

## Swanage Medical Practice Patient Participation Group

### Minutes of Meeting held on 15 January at 6:30pm

#### Present

Margaret Broadhurst, Secretary / Acting Chair (MB)

Karen Wright, Treasurer (KW)

Sandra Rhead (SR)

Sally Fazekas (SF)

Tim Mersey (TM)

Dianne Carter (DC)

Dr Ciara Murphy, GP (CM)

Laura Lohk, Self-Management Health Coach, My Health My Way (LL) - for presentation only

		Action
1.	<b>Welcome and introductions</b>  Margaret welcomed everyone to the meeting - including Laura Lohk, Self-Management Health Coach, My Health My Way.	
2.	<b>Apologies</b>  It was noted that Jacqui Irving and Hazel Norman had both stepped down from the Group - and that Margaret had written to them both to thank them for the contribution they had each made to the PPG. Everyone was sorry to hear that Jacqui and Hazel were no longer able to continue as PPG members and requested that the minutes also record their thanks for the contributions Jacqui and Hazel had made to the PPG.  Apologies were also received from Anne Warren (AW), Dave Morton (DM), Mike Killingback (MK), Caoimhe O'Sullivan (CO'S) and Natasha Ritchie, Practice Manager (NR).	
3.	<b>Presentation by Laura Lohk, Self-Management Health Coach, My Health My Way on the new service she is providing at the Practice</b>  Margaret welcomed Laura to the meeting and drew everyone's attention to the information about the new service she is providing at the Practice (attached), which she had included with the papers for the meeting and circulated to everyone prior to the meeting.  Laura explained that she provides psychological support to people with long term conditions and other long-term health problems to help them manage the emotional and practical impact of these conditions on their day to day life - for example, she may help them to feel more confident, less anxious and/or less isolated.  The support she provides is tailored to meet the needs of each individual patient and may include signposting people to other services, where appropriate.  Examples of the type of support she is able to provide include helping people to:	

	<ul style="list-style-type: none"> <li>• manage pain and fatigue</li> <li>• prepare for appointments</li> <li>• access information to understand conditions and treatments</li> <li>• feel more confident getting out and about</li> <li>• build a network of support around them.</li> </ul> <p>Laura has been providing this service in the Practice since 4 December 2018 and now works at the Practice one day each week (on Tuesdays). She provides up to six 45 minute sessions per patient, which are usually face-to-face - but may also be by telephone. She takes referrals from GPs and from patients themselves.</p> <p>Laura explained that she originally trained to be a solicitor and then undertook training to be a Health Coach. She is not qualified to provide advice on the <i>clinical</i> management of health problems - patients are advised to discuss any such issues with their doctor / practice nurse.</p> <p>Laura is employed by Help &amp; Care - the service she provides is part of the <i>My Health My Way</i> programme, a Dorset-wide service funded by Dorset CCG. Help &amp; Care has just received confirmation that the contract to provide this service has been renewed for another five years from 1 April 2019.</p> <p>So far, the feedback received about this new service being provided at the Practice has been positive and sessions have been fully booked.</p> <p>Margaret thanked Laura very much for attending the meeting to give her talk.</p>	
4.	<p><b>Minutes of meeting held on 13 November 2018</b></p> <p>These were agreed.</p>	
5.	<p><b>Matters arising not covered elsewhere on Agenda</b></p> <p><b>5.1 Follow-up to Ali Tuckey’s presentation at previous meeting</b></p> <p>Ciara reported that Natasha had liaised with Ali Tuckey about how best to increase the number of referrals to the health and wellbeing services on offer at Durlston. A Practice representative will also be attending the launch of the “Everyone needs a Shed!” project in April.</p> <p><b>5.2 Compliance with General Data Protection Regulation</b></p> <p>Ciara confirmed that Natasha had now heard from all PPG members confirming they were happy for:</p> <ol style="list-style-type: none"> <li>i. The Practice to hold the following personal data about them: name, address, contact telephone number and email address - this information will only be used to enable PPG members to be contacted about PPG matters and will be stored in a spreadsheet, filed on a password protected server; this information will only be shared with the Practice Manager, the Reception Manager and the PPG Chair</li> <li>ii. Their email address to also be shared with other members of Swanage Medical Practice PPG</li> </ol>	

iii. Their names to be listed on the PPG page of the Practice website and to be included in the Minutes of PPG meetings, also published on the PPG page of the Practice website.

#### **5.2 Offering Flu Vaccinations to Care Home staff**

Ciara confirmed that staff working in care homes located in Swanage had been contacted and offered flu vaccination.

