

## Swanage Medical Practice Patient Participation Group

Minutes of Meeting held on 17 May 2022 at 6:30pm

at 26 Cauldron Barn Road, Swanage, BH19 1QF

### Present

Margaret Broadhurst, Chair (MB)

Karen Wright, Treasurer (KW)

Sally Fazekas (SF)

Tim Mersey (TM)

Jan Owens (JO)

Natasha Ritchie, Practice Manager (NR)

		Action
1.	<p><b>Welcome and introductions</b></p> <p>Margaret welcomed everyone to the first face-to-face meeting since January 2020.</p>	
2.	<p><b>Apologies</b></p> <p>Everyone was very sorry to hear that Nicky Fitchett and Wendy Hammersley had both decided to step down from the PPG and thanked them for the contributions they had made to the PPG. Ruth Jordan (RJ) also needed to step away from the PPG for the time being, but hoped to return as an active member later in the year.</p> <p>Apologies were received from Sandra Rhead (SR) and Dr Kiran Qureshi, GP (KQ). Gill Foott had also sent her apologies, as she was attending Wool PPG's first face-to-face meeting since the Pandemic. She had provided a written update (see below).</p>	
3.	<p><b>Future Priorities and 2022/23 Work Plan</b></p> <p>Margaret drew everyone's attention to the latest drafts of these documents (circulated with the Agenda), which reflected her discussions with Natasha during a virtual meeting on 16 March 2022.</p> <p>It was agreed that the PPG's top priorities for 2022/23 are to:</p> <ol style="list-style-type: none"> <li>1. Recruit new PPG members</li> <li>2. Start meeting face-to-face again as a PPG</li> <li>3. Start talking to patients face-to-face again at the Surgery about their experiences of using local services - once it is safe to do so (Natasha thought we should be able to do so soon)</li> <li>4. Support the development of the new Practice website.</li> </ol> <p>Sally suggested producing a Flyer about the PPG - Margaret agreed to take this forward, using the revised text she had used for the new posters about the PPG now display on the new Noticeboard in the Reception area. Natasha also proposed updating the Application Form people interested in joining the PPG are asked to complete and agreed to liaise with Margaret about this. Subject to these additions, the PPG's Work Plan for 2022/23 was also agreed.</p> <p>The final versions of both documents would be added to the Practice's new website. [See: <a href="https://www.swanagemedical.org.uk/mf.ashx?ID=7a31e0db-dd57-4e62-a83b-">https://www.swanagemedical.org.uk/mf.ashx?ID=7a31e0db-dd57-4e62-a83b-</a></p>	<p style="text-align: center;">MB</p> <p style="text-align: center;">NR/MB</p> <p style="text-align: center;">MB/NR</p>

