

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held on 10 July 2018 at 6:30pm

Present

Cherry Bartlett, Chair (CB)
 Margaret Broadhurst, Secretary (MB)
 Sally Fazekas (SF)
 Jacqui Irving (JI)
 Tim Mersey (TM)
 Dave Morton (DM)
 Hazel Norman (HN)
 Samantha Woodford (SW)
 Natasha Ritchie, Practice Manager (NR)

		Action
1.	<p>Welcome to new members and introductions</p> <p>Cherry welcomed everyone to the meeting, particularly the following new members: Jacqui Irving (JI), Tim Mersey (TM), Hazel Norman (HN) and Samantha Woodford (SW). Everyone present introduced themselves.</p>	
2.	<p>Apologies</p> <p>Apologies were received from: Karen Wright, Treasurer (KW), Sandra Rhead (SR), Ann Warren (AW), and Dr Ciara Murphy (CM).</p> <p>Cherry and Sally informed the group that they had to leave at 7:30pm, after which Margaret agreed to chair the meeting.</p>	
3.	<p>Minutes of meeting held on 8 May 2018</p> <p>The Minutes of the previous meeting were agreed. These would now be shared on the PPG's page of the Practice's website.</p>	MB NR
4.	<p>Matters arising</p> <p>4.1 NHS Health Checks</p> <p>Margaret reported that she had attended two meetings of the Task and Finish Group, which is overseeing the recommissioning of the NHS Health Checks Programme at a locality level across Dorset and is chaired by Dr Claire Lehman.</p> <p>4.2 Membership of National Association for Patient Participation (NAPP)</p> <p>Natasha confirmed that the Practice was happy to fund the PPG's membership of NAPP and agreed to coordinate the completion of the NAPP application form with Cherry and Margaret.</p> <p>4.3 Constitution</p> <p>MB agreed to produce a draft Constitution, once the PPG has re-joined NAPP and is able to access the model PPG Constitution on the NAPP website (only accessible to those PPGs that are members of NAPP).</p>	NR CB MB MB

<p>5.</p>	<p>Treasurer’s Report</p> <p>It was noted that, as she had not been able to attend the meeting, Karen had sent an email prior to the meeting reporting that she had still not received a bank statement. However, she estimated that, after the £148 cheque to Swanage Insurance Brokers had been banked (in payment for the year-long events insurance), there should be £1447.62 in the PPG’s Bank Account and £63.83 in Petty Cash.</p> <p>There was a discussion about the need for events insurance and the level of the premium that had been charged. Cherry explained that the purpose of the seafront stalls and stalls held at other events was to promote awareness of the PPG, as well as to raise funds for the Practice. The consensus was that an annual premium of £148 seemed very reasonable, but Cherry agreed to investigate whether a national scheme was available through NAPP, which has a lower premium.</p>	<p>CB</p>
<p>6.</p>	<p>Surgery Report</p> <p>Natasha gave the Surgery Report.</p> <ul style="list-style-type: none"> • Recruitment <p>Recruitment was currently the main issue facing the Practice. Dr Gwinnett had resigned and would be leaving the Practice in September 2018; and another Partner was due to retire next year. Two people had applied for the vacant post, but one had since withdrawn their application. The other applicant would be attending for interview - but would not be able to start until next year.</p> <p>Meanwhile every effort was being made to address the reduction in medical cover within the Practice, including: obtaining locum cover wherever possible (the Practice finds it difficult to recruit locums, as it is competing with practices in Bournemouth and Poole); and upskilling practice nurses (two are already helping with Sit and Wait surgeries and the next step was for them to attend a prescribing course). In addition, two of the GPs were training to be GP Trainers, which would enable the Practice to also take on GP Registrars/Trainees, some of whom it was hoped would subsequently apply for substantive positions within the Practice.</p> <ul style="list-style-type: none"> • “Sit and Wait” Surgeries <p>Patients had embraced the changes to the Sit and Wait surgeries with the majority understanding the reasons for the need to change. Natasha attributed this in large part to the way the changes had been communicated to patients - including the publication of articles in the Practice Newsletter and in the Purbeck Gazette.</p> <p>Natasha reassured PPG members that the impact of the changes was being reviewed continually. The Practice was also continuing to explore and try different options for managing demand, which just keeps going up.</p> <p>PPG members raised a number of concerns about the triage of patients at Sit and Wait Surgeries, based on their experiences and feedback they had received from other patients, including:</p> <ul style="list-style-type: none"> • concerns about receptionists’ ability to undertake triage - Natasha explained that it is the GPs who undertake the triage based on the information given by patients to the receptionists about their reasons for attending; • the lack of confidentiality in the Reception area - Natasha explained that patients have the option to write down their reasons for attending; 	

