

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held at the Surgery on 14 May 2024 at 6:00pm

Present

Margaret Broadhurst (Dr Margaret Guy), Chair (MB)

Sally Fazekas (SF)

Anne Moore (AM)

Peter Smith (PS)

Natasha Ritchie, Practice Manager (NR)

Lizzie Eden, Carers Engagement Facilitator for GP Practices at NHS Dorset [Agenda Items 1-5.1]

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting - including Lizzie Eden, Carers Engagement Facilitator for GP Practices at NHS Dorset.</p>	
2.	<p>Apologies</p> <p>Apologies were received from Karen Wright, Treasurer (KW), Diana Edmonds (DE), Davina Smith (DS) and Gill Foott, Engagement and Development Coordinator (PPGs), NHS Dorset (GF).</p>	
3.	<p>Presentation by Lizzie Eden, Carers Engagement Facilitator for GP Practices</p> <p>Lizzie explained that she supports GP Practices across Dorset to be Carer Friendly, using the national resource developed by NHS England in partnership with the Carers Trust, Carers UK, the Children’s Society and the Care Quality Commission (see: https://www.england.nhs.uk/publication/supporting-carers-in-general-practice-a-framework-of-quality-markers/). This framework sets out six quality markers for GP Practices, based on what Carers have said matters most of them:</p> <ul style="list-style-type: none"> • How the Practice identifies and registers Carers • How the Practice uses its Carers Register to support holistic Carer health and wellbeing needs • How the Practice organises itself to understand and respond to the needs of Carers • How the Practice makes it easier for Carers to access its services • How the Practice communicates with, involves and informs its Carers • How the Practice promotes a Carer-friendly culture. <p>All six Practices in Purbeck have a named Carers Lead. Their top priority is to identify all unpaid Carers registered with each Practice. Purbeck Primary Care Network (PCN) is also supporting Practices to improve the accuracy of their Carers Registers - and to ensure all unpaid Carers are correctly coded (NHS Dorset advocates the use of one Read Code for Unpaid Carers). Swanage Medical Practice also codes for the person being cared for. As at June 2023, 223 Carers had been identified at Swanage Medical Practice (2.1% of the Practice population). According to the 2021 census, 9% of the population identify themselves as being an Unpaid Carer, suggesting that there may be as many as 960 Unpaid Carers registered with Swanage Medical Practice.</p> <p>Registering as a Carer with the Practice enables staff to support Carers in their caring role and to tailor help to meet their needs. Carers are also eligible for COVID and Flu</p>	

	<p>vaccinations. Support is also available from Carer Support Dorset: www.carersupportdorset.co.uk. PPG members agreed to promote awareness of the benefits of registering as a Carer during PPG Awareness Week (3-7 June 2024).</p> <p>The GP Practices in Purbeck are organising a Carers Celebration Event for Unpaid Carers during this year's Carers Week. The event will be held on Wednesday 12 June from 1:00pm until 4:00pm at Carey Hall, Mistover Road, Wareham, BH20 4BY.</p> <p>Margaret thanked Lizzie for giving her presentation - and for her handouts.</p>	
4.	<p>Minutes of Meeting held on 19 March 2024</p> <p>The Minutes of the meeting held on 19 March 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 Setting up a Carers Support Group in Swanage</p> <p>Margaret reminded everyone that Lizzie had suggested the PPG might like to set up a monthly Carers Support Group / Café in Swanage, similar to the one that has been set up in Wareham - and that they had met to discuss this proposal in February.</p> <p>Margaret had now raised the possibility of locating a Carers Support Group in the Community Café, which will be part of the new Focus Centre in Swanage, and this had been well received - but it should be noted that the Community Café will probably not be opening until Spring 2025.</p> <p>Unfortunately, Carer Support Dorset is not able to help with the setting up and running of a Carers Café in Swanage, as they are already supporting the Carers Café in Wareham - although they would be happy to provide advice. However, Margaret had also discussed the possibility of setting up a Carers Café with Deirdre Selwyn during the Focus Centre Open Day on 10 May and discovered that providing support for Carers is also a priority for the Swanage and Purbeck Rotary (Deirdre heads up their Community Team). So it might be possible to work jointly with the Swanage and Purbeck Rotary - and with the Friends of Swanage Hospital, which Deirdre chairs.</p> <p>It was agreed that this proposal would be discussed further when agreeing the PPG's priorities for the next year.</p> <p>5.2 Carers Fair, Carey Hall, Wareham on 12 June 2024</p> <p>Margaret has agreed to host a stand on behalf of the PPG at this event, which is being organised by the Carers Leads for the GP Practices in Purbeck. Peter also offered to help. Nat agreed to promote awareness of the event on the Practice's Facebook page and to contact Carers registered with the Practice to let them know about the event.</p> <p>5.3 Calendar of Health Promotion Campaigns for Purbeck</p> <p>Margaret had heard no more about this proposal.</p> <p>5.4 Wellbeing Swanage</p> <p>The Community Asset Transfer of the Chapel Lane Community Buildings from Dorset Council to Swanage and Purbeck Development Trust was completed on 18 March. An event was held on Friday 10 May 2024 (see: https://www.swanage.news/under-new-ownership-open-day-at-swanages-focus-centre/), followed by a Community Open Day on Saturday 11 May 2024. The Wellbeing Swanage Advisory Committee is currently reviewing its Terms of Reference and will be meeting again on 4 June 2024.</p>	NR