#### **5.3 Enabling Dr Gwinnett's patients to book appointments online**

Ciara explained that it had not been possible to enable Dr Gwinnett's patients to book appointments online, pending the appointment of her successor. However, she was pleased to report that Dr Gwinnett's successor, Dr Basham, would be starting at the Practice in early February.

#### **5.4 Terms of Reference and Ground Rules**

Margaret confirmed that she had amended the Terms of Reference and the Ground Rules, as agreed at the previous meeting (amended versions attached), and that the amended version of the Terms of Reference had been added to the PPG's page of the Practice website.

#### **5.5 Reimbursement of expenses incurred by PPG members**

Margaret explained that she had compiled a draft Policy for the Reimbursement of Expenses incurred by PPG members when attending meetings organised by the CCG or NAPP that involve travelling to other destinations in Dorset - or further afield - and that she had sent this to Natasha inviting her comments. However, Natasha had since informed her that the Partners had not agreed to the Practice reimbursing expenses incurred by PPG members - they felt that the money raised by the PPG should be used for this purpose.

PPG members agreed that the reimbursement of expenses incurred by PPG members was not an appropriate use of the funds raised by the PPG. It was strongly felt these funds had been raised by the PPG specifically to enable the Practice to purchase various items of equipment to enhance patient care and improve the waiting area - and that to use these funds for any other purpose would not be a legitimate use of these funds. Indeed, it was felt that the Public would be unwilling to donate money to the PPG if they knew it was being used to reimburse expenses incurred by PPG members.

Ciara agreed to feedback the outcome of this discussion to the Partners. Margaret said she would also be willing to meet with the Partners to discuss this issue further.

#### **5.6 Content of PPG page on Practice website**

Margaret confirmed that Natasha had now updated the PPG page of the Practice website to include the PPG's Terms of Reference, the PPG's current membership and the Minutes of previous meetings.

CM

	<p>It was noted that the membership would now need to be amended to reflect the fact that Jacqui Irving and Hazel Norman had both stepped down from the Group and Margaret agreed to liaise with Natasha accordingly.</p>	<p>MB/NR</p>
6.	<p><b>Treasurer's Report</b></p> <p>Karen confirmed that she had now paid into the PPG's Bank Account the sum of £59.20 raised at the seafront stall held on 19 July 2018. This had proved to be a more straightforward procedure than she had anticipated. She also confirmed that she was now receiving regular bank statements.</p> <p>She reported that there was currently £1520.82 in the PPG's Bank Account and £67.83 in petty cash - giving a total of £1588.65.</p> <p>Ciara agreed to investigate whether the funds now available would be sufficient to purchase an ambulatory blood pressure monitor, as previously proposed.</p>	<p>CM</p>
7.	<p><b>Surgery Report</b></p> <p>Ciara gave the Surgery Report.</p> <ul style="list-style-type: none"> <li>• <b>GP recruitment</b></li> </ul> <p>Ciara confirmed that Dr Basham (Dr Gwinnett's successor) would be starting at the Practice on 6 February 2019. She will initially be working four sessions / week (on Wednesdays and Thursdays) - this may increase in the future.</p> <p>Meanwhile, the Practice was predicting that, by the end of the year, the number of GP sessions available at the Practice would be down by at least 16 sessions / week, and that every effort was continuing to be made to recruit additional GPs to join the Practice.</p> <p>In addition, the Practice would shortly be interviewing for two new posts, an Advanced Nurse Practitioner post and a Primary Care Paramedic, to help with the management of urgent cases and emergencies; and two more Practice Nurses were also undertaking additional training to enable them to extend their roles.</p> <p>Ciara also reported that she and Dr Evans had started their training to become GP Trainers and that it was hoped that the Practice would be able to take on GP Registrars from next August.</p>	
8.	<p><b>Patient Survey Subgroup - feedback from first meeting</b></p> <p>Margaret reported that she and Sally had met with Natasha on 10 January 2019 - and that, following a lengthy discussion, it had been agreed to defer undertaking a patient survey for the time being (it was felt that a patient survey would not tell us anything the Practice did not already know) and to focus instead on running a campaign to increase the uptake of GP Online services (only about 17% of patients were currently registered to use SystmOne) and the use of the text reminder service.</p> <p>Following the meeting, Natasha had undertaken an analysis and identified that 96 people had registered to use SystmOne between 1 November 2018 and 9 January</p>	

