

Swanage Medical Practice Patient Participation Group
Minutes of Virtual Meeting held on 15 March 2022 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Jan Owens (JO)

Natasha Ritchie, Practice Manager (NR) - for Items 1-9

Maggie Hardy, member of Patient Email Group and Swanage Community Defibrillator Partnership (MH)
 - for items 1-2

Gill Foott, Engagement & Communications Co-ordinator (PPGs), NHS Dorset Clinical Commissioning Group (CCG) - for Items 1-4

Sue Sutton, Programme Director, Urgent & Emergency Care, NHS Dorset CCG - for Items 1-2

Nick Reynolds, County Commander, South Western Ambulance Service NHS Foundation Trust (SWASFT)
 - for Items 1-2

Ben Norman, Head of Engagement and Communications, NHS Dorset CCG - for Items 1-2

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, including Sue Sutton, Ben Norman and Gill Foott from NHS Dorset CCG, Nick Reynolds from SWASFT and Maggie Hardy, Patient Email Group member.</p>	
2.	<p>Apologies</p> <p>Apologies were received from: Sally Fazekas (SF), Wendy Hammersley (WH), Ruth Jordan (RJ), Tim Mersey (TM) and Sandra Rhead (SR) and Dr Kiran Qureshi, GP (KQ). Karen Wright, Treasurer (KW) had also tried to join the meeting, but had not been able to do so.</p>	
3.	<p>Update on Swanage Ambulance Car - Sue Sutton, Nick Reynolds and Ben Norman</p> <p>Margaret explained that, following the discussion about the Car at the January PPG meeting, she had approached Gill about inviting representatives from SWASFT and the CCG to attend the meeting. Members of the Patient Email Group had also been invited to attend. In the meantime, the CCG and SWASFT had agreed to continue providing the Car - but Sue and her colleagues had agreed to still attend the meeting to give an update and to answer any outstanding questions.</p> <p>Sue confirmed that the CCG and SWASFT had agreed to conclude the Listening Exercise they had been undertaking about the Swanage/Purbeck Ambulance Car and that, having listened to the views of local people, it had been agreed that the car will remain with no changes. All agreed that this was very welcome news. Sue thanked the PPG for their involvement in the Listening Exercise.</p> <p>Ben explained that the Listening Exercise had taken longer than planned, due to the COVID-19 Pandemic and the unprecedented pressures recently experienced by SWASFT. He referred everyone to the Open Letter on the CCG's website at: https://www.dorsetccg.nhs.uk/open-letter-from-nhs-dorset-clinical-commissioning-group-ccg-and-south-western-ambulance-service-nhs-foundation-trust-swasft/.</p>	

	<p>In response to a question from Margaret, Nick acknowledged that SWASFT had been experiencing some difficulties with staffing the Car, mainly due to the COVID-19 Pandemic, but also because of the uncertainties about the future of the Car. However, he was pleased to confirm that a full complement of staff would soon be in place (five people are required to fully staff the Car), ensuring that it should soon be possible to cover all shifts. He explained that the data included in the response to the Freedom of Information (Fol) request made by Swanage News, referred to at the previous PPG Meeting, had underestimated the actual number of shifts covered. He also confirmed that the Car had always been included in the Trust's Resourcing Plan, contrary to the statement included in the response to the Fol request.</p> <p>In response to a question from Maggie, Ben explained that, before it had been decided to discontinue the Listening Exercise, the intention had been to consult with other local groups, including the Swanage Community Defibrillator Partnership.</p> <p>In response to a question from Jan, Sue confirmed that there were currently no plans to review the decision to retain the Car - and that this decision would not be affected by the replacement of the CCG with an Integrated Care Board in July 2022.</p> <p>Margaret thanked Sue, Nick and Ben very much for attending the PPG meeting - and she also thanked Gill for organising their attendance at the meeting.</p> <p>Margaret also thanked Maggie for attending and informed everyone that Maggie had kindly agreed to attend a future PPG meeting (either in September or November) to talk about the Swanage Community Hospital Defibrillator Partnership.</p>	MH/MB
4.	<p>Update from Gill Foott, PPG Support Officer, NHS Dorset CCG</p> <p>Gill gave an update on the latest situation regarding COVID-19. Case rates were now rising quickly again across Dorset and the number of patients with COVID-19 in Dorset hospitals was also rising. Health services were experiencing significant pressure, with staff absences due to COVID-19 also rising. Even though the legal requirement to self-isolate has been removed, Gill reminded everyone that Public Health Dorset was still urging people to stay at home if they feel unwell or have tested positive for COVID-19, and to continue taking other public health precautions to help protect those who are most vulnerable and reduce pressure on essential services, including: meeting others outdoors and letting in fresh air when meeting indoors; wearing a face covering in crowded or enclosed spaces; and getting all doses of the COVID vaccine.</p> <p>Gill also encouraged everyone to complete the Digital Healthcare Survey (see: https://online1.snapsurveys.com/s9lxtu) and reported that training was being offered to GP Practice receptionists to enable them to become Digital Champions.</p> <p>Gill also informed everyone that the PPG webinar held on 10 February 2022 was now available to view online on the CCG's website. The next PPG webinar will be held in April - date to be confirmed.</p>	
5.	<p>Minutes of Meeting held on 25 January 2022</p> <p>The Minutes of the meeting held on 25 January 2022 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR

6.	<p>Matters arising not covered elsewhere on Agenda</p> <p>6.1 Wellbeing Swanage</p> <p>Jan reported that Wellbeing Swanage had run a training session with Sustainable Swanage, which had been well received. It was hoped that Nicky would also soon be able to run a training session for the receptionists at the Practice.</p> <p>6.2 Practice Website</p> <p>Natasha reported that good progress was being made on the new website. She had asked Julie Saunders, who is leading the work, to contact Margaret about also involving PPG members in the development of the new website. It was hoped to have the new website up and running sometime in April.</p> <p>6.3 Proposed “Health Hub” and Health Awareness Event</p> <p>Natasha was still keen to take forward the proposal to set aside an area of the Waiting Room as a “health hub” and agreed to discuss this further with the Partners.</p>	<p>NF/NR</p> <p>NR/MB</p> <p>NR</p>
7.	<p>Treasurer’s Report</p> <p>Margaret reported that the Bank had been in touch with Karen about the recent lack of transactions on the PPG’s account and had been proposing to make the account dormant. This issue has now been resolved after Karen paid in some of the PPG’s petty cash into the account. There is now £537.85 in the PPG’s Bank Account and £52.83 in petty cash - still giving a total of £590.68.</p>	
8.	<p>Surgery Report - given by Natasha Ritchie</p> <p>Natasha reported that, even though COVID-19 is still having a big impact on the Practice, the number of patients being seen face-to-face is now close to pre-Pandemic levels again. The Practice continues to follow the NHS’s COVID-19 Infection Control Guidance. Patients must wear a face covering when visiting the Surgery - as is the case when visiting any NHS facility - and social distancing must be maintained. Screens remain in place at Reception and patients are still required to use the intercom to enter the building. Practice staff are required to undertake two lateral flow tests per week - any staff testing positive are required to self-isolate for five days and cannot return to work until they have had two negative tests. Some clinicians can still work from home, but this is not the case for all staff.</p> <p>Consideration is being given to setting up the blood pressure (BP) machine in the Waiting Room again, as the proportion of people with a recently recorded BP measurement had declined. Patients are also being contacted by text and, if they own a BP machine, are being asked to send in BP readings taken at home.</p> <p>A new Diabetes Service is being set up at the Practice. Caroline, one of the Health Care Assistants, has undertaken training to enable her to now undertake reviews of patients with well controlled diabetes who are either diet controlled or taking no more than two different diabetes medications. One of the nurses is also due to complete training to be a Diabetes Nurse in September.</p> <p>Nat also reported that, from 1 April 2022, patients will be able to read new entries in their health records via the NHS App. Practices will be able to customise or remove access for any individual where it is felt that having access to their records is not appropriate. For more information, see: https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/accelerating-patient-access-to-their-record.</p>	

9.	<p>Future Priorities</p> <p>Margaret drew everyone’s attention to the document setting out proposed Priorities for the PPG going forward, which she had put together following discussions at the previous meeting (circulated ahead of the meeting). She would be meeting with Natasha the next day to discuss the document in more detail and it was agreed to bring this issue back for further discussion at the next PPG meeting.</p> <p>Meanwhile, PPG members expressed a desire to meet face-to-face as a Group again. Natasha did not feel it was appropriate yet for the PPG to meet at the Surgery, so Margaret agreed to canvass opinion amongst PPG members regarding holding the next meeting at her house - either in the garden or in a well ventilated room.</p>	<p>MB</p> <p>MB</p>				
10.	<p>Feedback from other meetings attended by PPG members</p> <p>10.1 PPG Webinar held on 10 February 2022</p> <p>This webinar had focussed on Dorset’s Integrated Care System in Dorset (due to go live on 1 July 2022) and is now available to view online on the CCG’s website at: https://www.dorsetccg.nhs.uk/integrated-care-system-ics-update-webinar-february-2022/.</p> <p>10.2 Building Health Partnerships Webinar held on 16 February 2022</p> <p>This webinar had also focused on the introduction of the Integrated Care Systems.</p> <p>10.3 Other meetings and webinars attended by PPG members</p> <p>None</p>					
12.	<p>Any other urgent business</p> <p>12.1 Purbeck Carers Event - 8 June 2022</p> <p>Margaret reported that the Carers Engagement Facilitator at the CCG is working with the Carers Leads at the Practices in Purbeck to plan a Purbeck Carers Event on Wednesday 8 June, during Carers Week. It is hoped that this PCN-led event will be a drop-in event for Carers, with various stalls offering information, advice and guidance. There may be an opportunity for the PPG to also have a stall at this event. Further information will be available in due course.</p> <p>12.2 Supporting Ukrainian Refugees</p> <p>Margaret asked whether anyone was aware of any local initiatives helping to support Ukrainian Refugees arriving in Swanage - including initiatives helping to match Ukrainian refugees with hosts in Swanage who have volunteered to offer homes under the Homes for Ukraine Scheme. Jan agreed to ask her contacts in Wellbeing Swanage whether they were aware of any initiatives and Margaret agreed to contact Gill Calvin-Thomas, who used to be a PPG member and is also involved with Swanage Action for Refugees, whether she was aware of any such initiatives. [Since the meeting, the Dorset Together Ukraine Response has been launched - see: https://www.helpandkindness.co.uk/support-for-ukraine.]</p>	<p>MB</p> <p>JO/MB</p>				
15.	<p>Dates of future meetings:</p> <table><tr><td>17 May 2022</td><td>19 July 2022</td></tr><tr><td>20 September 2022</td><td>15 November 2022</td></tr></table>	17 May 2022	19 July 2022	20 September 2022	15 November 2022	
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Margaret Broadhurst, Chair