	<a href="#">4b2bc4ba9e90</a> and <a href="https://www.swanagemedical.org.uk/mf.ashx?ID=e7993038-9b9b-48ad-bad7-5064c6389eca">https://www.swanagemedical.org.uk/mf.ashx?ID=e7993038-9b9b-48ad-bad7-5064c6389eca</a> ; the Priorities document has also been added to the display on the new Noticeboard.]	
4.	<b>Terms of Reference</b> <p>Margaret drew members' attention to the latest version of the PPG's Terms of Reference (circulated with the Agenda). All agreed that, in view of the reduction in PPG members, the requirement to have five members for a meeting to be quorate should be deleted. The revised version would also be added to the Practice's new website. [See: <a href="https://www.swanagemedical.org.uk/mf.ashx?ID=0a0f3bf5-1e29-41d8-90c4-8a1ed1bbe077">https://www.swanagemedical.org.uk/mf.ashx?ID=0a0f3bf5-1e29-41d8-90c4-8a1ed1bbe077</a>.]</p>	MB/NR
5.	<b>Update from Gill Foott, PPG Support Officer, NHS Dorset CCG</b> <p>Gill had provided a written update ahead of the meeting. The main points were:</p> <ul style="list-style-type: none"> <li>• <b>COVID-19:</b> In the 7 days to 8 May, there were 135 cases per 100,000 in the Dorset Council area and 130 cases per 100,000 in BCP. As COVID cases have reduced over recent weeks, resulting in consistent falls in bed occupancy and staff sickness, urgent care pressures have also reduced. On 17 May, there were 71 people with COVID-19 in Dorset hospitals (down from 278 on 12 April); total staff absence had dropped to 6%, with only just over 1% being COVID related.</li> <li>• <b>Recovery:</b> As part of the Recovery phase, all systems are still working through their operational plans, and, although pressures have reduced, Dorset still faces a number of challenges. There are still some patients who have been waiting for treatment for more than 104 weeks - although, by the end of June, these should only be orthodontic patients - but Dorset is one of the few systems in the South West that is reducing the number of patients waiting more than 52 weeks. However, as was said at the start of Recovery, this is not going to be a quick process and it will take years to get to pre-pandemic levels - but at least we are starting to see week-on-week improvements.</li> <li>• <b>Integrated Care Systems (ICSs):</b> ICSs have now been given Royal Assent - the Dorset ICS (to be known as NHS Dorset), including the Dorset Integrated Care Board (ICB), will go live on 1 July 2022.</li> <li>• <b>New developments at University Hospitals Dorset:</b> The "topping out" ceremony for Poole Hospital's new Theatres Building was due to take place on 20 May 2022, marking the attainment of the building's final roof height. Rapid progress is also being made on the steel work for the new Pathology building at the back of Bournemouth Hospital - part of the One Pathology Network across Dorset.</li> <li>• <b>PPG webinars:</b> Unfortunately, it was not possible to record the webinar on Cybercrime, held on 26 April, but the slides used in the presentation given by Paddy Baker, Data Protection Officer at the CCG, as well as his presentation notes and the videos he played have now all been uploaded to the CCG's webpage - see: <a href="https://www.dorsetccg.nhs.uk/ppg-webinar-cybercrime-know-how-to-identify-and-avoid-it/">https://www.dorsetccg.nhs.uk/ppg-webinar-cybercrime-know-how-to-identify-and-avoid-it/</a>. The next webinar will be held on 13 June and will be about the Dorset Care Record. In the longer term, it is hoped that it will be possible to start organising face-to-face events again, although, because the webinars have proved so popular and many people are still reluctant to attend face-to-face meetings, it is planned to continue with webinars as well.</li> </ul>	

	<ul style="list-style-type: none"> <li>• <b>Dermatology Services Review:</b> the Dermatology Service in Dorset is seeking feedback from patients who have used the service within the last year - this will contribute to the South West Outpatient Transformation Programme, which is currently looking at variations in the provision of Dermatology services across the region. Anyone who has used Dermatology Services in Dorset is encouraged to complete this online form: <a href="https://forms.office.com/r/VLS00iwEcW">https://forms.office.com/r/VLS00iwEcW</a>.</li> </ul>	
6.	<p><b>Minutes of Meeting held on 15 March 2022</b></p> <p>The Minutes of the meeting held on 15 March 2022 were approved. The approved version would now be added to the PPG page on the new Practice website. [See: <a href="https://www.swanagemedical.org.uk/mf.ashx?ID=38761c72-fd4c-4b07-979b-2cc0073134f5">https://www.swanagemedical.org.uk/mf.ashx?ID=38761c72-fd4c-4b07-979b-2cc0073134f5</a>.]</p>	MB/NR
7.	<p><b>Matters arising not covered elsewhere on Agenda</b></p> <p><b>7.1 Swanage Ambulance Car</b></p> <p>It was noted that, if Karen had been able to join the previous meeting, she would have asked whether alternative provision could be put in place to help people when the Ambulance Car is not available - for example, by getting first aid and pain relief out to those who need it. She wondered if an agreement to provide this backup could be put in place with St John Ambulance, Dorset &amp; Wiltshire Fire and Rescue, one of the charity rescue services or with the Army. Sadly, a Studland resident had experienced a 7 hour wait, outside, for medical help and pain relief in Feb 2022. Margaret had passed on this question to Sue Sutton, Nick Reynolds and Ben Norman and, on 28 March, Ben Norman had confirmed that his colleagues were working on a response. No response had yet been received - Margaret agreed to follow this up.</p> <p><b>7.2 Wellbeing Swanage</b></p> <p>It was noted that Debby Monkhouse would now be running the Community Connector training for the receptionists at the Practice.</p> <p><b>7.3 Proposed “Health Hub” and Health Awareness Event</b></p> <p>Natasha confirmed that she was still keen to take forward the proposal to set aside an area of the Waiting Room as a “health hub”.</p> <p><b>7.4 Purbeck Carers Week Event - 8 June 2022 at the Springfield Hotel</b></p> <p>The PPG would be hosting a stand at this event. Margaret agreed to share further details about the event when these were made available and asked PPG members to let her know if they would be able to help host the stand.</p>	<p>MB</p> <p>NR</p> <p>NR</p> <p>All</p>
8.	<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>	
9.	<p><b>Surgery Report</b></p> <p><b>9.1 Practice update</b> - given by Natasha Ritchie</p> <p>Natasha drew members’ attention to the Spring Newsletter (see: <a href="https://www.swanagemedical.org.uk/mf.ashx?ID=0326d101-e2b4-4acd-bae3-b29fe10b743a">https://www.swanagemedical.org.uk/mf.ashx?ID=0326d101-e2b4-4acd-bae3-b29fe10b743a</a>). COVID-19 is still resulting in staff absences at the Surgery, although the situation is slowly improving.</p>	

