

## Swanage Medical Practice Patient Participation Group

Minutes of Virtual Meeting held on 19 July 2022 at 6:30pm

### Present

Margaret Broadhurst, Chair (MB)

Karen Wright, Treasurer (KW)

Jan Owens (JO)

Gill Foott, Engagement & Development Coordinator (PPGs) (GF)

		Action
1.	<b>Welcome and introductions</b> Margaret welcomed everyone to the meeting and explained that, in view of the recent increase in COVID-19 cases and the weather forecast for rain (it had been hoped that it might have been possible to meet outside), she had decided to move the meeting online.	
2.	<b>Apologies</b> Apologies were received from Natasha Ritchie, Practice Manager (NR), Dr Kiran Qureshi, GP (KQ), Sally Fazekas (SF) and Tim Mersey (TM).	
3.	<b>Update from Gill Foott, PPG Support Officer, NHS Dorset CCG</b> Gill provided the following update:  <b>NHS Dorset</b> NHS Dorset replaced Dorset CCG on 1 July 2022 - NHS Dorset is the public name for the NHS Dorset Integrated Care Board (ICB) and has a new website: <a href="https://nhsdorset.nhs.uk">https://nhsdorset.nhs.uk</a> . A new PPG Support webpage is under development, which will include case studies, webinars and downloadable resources. A new Chief People Officer had been appointed (Ben Norman has moved to a new post) - Dawn Harvey will be starting in September.  <b>COVID-19</b> As at 8 July 2022, there were 174,961 new cases of COVID-19 in England, an increase of 24.6% from the previous week. The recent increase in new cases is being driven by the Omicron BA.4 and BA.5 variants. Many people who have already had COVID are catching it again. There were currently 130 patients with COVID-19 in Dorset's hospitals and 319 NHS staff off sick with COVID-19 in Dorset. Clinical areas have reintroduced the wearing of face masks.  <b>PPG webinar on the Dorset Care Record - 13 June 2022</b> The webinar was well attended - a recording of the webinar, along with the presentation slides, is available at: <a href="https://nhsdorset.nhs.uk/dcrwebinar/">https://nhsdorset.nhs.uk/dcrwebinar/</a> . A question and answer document covering other issues raised at the webinar, which there was not time to cover, will also be available soon. Gill encouraged us to share the link with colleagues, friends, family and other contacts.  <b>Scam Awareness</b> Gill also drew attention to the information she had recently circulated about Scam Awareness, provided by Fiona Kent-Ledger, a Community Development Worker at Dorset Council working alongside Trading Standards - including the ScamWise leaflet	

	<p>(see: <a href="https://www.tssw.org.uk/wp-content/uploads/2019/03/Scamwise-A5-leaflet-LONG-email.pdf">https://www.tssw.org.uk/wp-content/uploads/2019/03/Scamwise-A5-leaflet-LONG-email.pdf</a>) and an offer of group training to become a Friend against Scams (see: <a href="https://www.friendsagainstscams.org.uk/become-a-friend">https://www.friendsagainstscams.org.uk/become-a-friend</a>).</p> <p><b>Information about PPGs on the Patients Association website</b></p> <p>Gill also drew our attention to this helpful information (also circulated recently) - see: <a href="https://www.patients-association.org.uk/httpswwwpatients-associationorgukpagescategorywork-with-us">https://www.patients-association.org.uk/httpswwwpatients-associationorgukpagescategorywork-with-us</a>.</p>	
4.	<p><b>Minutes of Meeting held on 17 May 2022</b></p> <p>The Minutes of the meeting held on 17 May 2022 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR
5.	<p><b>Matters arising not covered elsewhere on Agenda</b></p> <p><b>5.1 Spending time at the Practice again talking to patients</b></p> <p>It was noted that, due to the recent increase in COVID, cases it was not currently appropriate for PPG members to spend time at the Practice.</p> <p><b>5.2 Swanage PPG Flyer</b></p> <p>Margaret drew attention to the flyer about the PPG (circulated with the Agenda), which she had put together ahead of the Carers Event on 8 June (see below). Copies are now also available in the Reception area at the Practice.</p> <p><b>5.3 Swanage Ambulance Car</b></p> <p>It was noted that a response to Karen's question about putting alternative provision in place to help people when the Ambulance Car is not available had still not been received. As Ben Norman had now left the organisation, Gill suggested getting in touch with Frances Avis - Margaret agreed to follow this up.</p> <p>It was also noted that Swanage Town Council continues to be concerned about the level of service provided by the Swanage Ambulance Car and had recently requested information from South Western Ambulance Service NHS Foundation Trust about the level of service being provided.</p> <p><b>5.4 Wellbeing Swanage</b></p> <p>Jan reported that there is now a lot more information available on the Service Directory (see: <a href="https://wellbeingswanage.org">https://wellbeingswanage.org</a>).</p> <p><b>5.5 Proposed "Health Hub" and Health Awareness Event</b></p> <p>These initiatives were still on hold due to the recent increase in COVID cases.</p> <p><b>5.6 Purbeck Carers Week Event - 8 June 2022 at the Springfield Hotel</b></p> <p>It was noted that Margaret and Jan had represented the PPG at this event. Not many people from Swanage had attended. However, it had been good to see so many other organisations represented at the event. Margaret had collected a lot of flyers and leaflets, and, after the event, Margaret had asked Natasha to display these, together with leaflets about the PPG, in the Reception area at the Practice.</p>	MB
6.	<p><b>Treasurer's Report</b></p> <p>Karen confirmed that there is £537.85 in the PPG's Bank Account and £52.83 in petty cash - giving a total of £590.68.</p>	

