

Swanage Medical Practice Patient Participation Group
Minutes of Virtual Meeting held on 21 July 2020 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Ruth Jordan (RJ)

Jan Owens (JO)

Natasha Ritchie, Practice Manager (NR)

Gill Foott, PPG Support Officer, NHS Dorset Clinical Commissioning Group (GF)

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, including Gill Foott, PPG Support Officer at NHS Dorset Clinical Commissioning Group (CCG).</p>	
2.	<p>Apologies</p> <p>Apologies had been received from: Karen Wright, Treasurer (KW); Wendy Hammersley (WH); Gill Calvin-Thomas (GC-T); and Dr Ciara Murphy, GP (CM).</p>	
3.	<p>COVID-19 Pandemic - Situation in Swanage and local response</p> <p>3.1 Update on current situation</p> <p>Margaret drew everyone's attention to the update issued by Senior Partner, Dr Clark, on 27 May 2020 (circulated with the Agenda).</p> <p>Natasha gave an update on the current situation in Swanage and the local response.</p> <p>The incidence of COVID-19 had continued to be lower in Dorset than elsewhere in the country. Telephone triage continued to be in place for all patients requiring a GP consultation - patients are seen face-to-face if the GP considers this necessary.</p> <p>It was noted that all patients attending the Surgery are now required to wear a face covering.</p> <p>Demand for services had now escalated as people have come out of lockdown, but capacity is reduced due to the need for increased infection control measures. For example, it now takes 15 minutes per patient to undertake a blood test - extra phlebotomy clinics have been put in place, including in the afternoons, as afternoon sample collections have also now been put in place.</p> <p>The Duty Nurse sessions have continued throughout the Pandemic, as have Childhood Immunisations and Adult Vaccinations. Cervical Screening has also continued - although, earlier in the Pandemic, priority was given to women requiring early recall, or who had had a previous abnormal smear. Cervical Screening has now been opened up to all eligible women. Patients are being warned that staff will be wearing PPE.</p> <p>Long Term Condition Checks also continued throughout the Pandemic, although the majority of these were undertaken by phone. Patients with diabetes are now being invited to attend for blood tests again - the results are reviewed with the patient during a subsequent telephone consultation.</p>	

	<p>Learning Disability Checks have also restarted. Each patient with learning disabilities (or their carer on their behalf), is being asked to complete a questionnaire (hard copy or online) - responses are then reviewed by one of the nurses, who then follows up the patient by phone, where necessary.</p> <p>NHS Health Checks have been deferred until January 2021 at the earliest.</p> <p>The “hot” hub at Wareham has now closed as the level of demand no longer justified keeping it open. Each Practice in Purbeck now has its own isolation room where patients with symptoms suggestive of COVID-19 are seen by GPs wearing full PPE. Patients are only seen at designated times when no other patients are present in the Surgery.</p> <p>All 400 of the patients who had been advised to shield were phoned by a member of staff at the beginning of the Pandemic and, where necessary, every month thereafter. When shielding comes to an end at the beginning of August, the Practice will be writing to each patient who has been shielding advising them of the new guidance and reminding them that staff are still there for them if they need help.</p> <p>Preparations are now being put in place to run this year’s flu clinics - options being considered include running the clinics in the car park or operating a one-way system through the Surgery. The Practice is planning to run the first flu clinic for those aged 65+ on 19 September. Further sessions will be held for other eligible groups as supplies of the vaccine become available.</p> <p>Testing for COVID-19 continues to be provided in the drive-in centre at Creekmoor. Alternatively, patients can order a home test.</p> <p>Antibody tests have also now been offered to all Practice staff.</p> <p>3.2 Local plans for NHS Recovery and Reset</p> <p>Natasha explained that the Practice was holding a Future Planning Meeting in August. Practice staff had been surveyed to establish what they felt had gone well during the Pandemic. For example, the increased use of new technology has been welcomed and the triage of patients who would previously have attended Sit and Wait Surgeries has proved helpful.</p> <p>Patients have on the whole being very supportive of the Practice during the Pandemic. The Practice was very grateful to has received a number of donations of face shields and masks. The Facebook page has been great.</p>	
4.	<p>Update from Gill Foott, PPG Support Officer, NHS Dorset CCG</p> <p>Gill Foott reported that she had met with Erin Shakespeare, the new Business and Operations Manager for the Purbeck Primary Care Network, and Kate Stancel-Lewis, the new Social Prescribing Link Worker for Purbeck.</p> <p>She was disappointed to report that there were currently no plans to recommence the Purbeck Leg Club.</p> <p>She also reminded everyone to complete the COVID-19 Health and Care Survey if they had not already done so (closing date: 31 July 2020) - see: https://www.dorsetccg.nhs.uk/help-us-help-you-south-west-survey/). By 17 July, the midpoint of the survey, the CCG had already received more than 800 responses.</p>	All