A new GP had been recruited - Dr Vanessa Mulholland would be starting at the Practice on 6 June 2022 and will be working five sessions/week. Dr Beth Law, who works at the Practice during term-time, will be going on Maternity Leave soon. The Practice is also recruiting another Advanced Nurse Practitioner (ANP).

Patients requesting a routine GP appointment are now being offered the choice of either a telephone appointment or a face-to-face appointment. GP appointments are only being booked up to two weeks ahead. Patients requesting an on-the-day appointment, who have one of a specified list of conditions/symptoms, are now being booked in direct for a face-to-face appointment. Telephone triage remains in place for all other patients requesting an on-the-day appointment and is working well - there is always availability for urgent on-the-day cases.

Online booking of appointments has also been reinstated for:

- Diabetes reviews undertaken by a Health Care Assistant (HCA) - see below
- Asthma and COPD reviews
- Learning Disability Health Check
- Blood pressure check
- Family Planning appointment.

All other appointments need to be booked by phone to ensure patients are booked in at the correct time and with the correct clinician.

Caroline, one of the HCAs, is now undertaking reviews of patients with well controlled diabetes who are either diet controlled or taking no more than two diabetes medications and whose HbA<sub>1c</sub> is <64 mmol/mol (8%). One of the nurses is also due to complete her Diabetes Diploma in September. A Nurse-led Cardiac Clinic is also due to start at the end of June.

NHS Health Checks are starting up again in Dorset and will be offered by the Practice - eligible patients will be invited to attend (people aged 40-74 who do not have one of a number of specified pre-existing conditions (for more details, see: <https://www.nhs.uk/conditions/nhs-health-check/>).

Online access to health records has been paused by NHD Digital until Summer 2022 to allow Practices more time to put the necessary safeguards in place.

## **9.2 Waiting times for telephone and face-to-face appointments**

Margaret drew attention to the email relating to concerns raised by Swanage Town Council about residents reporting waiting 4 weeks for a phone appointment with a GP - and to Tim's email passing on concerns about people's difficulties getting face-to-face appointments with their designated Doctor (forwarded to PPG members separately along with Natasha's responses).

In her response, Natasha explained that patient demand is currently exceeding capacity - clinicians at the Practice are delivering more appointments per day than considered safe by the BMA (see: <https://www.bma.org.uk/advice-and-support/gp-practices/managing-workload/safe-working-in-general-practice?fbclid=IwAR2kP5-Yh-b84Lw2D9RCsoB3nQlllQZsrugayl9V-214z2NrPUJNMa2j8tU>). Clinical and admin staff are working extra hours to help cover shifts - and regular GP and ANP locums are also helping with demand (although finding locums is a challenge across Purbeck).

In just five working days, from 4 April 2022:

- The Coding Team completed/actioned 562 pieces of clinical and patient correspondence
- The GPs viewed/actioned 759 pieces of clinical and patient correspondence
- The GPs and ANPs reviewed 891 results that needed to be actioned and then filed in patients' records
- 1129 tasks (internal messages attached to a patient record) were processed - up from 917 in the same time period before the Pandemic
- The Team issued 2323 prescription items
- Patients accessed 1329 appointments, both telephone and face-to-face - up from 1304 in the same time period before the Pandemic.

The Practice's team of clinicians includes ANPs and Paramedics who work with the GPs. The ANPs are experienced prescribers - patients requesting an urgent appointment will be offered an appointment with them first, rather than with a GP. The Clinical Pharmacists are experts in all things medication - the Reception Team will suggest an appointment with them, rather than with a GP, if it's a medication query. The Receptionists also offer patients appointments with the First Contact Physiotherapist for any new aches and pains and musculo-skeletal problems.