7.	<p><b>Surgery Report</b></p> <p>Natasha Ritchie had provided a written update ahead of the meeting:</p> <p><b>Recruitment</b></p> <p>Dr Basham retires from her salaried post at the end of September. Dr Mulholland is going to take on her list of registered patients. They will be sent a letter over the next week to advise them of the change.</p> <p>Unfortunately, the Practice had no luck recruiting an Advanced Nurse Practitioner (ANP) - this is going to be discussed again with the Partners to consider whether to explore other options or to go out to advert again.</p> <p><b>Job Opportunities</b></p> <p>The Practice is currently advertising for a Care Coordinator to work 37 hrs/week, 18.5 in the Practice and 18.5 for the Purbeck Primary Care Network. This is a very varied and interesting post.</p> <p>The Practice is still trying to recruit another GP - they have been advertising for nearly two months now and have had no interest.</p> <p>More details about both these posts can be found at:  <a href="https://www.swanagemedical.org.uk/pages/Current-Vacancies">https://www.swanagemedical.org.uk/pages/Current-Vacancies</a>.</p> <p><b>Trainee GPs</b></p> <p>A new GP Registrar is starting in August: Dr Gabrielle Gavins. She is an ST3 (the last year of her GP Training) so will be with the Practice for one year when she will complete her GP training. Dr Ntoso, who is also an ST3, will also continue to work at the Practice until October. Both offer appointments for anyone to book into.</p> <p><b>Services</b></p> <p>The Nurse-led Cardiac Clinic has started and uptake and feedback has been very good.</p> <p>Travel Vaccination bookings are increasing. Patients are requested to complete a Travel Form at least six weeks before they are planning to travel to allow time for appointments and vaccine schedules. The Travel Form can be found on the Practice website under the Local Health Services tab.</p> <p><b>GP Patient Survey 2022</b></p> <p>The results had only just been released, so will be discussed with the Partners in due course.</p>	
8.	<p><b>GP Patient Survey 2022</b></p> <p>Margaret drew everyone's attention to the recently released results of the 2022 GP Patient Survey, including the infographic summarising the results for Swanage Medical Practice, which she had circulated with the Agenda (all the results are available at: <a href="https://www.gp-patient.co.uk/report?w=1&amp;practicecode=J81010">https://www.gp-patient.co.uk/report?w=1&amp;practicecode=J81010</a>).</p> <p>It was noted that 78% of those patients who had completed the survey rated their overall experience of the Practice as either very good or fairly good - above the National average but below the average for Dorset.</p> <p>As the Practice had not yet had an opportunity to discuss the results, it was agreed to defer a fuller discussion until the next meeting.</p>	

