

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held at the Surgery on 13 May 2025 at 6:00pm

Present

Margaret Broadhurst, Chair (MB)
 Phil Davey (PD)
 Sarah Early (SE)
 Diana Edmonds (DE),
 Julie Meacham (JM)

Sue Plowman (SP)
 Peter Smith (PS)
 Catherine Wilcox (CW)
 Karen Wright (KW)

Dr Mark Law, GP Partner

Gill Foott, Community Engagement Officer at NHS Dorset (GF)

		Action
1.	Welcome and introductions Margaret welcomed everyone to the meeting - including new PPG member, Phil Davey, and Dr Mark Law, one of the GP Partners at the Practice. It was agreed to re-order the Agenda, as Dr Law needed to leave by 7:10pm; Sue Plowman also needed to leave by 7:20pm.	
2.	Apologies Apologies were received from Sally Fazekas (SF), Anne Moore (AM), Davina Smith (DS), and Natasha Ritchie, Practice Manager (NR).	
3.	Revised Terms of Reference - and timing of future PPG meetings 3.1 Revised Terms of Reference Margaret thanked members for commenting on an earlier draft of the revised Terms of Reference - the latest version had been included with the papers for the meeting. The main changes relate to: <ul style="list-style-type: none"> • The removal of the Treasurer role and the inclusion of Natasha's role in helping the PPG keep track of the PPG funds, following their transfer to the Practice • Data Protection - new PPG members are now directed to the Practice's PPG Privacy Statement, which can be found on the PPG page of the Practice website; • The inclusion of the work the PPG is now doing to support the Purbeck Integrated Neighbourhood Team (INT), as well as Wellbeing Swanage; • The removal of the PPG's role in fundraising; and • Some limited redrafting of the PPG's objectives. The revised Terms of Reference were approved - and would now be added to the PPG page on the Practice website. 3.2 Timing of future PPG meetings It was noted that Natasha had contacted Margaret in March regarding the timing of PPG meetings - she and the GP Partners were finding it increasingly challenging to attend evening meetings and would prefer to meet at lunchtime, between 12:30 pm and 2:00 pm. Margaret had invited PPG members to comment on this proposal and then responded back to Natasha accordingly. Responses from PPG members were mixed - although all understood where Natasha and the GPs were coming from and were very keen for GPs to attend PPG meetings.	MB/NR

	<p>The majority were happy to meet either in the evening or at lunchtime. Some thought it might be easier for the older members if the PPG met at lunchtime, particularly during the Winter months - and those with health issues that make them feel tired in the evening might also find lunchtime meetings easier. However, those who work, or rely on someone who works to transport them to the Surgery, would find it much more difficult, if not impossible, to attend lunchtime meetings - and PPG members were also concerned that it would make it very difficult to recruit any more people who work to join the PPG. Parking would probably also be an issue for all those who travel to meetings by car, particularly during the Summer. PPG members also thought it would be very difficult to invite outside speakers to attend lunchtime meetings, because of the time constraints we would be contending with - they were concerned that it might not in fact be possible to start at 12:30pm and that we would be under a lot of pressure to vacate the Waiting Room before 2:00pm. Some PPG members suggested we might need to revert back to an evening meeting on the occasions when we did invite an outside speaker to join us.</p> <p>In her response to Natasha, Margaret suggested that an option might be to meet at lunchtime during the Winter months, but to continue to meet in the evening during the Summer months. Natasha was supportive of this proposal, but suggested that we also discuss this proposal with Dr Law at the next PPG meeting. She also suggested that we could schedule the attendance of outside speakers to fit in with what works best for them - some might find it easier to attend at lunchtime, others in the evening. She also proposed the streamlining of meeting Agendas, with more information, such as updates from PPG members, being shared via email instead.</p> <p>Following a discussion of potential options, all those present, including Dr Law, agreed that a good compromise might be to continue meeting in the evening during the Summer months (May, July and September), but to meet at lunchtime during the Winter months (November, January and March) - although it was acknowledged that those who work, or rely on somebody who works to transport them to the Surgery, would probably not be able to attend these meetings. It was agreed that the next two meetings would start at 6:00pm - and that this issue would be discussed again in September before making a final decision about the timing of subsequent meetings.</p>	
4.	<p>Election of Officers</p> <p>No nominations had been received - although Peter had offered to deputise for Margaret at Wellbeing Swanage meetings, as necessary. It was noted that Chris Kemp, Chair of Action for Health and Care in Purbeck, had already agreed to attend any of the monthly INT Leadership meetings Margaret is not able to attend.</p> <p>Margaret agreed to continue as Chair - and Secretary. Karen agreed to chair any PPG meetings Margaret was not able to attend.</p>	
5.	<p>Surgery Report</p> <p>Dr Law gave the following update:</p> <ul style="list-style-type: none"> A new GP Partner had started at the Practice that week: Dr Yogesh Bevoor Mahalingappa, who prefers to be called Dr Bevoor. He is working two sessions more each week than Dr Heard currently works and has already taken over the management of half a Dr Heard's patients - he will take over the management of the rest of her patients when she retires at the end of June. In the meantime, he has also taken over the responsibility for managing Dr Gavin's patients until she returns from Maternity Leave at the beginning of July. 	

