

Swanage Medical Practice Patient Participation Group
Minutes of Meeting held on 20 September 2022 at 6:30pm
Swanage Medical Practice

Present

Margaret Broadhurst, Chair (MB)

Karen Wright, Treasurer (KW)

Dr Kiran Qureshi, GP (KQ)

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, the first meeting to be held face-to-face at the Surgery since before the start of the Pandemic.</p> <p>In view of the need to leave the building before 7:30pm, all agreed to focus, in particular, on Agenda Items 7, 8, 9 and 11.</p>	
2.	<p>Apologies</p> <p>Apologies were received from Sally Fazekas (SF), Ruth Jordan (RJ), Tim Mersey (TM), Jan Owens (JO), Natasha Ritchie, Practice Manager (NR) and Gill Foott, Engagement & Development Coordinator (PPGs), NHS Dorset (GF).</p> <p>Everyone was pleased to hear that Ruth Jordan was able to re-join the Group, following the successful outcome of her recent operation.</p>	
3.	<p>Update from Gill Foott, Engagement & Development Coordinator (PPGs)</p> <p>Gill had provided the following update ahead of the meeting:</p> <p><i>Figures released by NHS England indicate that the number of patients waiting for tests and checks has fallen for the 3rd month in a row and is at the lowest level since the NHS launched its elective recovery plan. New figures released on 8 September show that there were 1,521,711 patients waiting for diagnostic tests in July, fewer than the same figures for May and June and the lowest number since February 2022.</i></p> <p><i>Figures also show the busiest summer ever for ambulance staff dealing with the most serious callouts - between June and August, paramedics dealt with more than 237,000 Category 1 incidents, up by a third on pre-Pandemic levels.</i></p> <p><i>Further progress has been made on the longest waits with the number of people waiting more than 18 months down by almost a third. The NHS is aiming to eliminate 18 month waits by April 2023, except where the patient chooses to wait longer, or for very complex cases requiring specialist treatment.</i></p> <p><i>On average, nationally, there were 8,479 patients in hospital with Covid-19 each day this summer, compared to 3,313 in 2021 and 2,032 in 2020. Despite the significant pressure on urgent and emergency care, both A&E performance and ambulance response times were better in August than during the previous month.</i></p> <p><i>The PPG Energisers' Group is still seeking new members so please do feel free to contact Beth Golding, the organiser, if you would like to come along. Email Bethany Golding at NHS England</i></p>	

	<p><i>Jim and I are still working through populating our new PPG support pages on the NHS Dorset website. The Digital Team were unable to copy across our case studies from the old CCG site, so if you would like to submit a paragraph or two about what your PPG is focusing on, please do drop me a line!</i></p> <p><i>Finally, Public Health Dorset has sent through information about the draft Pharmaceutical Needs Assessment for Dorset. I circulated a link to the website where the draft assessment document can be viewed along with a link to submit responses to the draft consultation. It's open until 20 September, so if you have a chance, please do take a look and submit your responses. Pharmaceutical Needs Assessment (PNA) - Public Health Dorset - Dorset Council.</i></p>	
4.	<p>Minutes of Meeting held on 19 July 2022</p> <p>The Minutes of the meeting held on 19 July 2022 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR
5.	<p>Matters arising not covered elsewhere on Agenda</p> <p>5.1 Spending time at the Practice again talking to patients See Agenda Item 8.</p> <p>5.2 South Western Ambulance Service Margaret had now received a response to Karen's question about putting alternative provision in place to help people when the Swanage Ambulance Car is not available from Sue Sutton at NHS Dorset (attached at Appendix 1). Karen would now be contacting Nick Reynolds, Dorset County Commander. It was noted that the Purbeck Primary Care Network (PCN) continues to be concerned about the level of service provided by the Ambulance Car - although the service being provided has improved. It was noted that pressures continue to be experienced across the local health and care system, with long waits for ambulances, delayed ambulance handovers at A&E and long waits in A&E, resulting from the lack of available inpatient beds at all three hospitals. As at 20 September, there were 477 patients in Dorset's three hospitals waiting to be discharged - the main reason for these delayed discharges being the difficulties currently being experienced with arranging home care packages.</p> <p>5.3 New Purbeck Network Group Deferred</p> <p>5.4 New Community Café at The Loft Deferred</p> <p>5.5 Issues with local pharmacies It was noted that Natasha had already raised concerns with the Area Manager of Well Pharmacy, the Manager at Boots, colleagues in the PCN Team and Dorset CCG, as well as with the Senior Commissioning Manager at NHS England/Improvement South West - he had been in contact with the local pharmacies to establish what plans they have in place to improve the situation. The situation has now improved.</p> <p>5.6 Proposed "Health Hub" and Health Awareness Event Deferred</p>	