	<ul style="list-style-type: none"> the reluctance of some patients to disclose any clinical information to receptionists - Natasha confirmed that the receptionists are also bound by the Practice's Code on Confidentiality; and specific examples where triage appeared not to have been undertaken appropriately - Natasha agreed to look into individual cases. <p>PPG members asked whether more could be done about non-attenders (DNAs). Natasha explained that a lot had already been done, including: the publication of articles in the Practice Newsletter and in the Purbeck Gazette; the promotion of the text reminder service for appointments, which includes the option for patients to cancel appointments they are subsequently unable to attend; and the promotion of the online appointment system.</p> <p>Tim was concerned that not everybody has access to a computer or a smart phone, so many patients would not be able to book an appointment online or take advantage of the text reminder service for appointments. He also reminded the Group that the Gazette does not always get delivered to every household, so many may not have seen the articles Natasha was referring to - including those about the changes to the Sit and Wait Surgeries. As a result, many patients may still not be aware of the changes to the Sit and Wait Surgeries - or the availability of the online and text reminder services.</p> <p>Other ways of communicating with patients were explored - including the possibility of setting up a Facebook page for the PPG and using other forms of social media. Natasha agreed to explore these options further.</p> <p>PPG members also wondered whether more could be done to promote health and prevent illness, thereby reducing the need for urgent appointments. Natasha reported that the Practice was currently exploring a number of options, including an initiative already underway at the Wellbridge Practice.</p>	<p>NR</p> <p>NR</p> <p>NR</p>
7.	<p>General Data Protection Regulation</p> <p>It was noted that, following the introduction of the General Data Protection Regulation (GDPR) on 25 May 2018, the Practice was required to obtain the consent of PPG members to hold their personal information on a database and to add their names to public information, such as the minutes of PPG meetings published on Practice Website.</p> <p>Following a discussion about the best way forward, Natasha agreed to send an email (or letter for those members who do not have an email account) asking them to give their consent.</p>	NR
8.	<p>Update on PPG Awareness Week: 4-9 June 2018</p> <p>Cherry reported that the PPG had set up a stand in the reception area from 5-8 June and that this had proved very successful - particularly in relation to promoting awareness of the PPG and recruiting new PPG members.</p> <p>It had also provided an opportunity for PPG members to promote awareness of the Practice's online services and the changes to Sit and Wait surgeries - and to hear about patients' concerns.</p> <p>Cherry reported that, in general, patients were very complimentary about the Practice and its staff.</p>	

<p>9.</p>	<p>Updates on other actions agreed following the PPG Development Day</p> <p>9.1 Content of PPG page on Practice website Natasha reported that good progress was being made to implement Healthwatch Dorset's recommendations about the information that should be published on practice websites about PPGs.</p> <p>9.2 Re-establishing the e-group Natasha proposed that, as a first step, the people currently signed up to the e-group should be contacted to see if they wished to continue to be members of the e-group and, if so, to obtain their consent to hold their information (as required under the GDPR).</p> <p>9.3 Undertaking patient surveys It was agreed that consideration should be given to inviting members of the e-group to undertake short surveys. Natasha agreed to explore further the possibility of using SurveyMonkey.</p> <p>9.4 Spending time in the waiting room asking people about their concerns Natasha proposed that PPG members spend time in the waiting room each quarter, when the Practice Newsletter is published, asking people about their concerns.</p>	<p>NR</p> <p>NR</p> <p>NR</p> <p>All</p>
<p>10.</p>	<p>Fund-raising events for 2018</p> <p>10.1 Proposed Seafront Stalls on Thursday 19 July and Saturday 11 August Cherry reported that she was available on both days and that Anne had let her know that she would be able to help with the stall on 19 July. The following people agreed to also help with the stall on 19 July: Margaret (morning only) Dave (11:00-13:00 only) Sally (morning only) and Jacqui (afternoon only). The following people agreed to help with the stall on 11 August: Margaret (morning only) and Sally. The other PPG members present agreed to let Cherry know if they would also be available to help with the stall on either of these days. NB: It was subsequently decided to cancel the Seafront Stall provisionally booked for Saturday 11 August, as no-one was available to help transport the tables and any unsold goods on the afternoon of 11 August. Cherry and Sally then left the meeting.</p>	<p>CB AW</p> <p>MB DM SF JI</p> <p>MB SF</p> <p>All</p>
<p>11.</p>	<p>Feedback from PPG Networking Event held on 24 May 2018 Margaret reported that she had attended this event, which included presentations on:</p> <ul style="list-style-type: none"> • doctors and patients making decisions together (given by a representative of the GMC); and • the healthy living event organised by the PPGs at the Royal Crescent and Preston Practice in Weymouth. 	

12.	<p>Reports from other relevant meetings</p> <p>Margaret reported that she and Cherry had attended the meeting of the Purbeck Health and Wellbeing Group (on 13 June 2018) when the main item on the agenda was a workshop/presentation on the health and wellbeing issues in Purbeck.</p> <p>Margaret had also attended the meeting of the Dorset Health and Wellbeing Board (on 27 June 2018), which included presentations on work underway in four localities, including Purbeck.</p>	
13.	<p>Any other urgent business</p> <p>13.1 Speakers at future meetings</p> <p>Natasha reported that Ro Clark, the Practice’s Carers Lead, would like to attend a future meeting and it was agreed that she should be invited to the next meeting on 11 September.</p> <p>Margaret reported that Ali Tuckey, Project Leader at Durlston, would also like to attend a future meeting to talk about the health and wellbeing initiatives at Durlston. It was agreed he should be invited to the meeting on 13 November.</p> <p>13.2 Role of PPG</p> <p>New members present asked for further information about the role of the PPG. Margaret gave a short summary of the role and work of the PPG and referred members to the poster presentation on the noticeboard (attached to Minutes).</p> <p>A discussion ensued about how best to engage with more people. Suggestions included organising further health-themed events and exploring the potential of using Facebook to promote the work of the PPG. It was agreed to discuss these suggestions further at the next meeting.</p>	<p>CB</p> <p>CB</p> <p>MB</p> <p>CB</p>
14.	<p>Dates of future meetings</p> <p>11 September at 6:30pm</p> <p>13 November at 6:30 pm</p>	

Margaret Broadhurst
Secretary
Swanage Medical Practice PPG
September 2018