the Wareham Surgery. It was likely that triage would only be introduced for requests for urgent appointments in the first instance - and that the earliest this would be introduced would be January 2025.</p> <p>10.3 BP Measuring Area and Health Kiosk</p> <p>Nat reported that the Practice had decided not to purchase a Health Kiosk - this would have been an expensive option and, now that the Practice is using Accurx to communicate with patients by text, asking them, for example, to measure their blood pressure at home</p>	

	<p>and text back the results, which then go into the patient record automatically, the need for a Health Kiosk had really been superseded.</p> <p>In the meantime, as not all patients have a BP measuring device at home, the Practice would like to go ahead with the refurbishment of the BP Measuring Area, using PPG funds.</p>	NR
11.	<p>National GP Patient Survey 2024 (see here)</p> <p>The results of the 2024 National GP Patient Survey had been published on 12 July 2024 (see here). Nat reported that the Practice had been pleased with the results, which had improved on previous years - and, as the Practice had already responded to the Patient Survey undertaken by the PPG in April, the results of which were consistent with those of the GP Patient Survey, they did not feel it was necessary to respond to this Survey too.</p>	
12.	<p>Flu Vaccination Clinics</p> <p>The possibility of the PPG having a presence in the Reception Area while the Flu Clinics are in progress, as has happened in previous years, was discussed. Margaret reported that, during the Purbeck PPG Chairs meeting on 12 September, Naomi Mason from Public Health Dorset had suggested that PPGs might like to take this opportunity to promote awareness of Pension Credit. However, Nat was concerned about the Reception Area becoming overcrowded and the impact this might have on the smooth running of the Flu Clinics. She was also concerned about not being able to be present herself on 5 October, when most of those aged 65+ (and potentially eligible for Pension Credit) would be attending. The PPG therefore agreed not have a presence at this year's Flu Clinics.</p>	
13.	<p>Feedback from other meetings attended by PPG members</p> <p>13.1 Purbeck PPG Chairs - meeting held on 12 September 2024</p> <p>Naomi Mason, the new Purbeck Link from Public Health Dorset, attended the meeting and gave a very useful summary of all the initiatives and campaigns currently underway. Margaret agreed to share the presentation with PPG members. Anna Darling, Clinical Director of Purbeck Primary Care Network, also gave a helpful update - Margaret agreed to share the notes of the meeting when these have been finalised.</p> <p>13.2 The Patients Association Patient Partnership Week (1-6 September 2024)</p> <p>Margaret had watched the webinars broadcast during Patient Partnership Week - she had found the webinar on shared decision making particularly helpful (it can be viewed here).</p> <p>13.3 Online Community Grief Training - Workshop held on 22 July 2024</p> <p>Margaret Griffin had attended the online Community Grief Training Workshop run by Cruise Bereavement Support (drawn to our attention by Gill Foott in one of her weekly updates) and had found it really helpful.</p>	MB MB
14.	<p>Friends of Swanage Hospital - Update from Peter Smith</p> <p>Peter gave the following update:</p> <ul style="list-style-type: none"> • The Friends of Swanage Hospital AGM will take place on Wednesday 25 September at 2:30pm in Emmanuel Baptist Church - the main speaker will be Matthew Bryant, CEO of Dorset HealthCare and Dorset County Hospital • The Autumn Fayre will be taking place on Saturday 9 November in St Edwards Church Hall, Rempstone Road, between 10:00 and 12:00 • The refurbishment of what was the Endoscopy / Minor Surgery Suite into a new multi-purpose area has been put on hold • The Friends are still waiting to hear from Dorset HealthCare regarding the outcome of the promised review of the opening hours at the Minor Injuries Unit (still only open 9:00am to 6:00pm each day). [We subsequently heard at the Friends of Swanage Hospital AGM on 25 September that the opening hours will remain unchanged.] 	

12.	<p>Practice Website - Review of areas/issues highlighted by the PPG</p> <p>The areas/issues of community interest highlighted by the PPG on the Practice website were reviewed, as the PPG does at every meeting. It was agreed to continue highlighting: the Cost of Living Crisis, the PPG, Wellbeing Swanage and Mental Health.</p>	
14.	<p>Speakers at future PPG meetings</p> <p>Margaret had invited Dani Jackson-Orchard, Social Prescribing Lead for the Purbeck Primary Care Network, to attend a future meeting and was waiting to hear back from her. [Dani has now confirmed that she will be attending the next meeting.]</p>	
15.	<p>Any other business</p> <p>It was noted that Margaret had submitted updates for inclusion in the Swanage Area Forum / SPDT Community Newsletter and the Studland Parish News.</p>	
17.	<p>Dates of future meetings</p> <p>19 November 2024 21 January 2025</p> <p>The possibility of changing back to meeting on the second Tuesday of alternative months, as used to be the case, was discussed, as well as potentially starting meetings at 5:30 pm. Margaret agreed to canvas opinion amongst PPG members.</p>	MB

Mrs Margaret Broadhurst (Dr Margaret Guy), Chair