6.	<p>Treasurer's Report</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>	
7.	<p>Surgery Report</p> <p>Kiran gave the following update.</p> <p>Recruitment</p> <p>Dr Basham will be retiring from her salaried post on 30 September, but will continue as a Locum until May 2023 when Dr Bethany Law returns from Maternity Leave. The Practice is currently advertising for another GP and an Advanced Nurse Practitioner (ANP) - see: https://www.swanagemedical.org.uk/pages/Current-Vacancies.</p> <p>COVID-19</p> <p>It was noted that, according to the latest ONS Survey, the number of people with COVID-19 in England had recently increased. The number of people with COVID-19 in Dorset's three hospitals had also increased - from 35 on 10 September (the lowest number recorded since May 2022) to 56 on 20 September, an increase of 37.5% [this number has continued to increase and stood at 147 on 12 October 2022].</p> <p>This Autumn's COVID-19 Booster Programme had now started - boosters were being offered at Wareham Hospital again, as well as in some local pharmacies. It was noted that, since Monday 12 September, all those aged 65+ had been able to book an appointment on the National Booking System.</p> <p>Flu Vaccinations</p> <p>People aged 75+ would be invited by letter to attend for their vaccinations on Saturday 8 October. Adults aged under 75 in clinical risk groups would be invited by text to attend on Saturday 15 October and those aged 65-74 would be invited by text to attend on Saturday 22 October. Those aged 50-64 will be invited by text to attend sometime after 22 October, depending on when supplies of vaccine are delivered. The Practice will also be vaccinating children aged 2-3, as well as children in clinical risk groups of all ages.</p> <p>Online access to GP Health Records</p> <p>From 1 November 2022, patients with online access will be able to read new entries in their GP health records, including free text, letters and documents.</p>	
8.	<p>GP Patient Survey 2022</p> <p>The GP Partners had now met to discuss the results of the 2022 GP Patient Survey (see: https://www.gp-patient.co.uk/report?w=1&practicecode=J81010) and had drawn up a response and follow-up plan (circulated with the Agenda).</p> <p>It was noted that, for a number of the questions, the Partners felt that it would have been helpful to know why patients had answered the way they had. Margaret reported that, when she had met with Natasha on 14 September, Natasha had suggested that the PPG might do a follow-up survey to elicit more information from patients about their experiences of using services provided by the Practice. Margaret agreed to discuss the best way forward with Natasha following the meeting.</p>	MB/NR

<p>9.</p>	<p>New Practice Website</p> <p>9.1 Review of areas/issues highlighted by the PPG</p> <p>Margaret reported that, when she had met with Natasha on 14 September, she had made a number of suggestions for how the website could be further improved (eg clarifying what can be done online, updating COVID-19 information, adding links to help with the Cost of Living Crisis, adding information about all clinical staff, making sure all the tabs work). Many of these suggestions had since been actioned.</p> <p>It was agreed that Information about help available nationally and locally with the Cost of Living Crisis should also be included on the home page of the Practice website, under the heading “Areas of Community Interest”, where areas highlighted by the PPG are listed (links to this information had already been added to another page on the website following Margaret’s meeting with Natasha on 14 September).</p> <p>It was noted that NHS England had recently published guidance on creating usable and accessible GP websites for patients, which includes a list of information usually included on GP websites, as well as a list of the contractual requirements for GP websites - and that, when the CQC is carrying out GP Practice assessments, websites are often reviewed to assess how a Practice provides information to patients, for example, or to assess how a Practice ensures equity in access.</p> <p>9.2 Case Study about PPG’s involvement in the co-design of the new website</p> <p>Margaret explained that she had started to draft a case study describing the PPG’s involvement in the co-design of the new website, but had been a bit concerned about what it should cover. Following a discussion with Natasha when they had met on 14 September, she confirmed that she would now go ahead and complete a first draft, which she would then circulate to PPG members for their comments.</p>	<p>MB/NR</p> <p>MB</p>
<p>10.</p>	<p>Becoming a Veteran Friendly Practice</p> <p>Margaret explained that she had been contacted through the PPG’s email account with a request to ask the Practice Manager whether the Practice would consider becoming of a Veteran Friendly Practice.</p> <p>Natasha had responded to say that they had talked about becoming a Veteran Friendly Practice, but, as they had not been able to recruit either another GP or another ANP, they did not feel they had the capacity to do this properly at this time. However, they do already have a Military Veterans Policy in place - this has been in place for some years. The medical records of patients who identify themselves as being veterans are flagged so that it is easy to identify that this is the case during subsequent consultations. The policy also advises on possible service-related conditions that might require treatment, such as hearing problems and mental health issues. Also, when a referral is made for a veteran with a service-related condition, the policy also requires the referrer to flag that this is the case on the referral letter.</p>	
<p>11.</p>	<p>Cost of Living Crisis</p> <p>11.1 Help available</p> <p>Margaret drew attention to the information on Dorset Council’s website about help available (see: https://www.dorsetcouncil.gov.uk/w/cost-of-living-help) and the webinar about the Cost of Living Crisis led by Dorset Community Action on 17 August 2022 (see: https://www.youtube.com/watch?v=sKsl04A_10c).</p>	

