

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held on 14 May 2019 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)
 Karen Wright, Treasurer (KW)
 Caoimhe O’Sullivan, Secretary (CO’S)
 Sandra Rhead (SR)
 Dave Morton (DM)
 Dianne Carter (DC)
 Nicola Fitchett (NF)
 Dr Ciara Murphy, GP (CM)

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting - including Nicola Fitchett, who had recently joined the PPG and was attending her first meeting.</p> <p>Nicola explained that she is the Lead for the Dorset Recovery Education Centre (REC), a service delivered jointly by Dorset HealthCare and the Dorset Mental Health Forum.</p> <p>The Centre provides education and training for people affected by mental health problems - the main focus is on self-management, self-determination, choice and responsibility. Courses are delivered in various community venues across Dorset (including Swanage and Wareham) and are available to people with personal experience of mental distress and their carers/supporters, friends and family - as well as for staff working alongside people suffering periods of mental ill health. The courses on offer are many and varied, and include, for example: Recovery, Self Management, 5 Steps to Wellbeing, Managing Anxiety, Mindful Living, Pain Management and Fatigue Management. All courses are free of charge and are open to all those aged 18 or over who live in Dorset.</p> <p>Further information about the Centre, including its Prospectus and Summer Timetable, can be found on Dorset HealthCare’s website by searching for “Dorset Recovery Education Centre” in Google.</p>	
2.	<p>Apologies</p> <p>Apologies were received from Anne Warren (AW), Sally Fazekas (SF), Samantha Woodford (SW), Mike Killingback (MK), Tim Mersey (TM) and Natasha Ritchie, Practice Manager (NR).</p>	
3.	<p>Update on LiveWell Dorset</p> <p>Caoimhe explained that Anna Serkowska, Wellness Engagement Coordinator at LiveWell Dorset (and their new Lead for Purbeck) had planned to attend the meeting to give an update on LiveWell Dorset, but was now not able to attend. She would therefore be giving an overview of the services provided by LiveWell Dorset.</p>	

	<p>LiveWell Dorset provides a range of services that aim to support people to become:</p> <ul style="list-style-type: none"> • more active • lose weight • quit smoking • drink less alcohol. <p>LiveWell Dorset is a free service (funded by Public Health Dorset), which is available to all adults living in Dorset. Anyone can access the service by registering online or calling the service (Monday to Friday) - or they can be referred to the service by a health professional.</p> <p>Further information about the services offered by LiveWell Dorset can be found at: https://www.livewelldorset.co.uk.</p> <p>Karen provided feedback on her recent experience of accessing LiveWell Dorset and Caoimhe agreed to pass on her feedback to colleagues at LiveWell Dorset.</p> <p>Margaret thanked Caoimhe very much for giving the update on LiveWell Dorset - and for stepping into the breach at such short notice.</p>	CO'S
4.	<p>Minutes of meeting held on 12 March 2019</p> <p>The Minutes of the meeting held on 12 March 2019 were agreed.</p> <p>Margaret agreed to send the final version to Natasha for uploading to the Practice website.</p>	MB
5.	<p>Matters arising not covered elsewhere on Agenda</p> <p>5.1 Purchase of an Ambulatory Blood Pressure Monitor for the Practice</p> <p>It was noted that an ambulatory blood pressure monitor had now been purchased by the PPG for the Practice at a cost of £1066.80.</p> <p>5.2 Re-establishing the Virtual PPG</p> <p>All agreed that it was essential to increase the membership of the Virtual PPG to enable the PPG to communicate directly with more patients and to obtain feedback more easily about services provided by the surgery. It was noted that, following the introduction of the General Data Protection Regulation (GDPR) last May, membership of the Virtual PPG had decreased substantially.</p> <p>A paragraph about the Virtual PPG had been included in the Spring Edition of the Practice Newsletter. As some people had not been able to open the electronic version of the Newsletter which Natasha had sent out earlier that day, Dr Murphy agreed to ask Natasha if it would be possible to re-send the Newsletter as a PDF.</p> <p>It was agreed that a major focus of PPG Awareness Week should be to recruit more patients to join the Virtual PPG. It was noted that the Application Form needed reformatting and Dr Murphy agreed to ask Natasha to take this forward.</p> <p>Dr Murphy suggested that the receptionists should also be asked to promote the Virtual PPG and agreed to ask Natasha to also take this forward.</p>	<p>CM/NR</p> <p>CM/NR</p> <p>CM/NR</p>