	<p>5.5 Exploring the possibility of producing podcasts</p> <p>Nat had now looked at the podcasts produced by Mount Road Practice PPG (see: https://www.kidsgrovegpsppg.co.uk/ppg-podcasts) and was concerned about the time involved in producing similar podcasts. All agreed that this was not a priority at the moment.</p> <p>5.6 Proposed Health Awareness Event</p> <p>Margaret had been in touch with Jan Sayers, Chair of Sandford PPG, about the Health and Wellbeing Event she had organised in Sandford on 6 April. The event had gone very well. Jon Soper from Help and Kindness had been very helpful with the organisation of the event - and Asda had provided funding for hot drinks, biscuits and fruit, which had gone down well. Although PPG members were still interested in exploring the possibility of organising such an event in Swanage, it was agreed that this was not an immediate priority.</p>	
6.	<p>Treasurer's Report</p> <p>Prior to the meeting, Karen had confirmed that there is £547.85 in the PPG's Bank Account and £42.83 in petty cash - giving a total of £590.68.</p>	
7.	<p>Surgery Report</p> <p>Natasha gave the following update:</p> <ul style="list-style-type: none"> • Sally Squires, the new Advanced Nurse Practitioner (ANP), had started at the Practice that day and would be undertaking a two-week induction. She is very experienced and is also a Prescriber. • One of the Practice Nurses is also undertaking ANP training - she is due to finish her ANP course in July and will then start training to become a Prescriber. • The Practice continues to upskill Healthcare Assistants (HCAs) to do some tasks previously were undertaken by Practice Nurses, thereby freeing up a Practice Nurse time. • Dr Gavins is now on the maternity leave. Her leave is being covered by Dr Mark Granger - the Practice has employed him for a year as a Salaried GP. • Dr Mulholland is also still on maternity leave - her leave is being covered by Dr Lim until the end of June and then by another GP until the end of August. Dr David Haines has agreed to provide cover from August. • The Practice is receiving quite a few enquiries about COVID boosters - Nat asked the PPG to spread the word that COVID boosters are not available at the Practice. Patients can book their boosters through the National Booking Service. Those who are known by the Practice to be housebound have been referred to Dorset HealthCare's COVID Vaccination Housebound Team, who will contact patients directly to arrange a home visit. • The move to Month of Birth Recalls for annual reviews is going smoothly. This year, the majority of patients have been invited to attend by letter. The letter informs patients that, from next year, invitations will be sent by text and asks patients to confirm that the Practice has their most up-to-date mobile number. 	
8.	<p>Update from Gill Foott, Engagement and Development Coordinator (PPGs)</p> <p>No specific update had been provided by Gill Foott for the meeting, but Margaret drew PPG members' attention to Gill's weekly updates, which are forwarded on to PPG members and members of the Patient Email Group.</p>	