	<p>11.2 Task and Finish Group Margaret explained that, in her capacity as the PPG Chair, she had been invited to join the Task & Finish Group convened by Swanage Town & Community Partnership to address the Cost of Living Crisis and that she had attended her first meeting of the Group on 6 September 2022 (she had subsequently forwarded the Minutes of this meeting to PPG members). The Group is focusing on actions that can be taken in Swanage to complement actions already been taken at a Dorset and national level. It was noted that Natasha and Ro Clark, the Carers Lead at the Practice, were also being invited to join the Group.</p> <p>11.3 Impact of Cost of Living Crisis on people registered with the Practice Margaret explained that the Group was interested to hear about the impact the Cost of Living Crisis is having on patients registered with the Practice - and that Natasha had confirmed that she had been in touch with her colleagues at the Practice about this issue and was waiting for them to get back to her. Dr Qureshi confirmed that the Cost of Living Crisis was already having an impact on the Practice's ability to retain and recruit staff.</p> <p>11.4 Potential additional actions the Practice and the PPG could take A number of potential actions the Practice could take had been identified, including (i) Publicising on the Practice website information about the help available (this has already been actioned - see Agenda Item 9.1) (ii) Making space available at the Practice for Citizens Advice to provide support on the spot for patients experiencing difficulties with the Cost of Living Crisis - unfortunately the Practice does not have sufficient space at the moment; however, Dr Qureshi suggested that information about the sessions already being provided by Citizens Advice in Swanage could be made available within the Surgery by putting up a poster about this in the Reception area and by providing this information to staff working at the Practice (eg as a laminated sheet). Margaret asked PPG members to let her know if they had any other ideas for actions the Practice and/or the PPG could take.</p>	<p>MB/NR</p> <p>All</p>
12.	<p>Feedback from other meetings attended by PPG members</p> <p>12.1 Purbeck PPG Chairs Meeting held on 6 September 2022 Margaret drew attention to the draft notes of this meeting - and the update provided by Dr David Haines, Purbeck Primary Care Network's Clinical Director, following the meeting (both circulated with the Agenda). 12.2 Other meetings and webinars attended by PPG members None</p>	
13.	<p>Any other urgent business None</p>	
14.	<p>Dates of future meetings: 15 November 2022 17 January 2023 21 March 2023 16 May 2023</p>	

Margaret Broadhurst, Chair

South Western Ambulance Service
Concerns raised following PPG meeting held on 15 March 2022
Response received from NHS Dorset on 31 August 2022

Dear Margaret,

Firstly, please could I apologise for the delay in responding to your query.

I am sorry to hear about the ambulance delay a member of your community recently experienced.

The performance of the South Western Ambulance Service NHS Foundation Trust (SWASFT) has not returned to pre-pandemic levels, partly due to handover delays at emergency departments.

Unfortunately, this does mean that some patients are having to wait longer for an ambulance than the service would like.

SWASFT is working closely with NHS partners to address these delays, so their ambulance clinicians can get back out on the road to respond to other 999 calls within the community.

We would like to reassure you that the Dorset health and care system continues to work extremely hard to try to manage the demand and provide alternative services and pathways where appropriate.

Current initiatives include the use of Community First Responders (CFRs) within the Purbeck area, including Swanage, Wareham, Lulworth and Kimmeridge; along with Fire Co-Responders at Swanage.

I have spoken to my SWASFT colleague Nick Reynolds, Dorset County Commander, and he has kindly offered to speak with you further about this, his contact details are:

Mobile - 07813 521146

Email - nick.reynolds@swast.nhs.uk

The Ambulance Trust also has a Patient Experience Team, who can be contacted via patientexperience@swast.nhs.uk in relation to patient feedback and complaints.

Again, my apologies for the delay. I hope you are keeping well.

All my best wishes,

Sue

Sue Sutton

Urgent and Emergency Care Programme Director

Deputy Accountable Emergency Officer, Dorset

Coordinating Ambulance Commissioner & Commissioning Support Service Lead, South West