	<ul style="list-style-type: none"> • All of Dr Heard's other responsibilities had also now been redistributed amongst the other Partners. <p>It was noted that Natasha had also provided a written update prior to the meeting, which had been circulated with the papers - this included the following summary of the implications for the Practice of the recent changes to the GP Contract:</p> <ul style="list-style-type: none"> • <i>The Practice will continue to allow access to the online consultation tool during core hours, which is what we currently do</i> • <i>Over the coming weeks, the Practice will be re-visiting GP Connect (the system that allows authorised health and social care workers in a variety of care settings to access their patients' GP records) to ensure the Practice is fully compliant by Oct 2025</i> • <i>The Practice has already signed up to the Learn from Patient Safety Events (LFPSE) Service and has already submitted events via this platform - and will continue to do so</i> • <i>The Practice is waiting for details of the new Patient Charter and, once received, we will publish this on the Practice website</i> • <i>The Practice has already signed up to Out of Area Registration and will continue to do this</i> • <i>The Practice has been submitting Advice and Guidance (A&G) requests to Hospital Consultants for a long time, so this is no change for the Practice - except for the new funding element; however, the Practice is concerned that, if the new payments incentivise a lot more Practices to use this service, this may push up the wait times for A&G responses.</i> <p>Dr Law confirmed that there is already a good uptake of eConsult.</p> <p>It was noted that Natasha had also asked if it would be feasible for the PPG to undertake another Patient Survey in early June - and, hopefully, for the results to be published before the results of the 2025 national GP Patient Survey are published. As PPG members were already planning to be in the Surgery during the first week of June for PPG Awareness Week, Margaret had responded back to Natasha to say that she thought this would be feasible - this was discussed further later in the meeting.</p> <p>Updates were also given on the following three issues, which had first been raised as part of the Surgery Report during the previous meeting:</p> <ul style="list-style-type: none"> • Text reminders for appointments - Diana reported that she had recently received a text reminder that had specified that her appointment was a Telephone Appointment. • Booking appointments for Vitamin B12 injections - Karen reported that she had received an update from Natasha confirming that a mechanism had now been set up to allow patients to book ahead for their next B12 injection. • 24-hour Ambulatory Blood Pressure Monitoring - Dr Law confirmed that the Practice would not generally accept secondary care requests to undertake 24-hour Ambulatory BP Monitoring - although any request to do so would, of course, always be considered on a case-by-case basis. 	
6.	<p>Work Plan and Priorities for the year ahead</p> <p>The latest versions of these documents had been included with the Agenda. Both documents were approved and will now be added to the Practice website.</p>	MB/NR