9.	<p><b>New Practice Website</b></p> <p><b>9.1 Review of areas/issues highlighted by the PPG</b></p> <p>It was agreed that the following areas should continue to be highlighted by the PPG:</p> <ul style="list-style-type: none"> <li>• Coronavirus information</li> <li>• Wellbeing Swanage Directory</li> <li>• PPG information</li> <li>• Carer information.</li> </ul> <p><b>9.2 Case Study about PPG's involvement in the co-design of the new website</b></p> <p>Margaret explained that she had not yet had time to prepare a first draft of a case study describing the PPG's involvement in the co-design of the new website, but confirmed that she would take this forward in the near future. Gill confirmed that she would like to include this on PPG Support page of the new NHS Dorset website.</p>	MB
10.	<p><b>New Purbeck Network Group</b></p> <p>Jan explained that she had been invited to chair a new Purbeck Network Group, which initially would include the Chairs of the six PPGs in Purbeck and the Chairs of the Friends of Swanage Hospital and the Friends of Wareham Hospital. It is anticipated that the main aim of the Group will be work together to campaign for the reinstatement/continuation/introduction of local health services within Purbeck. The first meeting is likely to take place in September.</p> <p>Margaret informed everyone that, at the previous meeting of the Purbeck PPG Chairs (see below), Dr Haines had confirmed that it was still his intention to reconvene the Purbeck Health and Wellbeing Group later this year.</p>	
11.	<p><b>New Community Café at The Loft</b></p> <p>Margaret drew attention to the flyer about the new Community Café at The Loft, which Dr Qureshi had forwarded to her (included with the Agenda). The Community Café will be taking place on Wednesday afternoons, starting 27 July 2022. The flyer had also been included on the Practice's Facebook page.</p> <p>Jan explained that a number of other services are also being provided out of The Loft Community Centre, a charitable venture in the centre of Swanage serving the local community, including the REACH Drug and Alcohol Advisory Service - and also, in the near future, Steps to Wellbeing. Further information about The Loft can be found on their Facebook page at: <a href="https://www.facebook.com/The-Loft-Swanage-Community-Centre-108670158311997">https://www.facebook.com/The-Loft-Swanage-Community-Centre-108670158311997</a>.</p>	
12.	<p><b>Feedback from other meetings attended by PPG members</b></p> <p><b>12.1 Purbeck PPG Chairs Meeting held on 31 May 2022</b></p> <p>Margaret drew attention to the draft notes of this meeting - and the Q1 update on the Purbeck Primary Care Network provided by Erin Shakespeare, Purbeck PCN's Business &amp; Operations Manager (both circulated with the Agenda). Dr David Haines, the PCN's Clinical Director, had attended the meeting and given a really comprehensive update on the PCN and its plans for the future.</p> <p><b>12.2 PPG Webinar held on 13 June 2022</b></p> <p>See Gill Foot's update above.</p>	

	<b>12.3 Other meetings and webinars attended by PPG members</b> Karen reported that she had attended a recent meeting organised by the Dorset Cancer Partnership to discuss the introduction of Lung Cancer Screening in Dorset later this year. Low Density CT Scans will be offered to people aged 55-74 who have been identified by their GPs as being at increased risk of lung cancer (current or former smokers). The service will be provided from two sites: Boscombe and Weymouth. More information about Targeted Lung Health Checks can be found at <a href="https://roycastle.org/lung-health-checks/lung-health-checks-2/">https://roycastle.org/lung-health-checks/lung-health-checks-2/</a> .	
13.	<b>Any other urgent business</b> Karen also raised concerns about ongoing issues with the dispensing of prescriptions at pharmacies in Swanage, including patients being told that their medication was ready to collect only to later discover that this was not in fact the case. Jan and Margaret reported that they had both also experienced problems - although the service provided at Boots had been better recently. Margaret agreed to raise this issue with Natasha to see if anything could be done to improve this situation. [Natasha subsequently confirmed that she had already raised concerns with the Area Manager of Well Pharmacy, the Manager at Boots, colleagues in the PCN Team and at what was Dorset CCG and with the Senior Commissioning Manager at NHS England/Improvement South West - he has been in contact with the local pharmacies to establish what plans they have in place to improve the situation.]	MB
14.	<b>Dates of future meetings:</b> 20 September 2022 15 November 2022	

*Margaret Broadhurst, Chair*