6.	<p>Treasurer's Report</p> <p>Karen reported that there was now £522.85 in the PPG's Bank Account and £67.83 in petty cash - giving a total of £590.68.</p>	
7.	<p>Surgery Report</p> <p>Dr Murphy gave the Surgery Report:</p> <ul style="list-style-type: none"> • Dr Murphy thanked the PPG, on behalf of the Practice, for purchasing the Ambulatory BP Monitor - an article about this would be included in the next edition of the Practice Newsletter • Capacity within the Practice continued to be an issue; unfortunately, the Practice had not been able to recruit to either the Advanced Nurse Practitioner post or the Paramedic post - but they were hoping to appoint an Admin Apprentice (interviews were taking place the following week) • Dr Law was now a Partner • Dr Basham had now increased the number of sessions she works. 	
8.	<p>PPG Awareness Week: 10-14 June 2019</p> <p>8.1 Priorities - feedback from Sub-Group Meeting held on 20 March 2019</p> <p>It had been agreed that the priorities for PPG Awareness Week would be to:</p> <ul style="list-style-type: none"> • promote awareness of the PPG and recruit new PPG members • recruit as many people as possible to join our Virtual PPG • promote the uptake of GP online services • find out from patients what information about the Practice and local services patients would like to receive - and how they would like to receive this information. <p>Margaret explained that, as last year, we would be having a stand in the Reception area. The PPG banner and leaflets produced by Dorset CCG would be on display, as well as information about our own PPG and Application Forms to join both the PPG and the Virtual PPG. Copies of the latest edition of the Practice Newsletter would also be available to give out to patients - as well as information about GP Online Services.</p> <p>8.2 Identifying volunteers to help</p> <p>Margaret agreed to send an email to PPG members seeking volunteers to help with PPG Awareness Week. It was felt that, as a minimum, we would need to have a physical presence during the Sit and Wait Surgeries, when the Practice is busiest (ie 9:00-10:30am and 3:00-4:00pm).</p>	MB
9.	<p>Proposal to set up a Lindsay Leg Club in Purbeck</p> <p>9.1 Feedback from meeting of PPG Chairs held on 3 May 2019</p> <p>Margaret reported that she had attended a meeting with other Purbeck PPG Chairs to discuss the proposal to set up a Lindsay Leg Club in Purbeck. Corfe Castle Surgery had received a legacy to set up a Lindsay Leg Club and Alan Clevett, Chair of Corfe Castle PPG, was now actively involved in setting this up.</p>	