	<p>Phil suggested that a timeline for the delivery of each priority should also be produced, against which progress could be monitored at subsequent meetings. Margaret agreed to take forward this action.</p> <p>Peter suggested that we could also promote awareness of the NHS App during PPG Awareness Week. Margaret agreed to send out the link to the latest information about the NHS App - including information about how to get the NHS App.</p>	<p>MB</p> <p>MB</p>
7.	<p>PPG Awareness Week: 2-6 June - and undertaking another Patient Survey</p> <p>Margaret reported that most PPG members had now confirmed their availability and she agreed to send out a proposed rota in the following week - although she would need to confirm precise timings with Natasha when she returns from leave.</p> <p>All the PPG members present were happy to undertake another Patient Survey during PPG Awareness Week - and Margaret reported that she had started to look at the potential questions to include in the questionnaire. It was noted that the questions included in the questionnaire used for the National GP Patient Survey had been changed and it was agreed that the questions included in the questionnaire used for this year's PPG Patient Survey should also be changed, so the results of both surveys can be compared. Margaret agreed to produce a first draft of the questionnaire and to send this out to PPG member for their comments.</p> <p>Margaret reported that Healthwatch Dorset is also looking for PPGs to help undertake a survey in Dorset on admin issues within the broader NHS, using one or more of the questions used in a national survey undertaken by Ipsos in December 2024 - the aim being to see if the National situation is replicated locally (unfortunately, Ipsos is not able to provide results for Dorset only). PPG members were also happy with this proposal - and Margaret agreed to also produce a first draft of the questionnaire to be used for this survey and to also send this out to PPG members for their comments.</p>	<p>MB</p> <p>MB</p> <p>MB</p>
8.	<p>Taking forward recommendations arising from the 2024 Patient Survey</p> <p>8.1 Disabled Parking Bays outside the Surgery</p> <p>In her update, it was noted that Natasha had also reported that she had not heard any more from Swanage Town Council about the disabled parking bays - but confirmed that the Practice would not be issuing permits to patients who needed to park for longer than the one hour currently permitted because of the workload implications for Reception staff. However, the Practice would be happy to support any patient who receives a parking ticket by providing evidence of attendance and delay at the Surgery, if they consent for such information to be shared.</p> <p>8.2 Triage appointment requests</p> <p>One of the PPG's recommendations had been for the Practice to consider introducing a fairer and more equitable way of allocating appointments which better meets patients' clinical needs, involving the triage by GPs of all clinical requests (a Total Triage Model) - as has already being introduced in other GP Practices, including two in Purbeck (Wareham and Wellbridge). She agreed to send everyone the link to the webinar organised by The Patients Association in March 2024, which included a presentation by a GP about the introduction of such a model in his Practice (see: https://www.patients-association.org.uk/understanding-changes-in-primary-care-digital-access-webinar). Dr Law confirmed that the Practice was considering the introduction of triage for requests for medically urgent appointments.</p>	<p>NR</p> <p>MB</p>

9.	<p>Update from Gill Foott, Community Engagement Officer, NHS Dorset</p> <p>As time was short, Gill agreed to send a written update following the meeting (already forwarded on to PPG members) - this included information about:</p> <ul style="list-style-type: none"> • <i>New Roles in General Practice & Primary Care</i> <i>This recently published book by Dr Clare Etherington includes a section about patient groups - as well as lots of information about different roles in General Practice, which could help patients gain a better understanding of these roles and why they may not be seeing a GP.</i> • <i>Changes at NHS Dorset</i> <i>Due to the changes in the NHS that have been announced, all ICB staff have been asked to support the ICB's Organisational Transformation Plan over the coming months. This will mean more demands on our time, which is likely to mean we may not be able to come to all the PPG meetings we were going to previously. Hopefully, this is only going to be for a short time and a more formal statement from our senior team is expected soon.</i> 	
10.	<p>Updates from PPG members</p> <p>10.1 Peter on behalf of the Friends of Swanage Hospital</p> <p>Peter also provided a written update following the meeting:</p> <ul style="list-style-type: none"> • <i>The Friends of Swanage Hospital are currently awaiting feedback from Dorset HealthCare as to how the Acute Hospitals in Dorset wish to interact with the Community Hospitals in the area. Community Hospitals, such as Swanage Hospital, are, we understand, very much part of plans to bring healthcare services to local communities. The Friends are expecting to be involved in funding some of the plans that involve Swanage Hospital. We are obviously supportive of any plans to use Swanage Hospital to provide existing and enhanced healthcare services to our local community, but are frustrated at the time it takes for anything to happen.</i> • <i>The Friends have recently provided over £6,000 for new equipment in the Physio Gym at the Hospital. The Friends have also paid for a 3-month trial of an interactive sensory table machine, called Mobii. Mobii interacts with patients to improve their general mobility, as well as their physical and mental agility. It is already in use at other Hospitals. If considered beneficial, the Friends will be fully funding the equipment for the Stanley Purser Ward.</i> • <i>The Afternoon Tea will be held on Saturday 14 June from 2:00pm to 4:00pm in the Hospital Garden and Car Park. In case of inclement weather, the Catholic Hall has been booked as a back-up - so the event will go ahead, whatever the weather. We will have numerous stalls including Raffle, Tombola, Bric-a-Brac, Books, Crafts, Plants and Children's Games. Raffle tickets will be available at the Hospital Reception during the week beginning 9 June, as well as on the day. We will also have Cream Teas served in the beautiful garden, which is so lovingly tended by our volunteers. Due to the sad passing of Sue Whitton, we will not be having a cake stall, as we didn't feel we could do it justice without the massive baking effort that Sue and her team put into making all the cakes and pastries for previous events.</i> 	