5.	<p>Minutes of meeting held on 19 May 2020</p> <p>The Minutes of the meeting held on 19 May 2020 were agreed.</p> <p>Margaret agreed to send the final version to Natasha for uploading to the Practice website.</p>	MB
6.	<p>Matters arising not covered elsewhere on Agenda</p> <p>6.1 Update on proposal to set up a “health hub” using PPG funding</p> <p>Natasha confirmed that she had not forgotten about this proposal. However, it was still not appropriate to proceed with installing the tablet or the leaflet rack at the moment, as the Waiting Room is not currently in use.</p> <p>6.2 Update on proposed Health Awareness Event on Diabetes</p> <p>Natasha confirmed that this proposal was also still on hold.</p> <p>6.3 Cancellation of Seafront stalls on 8 and 22 August - update</p> <p>Margaret confirmed that she had cancelled these bookings.</p> <p>6.4 Purbeck Population Health Management Project</p> <p>Margaret reported that Erin Shakespeare had been in touch about this initiative, which was now starting up again. She was planning a meeting for later in July.</p> <p>6.5 Swanage Paramedic Car</p> <p>Natasha confirmed that the contract to provide the Swanage Paramedic Car had now been extended until the end of August. The Practice was pushing hard for the Paramedic Car to be retained and Natasha encouraged everyone to sign the petition lobbying for its continuation (see: https://you.38degrees.org.uk/petitions/save-swanage-ambulance-car).</p> <p>6.6 Social Prescribing Link Worker</p> <p>Kate Stancel-Lewis has now been appointed to this post.</p>	
7.	<p>Treasurer’s Report</p> <p>Karen had provided the following update ahead of the meeting: there was £522.85 in the PPG’s Bank Account and £67.83 in petty cash - giving a total of £590.68.</p>	
8.	<p>Surgery Report</p> <p>Natasha also provided the following updates.</p> <p>GP Recruitment continued to be challenging. Dr Munday had retired on 30 June - all his patients have been notified. Another Partner will be retiring in October 2020 and another during 2021. Unfortunately, the Doctor who had been planning to join the Practice in August was no longer able to do so - although they may still be available to join the Practice in 2021. Some of Dr Munday’s patients have therefore been transferred to Dr Qureshi’s list (she has increased the number of hours she works at the Practice) and the rest will be split between all the Partners.</p>	

	<p>Meanwhile another potential Partner is being interviewed in August and another doctor has also arranged to visit the Practice in August to explore the possibility of joining the Practice.</p> <p>It was noted that more doctors do seem to be expressing interest in becoming GP Partners, in part due to the new incentive scheme encouraging doctors to join GP Partnerships and also because the amount of locum work available has reduced considerably over recent months.</p> <p>Tammy, the new Paramedic, is now also working for the Practice full-time and a clinical pharmacist is also working at the Practice four sessions / week.</p> <p>Changes to ways of working, such as the introduction of triage and the increased use of electronic and telephone consultations, are also helping with capacity issues.</p>	
9.	<p>Purbeck Young People's PPG</p> <p>Margaret drew everyone's attention to the recent correspondence about this issue, including the Young Inspectors Report on Primary Care (circulated with the Agenda).</p> <p>Gill explained that the Programme Lead for Children's Services at the CCG had secured funding for Participation People to support the development of young people's PPGs across Dorset. In Purbeck, it had been agreed that Dr Ann Marshall, a GP in Wareham, would take the lead on setting up a young people's PPG in Purbeck. So far, she had been working with the Purbeck School to identify young people interested in joining the Purbeck Youth PPG, but the intention is to encourage young people from across Purbeck to get involved.</p> <p>All agreed that it was important to ensure that young people living in Swanage are encouraged to get involved. It was agreed that Margaret would contact the Swanage School in September, after liaising with Dr Marshall. Natasha also agreed to discuss this issue with colleagues at the Practice to identify the best person to work with Margaret on this initiative.</p>	<p>MB NR</p>
10.	<p>Feedback from meetings and events attended by PPG members</p> <p>10.1 Purbeck PPG Chairs Meeting - 11 June 2020</p> <p>Margaret drew everyone's attention to the draft notes of this meeting (circulated with the Agenda). It was noted that Erin Shakespeare and Kate Stancel-Lewis had attended the meeting and would both be invited to attend future meetings. The next meeting of the Purbeck Primary Care Network PPG Chairs will be held via Zoom on Thursday 10 September 2020.</p> <p>10.2 COVID-19 Insights Launch - 19 June 2020</p> <p>Margaret drew everyone's attention to the Presentation Slides used at this webinar, which she had attended (circulated with the Agenda). The webinar provided an introduction to the COVID-19 Insights data that had been recently published within the Dorset Intelligence and Insights Service (DiiS).</p> <p>10.3 Feedback from other meetings attended by PPG members</p> <p>None.</p>	

11.	<p>Speakers at future meetings</p> <p>Margaret reported that she had not heard back from John Kirwin regarding the best time for him and Sue Vince to give a talk about Swanage Walking For Health.</p> <p>It was therefore agreed that Erin Shakespeare should be invited to attend the next meeting and that Kate Stancel-Lewis should be invited to a subsequent meeting.</p>	MB
12.	<p>Any other urgent business</p> <p>12.1 GP Patient Survey</p> <p>It was noted that the results of the 2020 GP Patient Survey had recently been published and it was agreed that this should be discussed in more detail at the next meeting.</p> <p>12.2 Working with the Practice on the Recovery and Reset</p> <p>PPG members expressed a strong desire to work with the Practice to support the next phase of the Practice's response to the COVID-19 Pandemic. Natasha agreed to raise this at the Practices Future Planning Meeting in August and to report back at the next PPG meeting.</p>	
14.	<p>Dates of future meetings:</p> <p>15 September 2020</p> <p>17 November 2020</p>	

Margaret Broadhurst
Chair