

Swanage Medical Practice Patient Participation Group

Unconfirmed Minutes of Meeting held at the Surgery on 8 July 2025 at 6:00pm

Present

Margaret Broadhurst, Chair (MB)
Sarah Early (SE)
Diana Edmonds (DE)
Anne Farrell (AF)
Sally Fazekas (SF)

Julie Meacham (JM)
Anne Moore (AM)
Sue Plowman (SP)
Peter Smith (PS)
Karen Wright (KW)

Natalie Bartlett, Digital and Care Coordinator, Purbeck Primary Care Network (first three items only)

		Action
1.	Welcome and introductions Margaret welcomed everyone to the meeting - including new PPG member, Anne Farrell, who is a retired Community Pharmacist, and Natalie Bartlett, Digital and Care Coordinator, Purbeck Primary Care Network.	
2.	Apologies Apologies were received from Phil Davey (PD), Davina Smith (DS), Catherine Wilcox (CW) and Natasha Ritchie, Practice Manager (NR). Dr Kiran Qureshi had intended to attend the meeting, but, unfortunately, had not felt well enough to attend - so had also sent her apologies. She was very sorry to miss the meeting. Gill Foott, Community Engagement Officer at NHS Dorset, also sent her apologies - she was also very sorry to miss the meeting, but has been instructed not to attend PPG meetings for the time being. She very much hopes that this directive will only be in place for a few months.	
3.	Presentation on BP@Home Natalie Bartlett, Digital and Care Coordinator, Purbeck Primary Care Network (PCN) Natalie explained that, as well as supporting the rollout of BP@Home across all the GP Practices in the Purbeck PCN and the implementation of other digital tools, she also supports the Clinical Coordinators who work in the Care Homes across Purbeck. She is currently also revamping the PCN's website and has recently set up a new Facebook page for the PCN (see: https://m.facebook.com/61560697629649/) - she encouraged anyone who would like to share/promote anything on the PCN's Facebook page to get in touch with her at: natalie.bartlett1@dorsetgp.nhs.uk . She also supported patients registered with The Wellbridge Practice to use eConsult when the Practice introduced Total Triage in January (she was in the Practice every day for the first two weeks) - and, most recently, she has undertaken training provided by The Friendly Food Club to enable her to run healthy eating cooking sessions at food banks, for example, as part of Purbeck Integrated Neighbourhood Team's Obesity workstream. Natalie explained that she has been supporting the rollout of BP@Home in Purbeck since February - BP@Home helps people have their blood pressure monitored at home. Patients registered with Swanage Medical Practice who have high blood pressure are now being invited to join the scheme - patients can only register with this scheme if they are given a code by their GP. Patients are then able to measure their BP in the comfort of their own home and to share these readings directly with the Clinical Team through an App on their phone. The readings are reviewed by one of the Clinical Care Coordinators at Purbeck	

	<p>Primary Care Network, who can then quickly identify if the BP is raised and optimise the patient's treatment accordingly (patients are contacted by text to alert them to any changes in medication). The readings are also uploaded directly into the patient's medical record. BP readings taken at home give a much better reflection of people's actual BP - and using the App also reduces the need for regular visits to the Surgery.</p> <p>BP@Home is now being rolled out in all six GP Practices in Purbeck PCN. The number of patients participating is slowly building up and 251 patients had so far been enrolled into the scheme. Patients who also have another long-term condition, such as diabetes, are being prioritised, as well as unpaid Carers and Veterans.</p> <p>Natalie also explained that another App called Luscii is going to be introduced soon, probably in the New Year, which will enable people to have a wider range of conditions monitored remotely - for more information, see: https://luscii.co.uk.</p> <p>Margaret thanked Natalie for attending the meeting.</p>	
4.	<p>Minutes of meeting held on 13 May 2025</p> <p>The Minutes of the meeting held on 13 May 2025 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 the Agenda</p> <p>5.1 Revised Terms of Reference</p> <p>This document was now on the PPG of the Practice website.</p> <p>5.2 Work Plan and Priorities for the year ahead</p> <p>The documents had been added to the PPG page on the website, but the explanatory text Margaret had asked to also be included had not yet been added. She agreed to follow this up with Natasha.</p> <p>The document setting out the actions and timeline for implementing each of the PPG's priorities (circulated with the Agenda ahead of the meeting) was noted. Updates versions would be reviewed at future meetings.</p> <p>5.3 Disabled parking bays</p> <p>No further update was available.</p>	<p>MB/NR</p> <p>MB</p>
6.	<p>Update on expenditure of PPG funds</p> <p>No further update on the PPG's funds had been provided ahead of this meeting - but it was noted that £205.07 had still been available when this was last discussed in May.</p> <p>Diana raised the possibility of spending some of this money on large BP cuffs for the Surgery, so that one is available in each Consulting Room - thereby removing the need for Clinicians having to hunt for a large BP cuff when one is a required, as had happened to Diana on more than one occasion. Margaret agreed to raise this possibility with Natasha.</p>	MG/NR
7.	<p>Surgery Report</p> <p>In Dr Qureshi's absence, no Surgery Report was available.</p>	
8.	<p>Patient Survey</p> <p>Margaret thanked everyone who had helped with the Patient Survey, carried out by the PPG on behalf of the Practice during PPG Awareness Week, in the first week of June.</p> <p>The latest draft of the report summarising the results of the Survey had been circulated to PPG members ahead of the meeting - 400 responses had been received.</p> <p>Margaret had also met with Natasha to discuss the results on 20 June 2025 - and Natasha was due to discuss the results with the GPs later that week.</p>	