	<p>2019 - suggesting that the promotion of online services undertaken by PPG members during the Flu Vaccination Clinics had been effective.</p> <p>Natasha had also investigated how many patients had provided mobile phone numbers: as at 9 January 2019, the Practice had mobile phone numbers recorded for 8108 patients.</p> <p>All those present at the meeting supported the proposal to undertake a campaign to increase the uptake GP online services. Margaret reported that she had requested further information about those currently registered for online services, including a breakdown by age group. It was agreed that this information would help with the targeting of the campaign. Margaret and Sally agreed to meet with Natasha again to take this forward.</p> <p>There was also a discussion about the role of Practice staff in promoting both the uptake of online services and the text reminder service. PPG members felt that Receptionists should routinely be checking that they have mobile numbers for everyone who books an appointment, so that they can be sent a text reminder - and that they should also be actively promoting online services. In addition, it was felt that Practice Nurses and Healthcare Assistants should also be actively promoting online services - and that they should be routinely informing patients that, if they are registered to use online services, they can access the results of their blood tests, etc, online, thereby reducing the need to phone the Practice for test results.</p>	<p>MB/SF/NR</p> <p>NR</p>
<p>9.</p>	<p><b>Communicating and engaging with patients</b></p> <p><b>9.1 Newsletter - widening distribution</b></p> <p>It was agreed that this issue should also be discussed further by the subgroup.</p> <p><b>9.2 Re-establishing the Virtual PPG</b></p> <p>It was noted that it had previously been agreed that membership of the Virtual PPG should be promoted in the next edition of the Practice Newsletter and Ciara agreed to raise this with Natasha.</p> <p><b>9.3 Spending time in waiting room asking people about their concerns</b></p> <p>It was agreed that this initiative should be deferred until there had been further discussions about the campaign to promote online services.</p> <p><b>9.4 Other options for increasing communication and engagement with patients</b></p> <p>It was agreed that discussion of other options for increasing communication and engagement with patients should also be taken forward by the subgroup.</p>	<p>MB/SF/NR</p> <p>CM/NR</p> <p>MB/SF/NR</p>
<p>10.</p>	<p><b>Speakers at future meetings</b></p> <p>Margaret invited PPG members to suggest speakers for future meetings. In the meantime she suggested inviting the Swanage Walking for Health Group to attend the next meeting.</p>	<p>MB</p>

11.	<p><b>Feedback from PPG Networking Event held on 17 Nov 2018</b></p> <p>Margaret tabled a report of this event (attached). This event had been held in Weymouth and was mainly attended by Weymouth PPG members.</p> <p>During the event, two new members of staff were introduced: Jim Gammans and Gill Foott. Their main role will be to support the development of PPGs.</p> <p>There were three formal presentations:</p> <ol style="list-style-type: none"> <li>1. Primary Care Update</li> <li>2. The future of Domiciliary Care in Dorset</li> <li>3. Digital Dorset - Technology and innovation in the NHS.</li> </ol>							
12.	<p><b>Feedback from other meetings attended by PPG members</b></p> <p>Margaret reported that she had attended the meeting of the Purbeck Health and Wellbeing Locality Group held on 21 November 2018.</p> <p>The main items on the agenda had included:</p> <ul style="list-style-type: none"> <li>• Presentation by the Dorset Healthcare Medicines Team</li> <li>• Update on Child and Adult Mental Health Services (CAMHS)</li> <li>• Update on Outdoor Spaces Project - a Naturally Healthy Month is planned for May 2018, involving all the Local Nature Partnerships in the South West</li> <li>• Update on <i>Beat the Street</i> - 10,500 players had taken part across the Poole and Purbeck area and 20 local schools had taken part</li> <li>• 2019 Purbeck Pledge - the Group agreed that the focus should be on CYP's Mental Health and Wellbeing.</li> </ul> <p>Updates were also received from:</p> <ul style="list-style-type: none"> <li>• Dementia Friendly Swanage</li> <li>• Dorset Community Action</li> <li>• Healthwatch Dorset</li> <li>• Friends of Swanage Hospital</li> <li>• Friends are Wareham Hospital</li> <li>• Swanage Medical Practice PPG.</li> </ul>							
13.	<p><b>Any other urgent business</b></p> <p>None</p>							
14.	<p><b>Dates of future meetings:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">12 March 2019</td> <td style="width: 50%;">10 September 2019</td> </tr> <tr> <td>14 May 2019</td> <td>12 November 2019</td> </tr> <tr> <td>9 July 2019</td> <td></td> </tr> </table>	12 March 2019	10 September 2019	14 May 2019	12 November 2019	9 July 2019		
12 March 2019	10 September 2019							
14 May 2019	12 November 2019							
9 July 2019								

Margaret Broadhurst  
Secretary and Acting Chair  
Swanage Medical Practice PPG  
January 2019