Routine GP appointments are released daily and can be booked up to two weeks in advance. Some slots are also available with the GP Registrar working at the Practice. The Practice also offers on-the-day appointments for anyone with an urgent clinical need, either with a GP or with one of the ANPs or the Paramedic. When full capacity is reached, patients also have the option of attending one of the GP Treatment Centres, which might be in Poole or Wimborne.

In summary, a patient will not always be offered an appointment with a GP - where clinically appropriate, they will be offered an appointment with another member of the Practice's Clinical Team who is trained to deal with their issue.

Natasha acknowledged that some patients may be feeling frustrated, but assured PPG members that Practice staff are doing everything they can to meet demand and continue to provide services in a timely and appropriate manner in what is a very challenging environment. Natasha also confirmed that, if any individuals who have raised issues wanted to contact her or another member of the Team directly, they would be more than happy to listen to their concerns.

### **9.3 Referrals to Out-Patient Clinics at Swanage Hospital**

Margaret drew attention to the emails from the Friends of Swanage Hospital (also forwarded to PPG members), expressing concern about the lack of referrals to Swanage Hospital, which they thought might be due to the new Electronic Referral System (which has taken over from Choose and Book) not allowing patients to choose to go to outpatient clinics at Swanage Hospital. The Friends of Swanage Hospital had sent out an email requesting feedback on patients' experiences of being referred to a Consultant. Jan Turnbull, Chair of the Friends of Swanage Hospital, subsequently shared the response she had received from Brad Rootes, the Dorset HealthCare (DHC) Locality Manager, confirming that:

- The small number of DHC clinics delivered at Swanage Hospital are available on the Electronic Referral System (e-RS)

	<ul style="list-style-type: none"> <li>Clinics delivered by University Hospitals Dorset (UHD), the majority of clinics delivered at Swanage Hospital, are not listed on the e-RS, as all booking for UHD clinics is managed within UHD. UHD is still in Recovery and, as patients come to the top of the list, they are being booked into the next available appointment slot, wherever this might be (ie not necessarily at the closest clinic). It is hoped that, as UHD comes out of Recovery, Swanage Hospital will be added to the e-RS.</li> </ul>	
10.	<p><b>New Practice Website</b></p> <p>Following the previous meeting, Julie Saunders, who has been leading the development of the new Practice website and is also the Chair of the Cranborne PPG, contacted Margaret to discuss the involvement of PPG members in the development of the new website. An online meeting then took place, to which all PPG members were invited, when Julie shared the test site she had developed and invited PPG members to send her their comments on the layout and content of the website. Julie emphasised the importance of the PPG being involved - and also explained that the PPG would have a continuing responsibility going forward to review the areas/issues we feel should be highlighted. Margaret confirmed that she would include the website as a standing item on the Agendas of future meetings.</p> <p>Margaret had also reviewed the content of the PPG page on the new website (see: <a href="https://www.swanagemedical.org.uk/pages/Patient-Participation-Group">https://www.swanagemedical.org.uk/pages/Patient-Participation-Group</a>).</p> <p>Natasha thanked PPG members for all the input they had provided to the process and informed everyone that the new website was due to go live the following day (18 May 2022) - see new website at: <a href="https://www.swanagemedical.org.uk">https://www.swanagemedical.org.uk</a>.</p> <p>Margaret informed Members that Julie Saunders had also suggested that the PPG's involvement in the co-design of the new website would make a good case study for inclusion on PPG pages on the CCG website. Natasha also supported this proposal and Margaret agreed to put together a first draft.</p>	MB         MB
11.	<p><b>Feedback from other meetings attended by PPG members</b></p> <p><b>12.1 Purbeck PPG Chairs Meeting held on 29 March 2022</b> Margaret drew members' attention to the draft notes of the meeting (circulated with the Agenda).</p> <p><b>12.2 PPG Webinar held on 26 April 2022</b> See Gill Foot's update above.</p> <p><b>12.3 Other meetings and webinars attended by PPG members</b> Margaret had attended a virtual event to launch of the new Dementia Pathway.</p>	
12.	<p><b>Any other urgent business</b></p> <p>None</p>	
15.	<p><b>Dates of future meetings:</b></p> <p>19 July 2022                              20 September 2022                              15 November 2022</p>	

*Margaret Broadhurst, Chair*