	<p>10.2 Catherine Wilcox on behalf of Purbeck Parky's</p> <p>Catherine also provided a written update following the meeting:</p> <ul style="list-style-type: none"> • <i>On World Parkinson's Day we held an Awareness Event on Swanage Seafront to let people know what Purbeck Parky's does. Besides offering Friendship, Information and Support, we meet on the 3rd Wednesday of each month at Swanage Cricket Club, from 2.30pm to 4.30pm.</i> • <i>The Parkinson's Service is severely under-resourced and there are efforts to get the Parkinson's Charter adopted. Enough people signed a petition to get Parliament to debate the issues on 1 May. A transcript is available on the Hansard website.</i> <p>10.3 Sue Plowman on behalf of Dementia Friendly Purbeck</p> <p>Sue had provided a written update ahead of the meeting, because she knew she had to leave early:</p> <ul style="list-style-type: none"> • <i>The NHS is now getting approval to employ another Admiral Nurse in Purbeck, which is expected to take up to 6 weeks - and then the post will be advertised internally and externally. This is very exciting news for Dementia Friendly Purbeck.</i> • <i>We are now at the market on the first Friday of the month giving people information.</i> <p>Before Dr Law left the meeting, she also raised the need to encourage GPs to refer patients to Dementia Friendly Purbeck, so they can get the support they need. Margaret agreed to send information about Dementia Friendly Purbeck to Dr Law following the meeting, so that he could share this with the other Partners.</p>	MB/ML
11.	<p>Minutes of Meeting held on 11 March 2025</p> <p>The Minutes of the meeting held on 11 March 2025 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR
12.	<p>Matters arising not covered elsewhere on Agenda</p> <p>12.1 Promoting awareness of services available at Swanage Hospital</p> <p>Margaret had already informed PPG members that Natasha had decided to remove the pull-up banner about services at Swanage Hospital from the Waiting Room at the Surgery - as well as the slides about Swanage Hospital that were being displayed on the screens in the Waiting room. Natasha had taken this decision because staff at the Practice had received multiple verbal complaints from patients who had seen the list of services offered at the hospital, but, when referred through the electronic Referrals Service (e-RS), were not allocated an appointment at Swanage Hospital. This meant the Medical Secretaries were actually shouted at on occasions, because patients thought a referral to Swanage Hospital was possible.</p> <p>Margaret had informed Deirdre Selwyn, Chair of the Friends of Swanage Hospital, about this - and this issue had also been discussed at the meeting of the Purbeck PPG Chairs, held on 22 April.</p> <p>Margaret and Louise Bate, Manager at Healthwatch Dorset, had attended a meeting the previous day (on 12 May) organised by Alex Lister, from Dorset HealthCare, to discuss referrals to secondary care and accessing outpatient clinics provided by University Hospitals Dorset (UHD) at Swanage Hospital. Unfortunately, no-one had been able to attend from UHD - and Deirdre Selwyn, Chair of the Friends of Swanage Hospital, had also not been able to attend. However, Natasha and Paula, one of the</p>	NR

