

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held on 8 May 2018

Present

Cherry Bartlett, Chair (CB)
 Margaret Broadhurst, Secretary (MB)
 Karen Wright, Treasurer (KW)
 Dave Morton (DM)
 Dr Ciara Murphy (CM)

		Action
1.	<p>Welcome and apologies</p> <p>Cherry welcomed everyone to the meeting.</p> <p>Apologies were received from: Sally Fazekas (SF), Sandra Rhead (SR), Ann Warren (AW), and Natasha Ritchie, Practice Manager (NR).</p>	
2.	<p>Minutes of meeting held on 13 March 2018</p> <p>The Minutes of the previous meeting were agreed, subject to the following amendments being made to Item 6:</p> <p><i>Karen reported that she was still trying to get the authorised signatories on the PPG's Bank Account changed. The easiest option seemed to be for the Bank to send the necessary forms to the Practice. Karen agreed to ask Nat to look out for correspondence from the Bank about changing the authorised signatories - and to then complete the necessary forms and return these to the Bank as soon as possible.</i></p> <p><i>In view of concerns raised by the previous Treasurer about bank statements not reaching her, Karen proposed to also change the address used by the Bank for correspondence relating to the PPG's Bank Account, including bank statements, to her home address.</i></p> <p><i>Meanwhile, Cherry agreed to also ask Nat whether the PPG could have its own pigeonhole.</i></p>	MB
3.	<p>Matters arising</p> <p>3.1 NHS Health Checks</p> <p>Margaret said she had received an update on 4 April 2018 from Sam Crowe, Deputy Director of Public Health, about the issues identified in Swanage with the inaccurate transfer of data on health checks from Boots Pharmacies to practices. A corrected template had now been deployed, which should ensure this will not happen again. Following a look back exercise, Boots would be writing to the practices of about 300 patients who had had a health check in the past two years which calculated their 10 year CVD risk as being more than 20% - practices would be requested to invite these people in for a further review, in case this had not already happened following their original health check.</p> <p>Meanwhile, the first meeting of the Task and Finish Group overseeing the recommissioning of the Health Checks Programme (chaired by Dr Claire Lehman) would be taking place on 9 May. Margaret is also a member of this group.</p>	MB

	<p>3.2 Constitution</p> <p>Cherry agreed to discuss further with Nat the possibility of the Practice funding the PPG to re-join National Association for Patient Participation (NAPP). This would enable the PPG to access the model constitution on the NAPP website (only accessible to those PPGs that are members of NAPP), as well as the other resources available on the website.</p> <p>3.3 Noticeboard</p> <p>It was noted that, following the previous meeting, Margaret had added an update to the “Your PPG” poster under the heading “What we’ve been up to”.</p> <p>3.4 Follow-up to PPG Development Day</p> <p>It was noted that Margaret had asked Nat to add the minutes of the PPG meeting held on 9 Jan 2018 to the Practice’s website.</p> <p>Margaret also drew the PPG’s attention to the report published recently by Healthwatch Dorset about the review they had undertaken of information available on practice websites about PPGs. Healthwatch Dorset recommends that it would be good practice for all GP practice websites to include accessible and up-to-date information about their PPG, including:</p> <ul style="list-style-type: none"> • A clear explanation of what the PPG is, what it is for, what it does and how to join • Any Terms of Reference • A current list of the members of the PPG in those practices which have a PPG that meets physically (in addition to, or in place of, a virtual group), including identifying any who hold particular roles (eg Chair, Secretary) - having due regard to the requirements of current data protection legislation when publishing names • Information about how to contact the group • The notes or minutes of at least the most recent meeting of the group • The most recent annual declaration from the practice evidencing that they have engaged with their PPG throughout the year and have made available to the practice population the feedback given by the PPG, including actions and reports including where the practice has acted on suggestions for improvement. <p>The report can be found at: https://www.healthwatchdorset.co.uk/sites/default/files/healthwatch_dorset_review_of_online_information_about_dorset_gp_practice_patient_participation_groups.pdf</p> <p>Margaret agreed to review what was currently on the website against these recommendations.</p> <p>Cherry reported that Nat was keen for the various actions discussed at the previous meeting to be taken forward. Following further discussion, the group felt that:</p> <ul style="list-style-type: none"> • The e-group should ideally be up and running again before PPG Awareness Week - and that revised application forms should be available to hand out during PPG Awareness Week to those interested in joining • Members of the e-group could also be invited to undertake short surveys - and that the possibility of using SurveyMonkey should be explored • PPG Awareness Week would also provide an opportunity for PPG members to spend time in the waiting room asking people about their concerns. <p>Cherry agreed to discuss these proposals with Nat before PPG Awareness Week.</p>	<p>CB</p> <p>MB</p> <p>CB</p>
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4.	<p>Treasurer's Report</p> <p>Karen reported that the authorised signatories on the PPG's Bank Account had now been changed: these are now Karen and David.</p> <p>The address used for correspondence relating to the PPG's Bank Account, including bank statements, had also now been changed to her home address.</p> <p>Margaret had been reimbursed for the travel expenses incurred when she and Cherry attended the PPG Development Day in February.</p> <p>There was currently £1595.62 in the Bank account + £63.83 petty cash.</p>	
5.	<p>Surgery Report</p> <p>Ciara gave the Surgery Report.</p> <ul style="list-style-type: none"> • GPs <p>Dr Baker had now retired. Steps were now being taken to recruit another GP to join the practice, as another Partner is due to retire in the near future.</p> • Purbeck Mile <p>This new initiative had been launched at Wool Surgery on 30 April and encourages people to complete a circular 1-mile or 2-mile walk starting at their local GP surgery, hospital or council offices. The aim is to increase people's participation in walking. A large Perspex colour copy of the map showing the walks from the Swanage Medical Practice has been attached to the wall outside the front door of the surgery. The Practice will be putting some information about the Purbeck Mile in the Practice's Newsletter and in the Gazette.</p> • "Sit and Wait" Surgeries <p>The Practice was planning to limit the number of people booked in to "Sit and Wait" surgeries, as the numbers currently attending some of these surgeries was no longer deemed safe. The aim would be to encourage patients to book routine appointments, where appropriate (through information provided on the practice website, etc).</p> <p>When the new system is introduced, there will be limited space available for medically urgent cases only. Once the quota is full, those remaining in the queue will be asked to return at another time. Depending on the severity of the patient's condition, the Receptionist may seek authorisation from a GP to include the patient on the closed list. However, the GP may respond by asking the patient to book a routine appointment, aware that there may be a long wait to be seen. This will apply to both telephone consultations and face-to-face appointments.</p> <p>It was agreed that more work also needs to be done to encourage patients to book appointments on-line.</p> • Improved Access to Primary Care Schemes <p>A GP-led scheme was now operating at Poole Hospital. In addition, a nurse-led scheme had recently been introduced at Swanage Hospital.</p> <p>Margaret also drew the PPG's attention to the results of the Friends and Family Test for the Practice in March 2018, which Nat had forwarded to her and Cherry:</p> <p>23 patients had left feedback, 91% of whom said they were likely to recommend the service provided by the Practice to friends and family if they need similar care or treatment. No-one said they were unlikely to recommend the Practice.</p>	