<p>9.</p>	<p>Patient Survey April 2024 - Draft Report</p> <p>Margaret drew everybody’s attention to the draft Report (circulated with the Agenda), which sets out the results of the Survey and proposed recommendations for further action. She would be meeting with Natasha on 31 May 2024 to go through the draft Report in more detail. Margaret agreed to produce a final version of the Report as soon as possible after this meeting.</p> <p>Margaret thanked all the PPG members who had helped with undertaking the Survey - and also acknowledged the help her husband had given with the design of the spreadsheet used to analyse the Survey results and with inputting the data.</p>	<p>MB</p>
<p>10.</p>	<p>Workplan and Priorities for 2024/25</p> <p>Margaret drew everyone’s attention to the draft Workplan and proposed Priorities for 2024/25 (both documents circulated with the Agenda).</p> <p>Prior to the meeting, Diana had suggested that the PPG should be supporting the Practice to deliver its priorities. Natasha had subsequently confirmed that the Practice’s two main priorities are to:</p> <ul style="list-style-type: none"> • Review the appointment system currently in use at the Practice • Promote awareness amongst patients about the change in skill mix within the Clinical Team providing services at the Practice, which now includes a range of skilled health professionals with expertise in particular areas of clinical practice. <p>The PPG will also have a role to play in supporting the Practice to deliver some of the proposed recommendations resulting from the Patient Survey, including:</p> <ul style="list-style-type: none"> • Supporting the Practice to promote awareness of new services, including services patients can access directly and other alternatives to a GP appointment, and • Working with the Practice to ensure the Practice Website is patient friendly and easy to use - and up-to-date. • Supporting the practice to promote awareness of online NHS/GP services, including the NHS App, SystemOnline and eConsult. <p>PPG members were concerned about the PPG’s current capacity to take forward the proposal to set up a Carers Support Group / Café, but, in the meantime, felt it would be helpful to find out more about what would be involved in setting up a Carers Support Group. It was also agreed that the PPG should promote awareness of the benefits as registering as a Carer with the Practice.</p> <p>It was also agreed that fundraising would not be a priority in the forthcoming year - the priority should be to spend the money already held by the PPG for this purpose. It was therefore agreed that the top priorities for the PPG in 2024/25 should be to:</p> <ul style="list-style-type: none"> • Promote awareness of the PPG and recruit new PPG members • Support the Practice to deliver its top priorities • Support the Practice to respond to the feedback received in the Patient Survey undertaken by the PPG in April 2024 • Promote awareness of the benefits of registering as an Unpaid Carer with the Practice and explore the possibility of setting up a Carers Support Group / Café in Swanage <p>and that we would continue to:</p> <ul style="list-style-type: none"> • Support the Practice to deliver initiatives that promote health, prevent ill health and support self-care 	

	<ul style="list-style-type: none"> Promote awareness of the Purbeck Youth PPG (YPPG) and its remit, and support efforts to recruiting new YPPG members Work with the PPGs of the other Practices within the Purbeck PCN - and the YPPG - to support the PCN to deliver its priorities Contribute to the work of Action for Health and Care in Purbeck, the Purbeck-wide group set up in 2023. <p>Margaret agreed to circulate revised drafts of the 2024/25 Workplan and Priorities for comment and to then produce final versions for uploading on to the Practice Website.</p>	MB/All
11.	<p>PPG Awareness Week - 3-7 June 2024</p> <p>Margaret agreed to contact everyone after the meeting regarding their availability to help host a stand in the Reception area during PPG Awareness Week. As well as promoting awareness of the PPG and recruiting new PPG members, it was agreed that we would also promote awareness of:</p> <ul style="list-style-type: none"> The benefits of registering as a Carer and the Carers event on 12 June The NHS App, SystmOnline and eConsult. 	MB All
12.	<p>Update from Peter on behalf of the Friends of Swanage Hospital</p> <p>Peter gave the following update:</p> <ul style="list-style-type: none"> Work has begun to enable the reuse of rooms at Swanage Hospital previously used for Endoscopy and Minor Surgery The Minor Injuries Unit is still only open 9:00am to 6:00pm each day A list of outpatient clinics operating at the Hospital (as at April 2024) has now been included on the Friends of Swanage Hospital website at: https://www.friendsofswanagehospital.org.uk/hospital-services/ The Swanage Hospital Summer Fair will be held on Saturday 15 June, 2:00-4:00pm. 	
13.	<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 - currently, they include: the Cost of Living Crisis, the PPG, Wellbeing Swanage and Mental Health. It was agreed that Carer Information should be reinstated ahead of Carers Week in June.</p>	NR
14.	<p>Feedback from other meetings attended by PPG members</p> <p>None</p>	
15.	<p>Speakers at future PPG meetings</p> <p>Ellie Suthers, Senior Staff Nurse, Lewis Manning will be joining us in July to talk about the new Day Hospice, which opened at Swanage Cricket Club on 19 April.</p>	
16.	<p>Any other urgent business</p> <p>Margaret reported that she would be including Information about COVID-19 Spring Boosters and the Carers Fair in the June edition of the Studland Parish News, as well as an update on the PPG's activities. It was noted that the next edition of the Swanage Area Forum Community Newsletter would be published in July.</p>	
17.	<p>Proposed dates of future meetings</p> <p>9 July 2024 17 September 2024 19 November 2024</p>	

Mrs Margaret Broadhurst (Dr Margaret Guy), Chair