	<p>very experienced Medical Secretaries at the Practice, did attend and explained in detail what the problems are from their perspective. Paula explained that, when they make a referral on behalf of one of the GPs through the e-RS, Swanage Hospital does come up as an option if a clinic in that specialty is provided at Swanage Hospital. However, if they choose Swanage Hospital, the referral is usually rejected for the majority of specialties - probably because it is not possible to undertake the investigations at Swanage Hospital the clinician triaging the referral thinks are likely to be needed. The patient then has to be re-referred, resulting in a delay for the patient. As a consequence, the Medical Secretaries have stopped trying to refer patients to Swanage Hospital for these specialties to avoid delaying the patient's referral - and subsequent investigations and treatment. Unfortunately, the e-RS does not specify which, if any, categories of referral can be accepted at Swanage Hospital. Next steps agreed at the meeting were:</p> <ul style="list-style-type: none"> • A separate meeting to be arranged between Carol Barlow from UHD and Paula to take Carol through some referrals in real time and to enable Paula to explain the issues from her perspective • Comms for patients - and staff - explaining more about the outpatient clinics provided at Swanage Hospital and which categories of patient can be seen in each clinic, specialty by specialty. For example, if the ENT Clinic is only for follow-up patients, then it would be really helpful to get this message out there. <p>In the meantime, Margaret had recommended to Deirdre - and Chris Kemp, Chair of Action for Health and Care in Purbeck - that promoting awareness of services provided at Swanage Hospital should be discontinued until we know more about which patients can be seen at Swanage Hospital - and, more specifically, who can be directly referred there. She was concerned that expectations may have been raised in the local population that cannot be met - and might even be inappropriate clinically. Meanwhile, discussions are also taking place about the future provision of outpatient services at Swanage Hospital.</p> <p>12.2 Wellbeing Swanage</p> <p>Margaret drew everyone's attention to the Open Day to be held at The Focus Centre on 17 May. It was noted that the Welcome Lounge is now open on Mondays, Tuesdays and Wednesdays from 10:00am-4:00pm (except on Bank Holidays) - and that information sessions about Community Connectors had been held. The next meeting of the Wellbeing Swanage Advisory Committee is scheduled for 1 July.</p> <p>More information about Wellbeing Swanage - as well as all the services provided at The Focus Centre and Herston Hall - can be found at: https://wellbeingswanage.org.</p>	
13.	<p>Update on expenditure of PPG funds</p> <p>It was noted that Nat had provided an update on the PPG's funds - and that there had been no further expenditure of these funds.</p>	
14.	<p>Feedback from other meetings attended by PPG members</p> <p>14.1 Purbeck PPG Chairs - meeting held on 22 April</p> <p>The draft notes of the Purbeck PPG Chairs meeting held on 22 April were noted.</p> <p>14.2 Purbeck Integrated Neighbourhood Team Leadership Meeting held on 7 May</p> <p>Margaret had attended her first Purbeck INT Leadership Team meeting, on behalf of Action for Health and Care in Purbeck, on 7 May. The main item on the Agenda was the Access to Community Support and Services (ACSS) Project, which aims to create a</p>	

	<p>shared data set of local services, which is accurate, up-to-date and regularly assured. Local organisations can then utilise this information to populate their own service directories. For more information, please see: https://can100.org/our-projects/access-to-community-support-services/. There were also updates on all the INT's agreed priorities, as well as updates from all the teams represented at the meeting.</p> <p>Margaret would also be attending the first meeting of the INT's Community Engagement Working Group on 15 May.</p>	All
15.	<p>Practice Website - Review of issues highlighted by the PPG</p> <p>This item was deferred until the next meeting.</p>	
16.	<p>Speakers at future PPG meetings</p> <p>Now that the timing of future PPG meetings had been confirmed, Margaret agreed to invite Natalie Bartlett, Care Coordinator at Purbeck PCN, to attend a future meeting to talk about BP@Home. [Natalie has since confirmed that she will be attending the next meeting on 8 July 2025.]</p>	MB
15.	<p>Any other business</p> <p>None</p>	
17.	<p>Dates of future meetings</p> <p>8 July 2025 at 6:00pm</p> <p>9 September 2025 at 6:00pm</p> <p>11 November 2025 - start time to be confirmed, but probably 12:30pm</p>	

Mrs Margaret Broadhurst (Dr Margaret Guy), Chair