6.	<p>PPG Awareness Week: 4-9 June 2018</p> <p>It was agreed that a table would be set up in the waiting room for displaying promotional materials. Cherry agreed to review, with Nat, what information about the PPG should be made available - and Margaret agreed to ask whether Healthwatch Dorset could provide any free pens, etc.</p> <p>Cherry and Margaret agree to set up the table on Monday 4 June at 10:00am - and Cherry agreed to man the table for the rest of that day.</p> <p>Margaret agreed to man the table on Tuesday 5 June.</p> <p>Cherry agreed to man the table on Wednesday 6 June.</p> <p>PPG members agreed to let Cherry know if they would be available to man the stand on any of the other days.</p>	<p>CB/NR MB</p> <p>CB/MB CB MB CB All</p>
7.	<p>Reports from other relevant meetings</p> <p>Karen reported that she had attended two meetings of the Steering Group tasked with setting up the new Dorset Cancer Patient Group, the first formal meeting of which will be taking place on 18 June 2018.</p> <p>Margaret reported that the Healthwatch Dorset Board had met in Public on 30 April, when there were presentations on progress implementing the Clinical Services Review (CSR) and an update on the implications of the CSR for the Ambulance Service. Healthwatch Dorset's priorities for 2018/19 were also agreed:</p> <ul style="list-style-type: none"> • Transfers of Care from Hospital • Access to Primary Care Services • Care Homes • Mental Health Services • Services working together. 	
8.	<p>Fund-raising events for 2018</p> <p>8.1 Seafront stalls on Thursday 19 July and Saturday 11 August</p> <p>Dave agreed to man the stall on 19 July from 11:00-13:00.</p> <p>Margaret offered to also help on 19 July (available all day) and on 11 August (only available in the morning).</p> <p>All agreed to let Cherry know if they would also be available to help man the stall on either of these days.</p> <p>8.2 Dementia Picnic in the Park, Prince Albert Gardens: Saturday 7 July</p> <p>Cherry explained that she had organised for the PPG to have an information stall at this event. Margaret said would be available to help run this stall.</p> <p>All agreed to let Cherry know if they would also be available to help run this stall.</p>	<p>DM</p> <p>MB</p> <p>All</p> <p>MB</p> <p>All</p>
9.	<p>Any other urgent business</p> <p>None.</p>	
10.	<p>Dates of future meetings</p> <p>10 July</p> <p>11 September</p> <p>13 November</p>	