	<p>The model for delivery is an international one and is very focussed on volunteers. Currently, leg ulcers are managed either by Practice Nurses at the Surgery or by District Nurses in patients' homes. The plan would be for patients instead to go to a centrally based clinic - the Leg Club - thereby enabling patients to benefit from social interaction with others with the same problem. In Poole, there had been a dramatic decline in the amount of nursing time spent on managing leg ulcers since their Leg Club had been set up.</p> <p>The plan is for the Purbeck Lindsay Leg Club to be held in Wareham. Transport was likely to be an issue, particularly for people from the Swanage area who currently have their leg ulcers managed locally.</p> <p>9.2 Potential role of volunteers</p> <p>Further clarification was still needed regarding the expected contribution of volunteers in setting up and running the Purbeck Lindsay Leg Club - potential contributions might include helping with the transport of patients to Wareham, helping at the Leg Club (eg meeting and greeting patients, making cups of tea and coffee, etc) and fund-raising.</p> <p>It was noted that there is a volunteer car service already operating in Swanage, organised by Communicare, which might be able to take patients to Wareham - although it would probably be rather challenging for them to transport patients who are housebound and/or those with physical disabilities. The cost to the patient would be 40p per mile.</p> <p>Margaret agreed to provide further feedback on what might be expected of PPG members when she receives further information from Alan Clevett.</p>	MB
10.	<p>Feedback from meetings attended by PPG members</p> <p>10.1 Purbeck Health and Wellbeing Group - meeting held on 10 April 2019</p> <p>Margaret Had attended this meeting. The main item on the Agenda had been the 2019 Purbeck Pledge (see below).</p> <p>10.2 Rotary Fun in the Park Event held on 28 April 2019</p> <p>Unfortunately, Karen had not been able to attend this event as planned (due to illness), so we did not have a stand at the event. However, Caoimhe was able to attend and represented the PPG at what proved to be a successful event by having conversations with a number of people there who were also patients of the Swanage Practice.</p> <p>Much of the feedback she received about the Practice concerned the long waits for appointments. A couple of people suggested that the provision of more support after bereavement would be helpful - this could include signposting people to Bereavement Support Groups or setting up such a group at the Practice.</p> <p>PPG members discussed the support provided for people who have been bereaved. Dr Murphy explained that, currently, GPs call bereaved people 3-4 days after the death of their loved one, which provides an opportunity to give information about what support is available.</p>	

	<p>10.3 Purbeck Pledge 2019 Launch Event held on 4 May 2019</p> <p>The aim of this year’s Purbeck Pledge was to encourage everyone in Purbeck to make the most of our amazing outdoor spaces, thereby boosting their physical and mental wellbeing: to “Get outdoors, Boost Wellbeing”. Purbeck Pledge 2019 was also part of Naturally Healthy Month.</p> <p>More information about Purbeck Pledge 2019 can be found at the following website, where people were also encouraged to make their pledge: https://www.livewelldorset.co.uk/purbeck-pledge/.</p> <p>Purbeck Pledge 2019 was launched at a Picnic in the Park event held at Durlston Country Park on 4 May. The PPGs in Purbeck had a stand at the Launch Event (Margaret was present throughout the event) and Margaret was delighted to report that she had recruited one new PPG member and two Virtual PPG members. A Durlston volunteer had also approached her about involving the NHS more at Durlston and promoting the benefits of volunteering. She agreed to contact David Haines, Jamie Jackson and Cheryl Lewis (at the Purbeck Locality) about how best to take these suggestions forward.</p> <p>10.4 PPG Networking Events on 8 and 9 May 2019</p> <p>Unfortunately, no-one from the Swanage PPG had been able to attend either of these events. However, information about the events, including details about the presentations and exhibitors, can be found in the May 2019 edition of <i>Feedback</i> (NHS Dorset Clinical Commissioning Group’s newsletter for patients): https://www.dorsetccg.nhs.uk/feedback-may-2019/.</p> <p>10.5 Feedback from other meetings attended by PPG members</p> <p>No other feedback was received.</p>	MB				
12.	<p>Speakers at future meetings</p> <p>Margaret confirmed that Natasha had invited Dr David Haines to attend the PPG meeting scheduled for 9 July 2019.</p>					
13.	<p>Any other urgent business</p> <p>None</p>					
14.	<p>Dates of future meetings:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">7 July 2019</td> <td style="width: 50%;">12 November 2019</td> </tr> <tr> <td>10 September 2019</td> <td>14 January 2010</td> </tr> </table>	7 July 2019	12 November 2019	10 September 2019	14 January 2010	
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*Caoimhe O’Sullivan and Margaret Broadhurst
July 2019*