	<p>It was noted that the results of the National GP Patient Survey were due to be released on 10 July 2025 - and that it therefore would not be possible to publish the results of the PPG Survey before the results of the national Survey were published.</p> <p>It was agreed that the PPG should await feedback from Natasha and the GPs before finalising its recommendations for further action - and that the results of the 2025 GP Patient Survey should also be included in the report.</p> <p>Diana agreed to work with Margaret on the recommendations - Margaret agreed to liaise with her once a revised version of the report was available.</p> <p>Meanwhile, Margaret thanked those who had already sent her feedback about their conversations with people attending the Surgery and/or other relevant observations - and reminded everyone else who had helped with the Survey to also send her their feedback and observations, so that these can be incorporated into the report.</p>	<p>MB</p> <p>MB/DE</p> <p>All</p>
9.	<p>Survey about NHS Communication and Admin Processes</p> <p>The final version of the report summarising the results of this Survey had been circulated to PPG members ahead of the meeting and had also been shared with Natasha and colleagues at Healthwatch Dorset.</p>	
10.	<p>Practice Website - Review of issues highlighted by the PPG</p> <p>It was agreed to continue highlighting the same four issues on the website: the PPG, Cost of Living, Wellbeing Swanage and Mental Health.</p>	
11.	<p>Dorset Pharmaceutical Needs Assessment - see: DC PNA consultation</p> <p>PPG members agreed to send comments to Margaret so she can submit a response from the PPG. The final deadline for comments is 14 August 2025 - PPG members were asked to send comments to Margaret by Friday 8 August, so she has time to prepare a response.</p>	All
12.	<p>Feedback from other meetings attended by PPG members</p> <p>12.1 Purbeck Integrated Neighbourhood Team - meetings held on 4 June and 2 July</p> <p>At both meetings, there were updates on all the INT's agreed priorities, as well as updates from all the Teams represented at the meetings. On 4 June, the main item on the Agenda was Thriving Communities (see latest update issued by Dorset Council on 9 July: https://www.dorsetcouncil.gov.uk/news/volunteer-centre-dorset-to-lead-new-thriving-communities-initiative-supporting-older-people) - Purbeck is one of the areas Included in the first phase of the implementation of this project. On 2 July, there was an update from Lewis Manning about the services they provide in Purbeck, including the new Access for All Drop-In Service at The Focus Centre in Swanage (this is in addition to the Day Hospice at the Cricket Club).</p> <p>12.2 Purbeck INT Comms & Engagement Group - meetings held on 15 May & 25 June</p> <p>Two strands of work were discussed:</p> <ul style="list-style-type: none"> • Film about services provided in Purbeck Filming had now finished: there are 28 clips of individual services + an overarching film lasting just over 30 minutes. The plan is to launch the film at a health event in September at The Mowlem, to which staff will be invited as well as the public. This will be followed by a series of local screenings and events. • Community engagement The INT is planning to engage local people in conversations about their experiences of local services, using a similar approach to that used in Boscombe by Healthwatch Dorset - asking just three or four questions. This approach is going to be piloted by Wellbeing Swanage, using their Community Connectors. PPGs would also be well placed to get involved. PPG members confirmed they would be happy to be involved. 	

	<p>12.3 Action for Health and Care in Purbeck - meeting held on 27 June</p> <p>The draft notes of this meeting (also drafted by Margaret) had been circulated to PPG members ahead of the meeting.</p> <p>12.4 Wellbeing Swanage Advisory Committee - meeting held on 1 July</p> <p>This Committee is now being chaired by Debbie Evans, who is also a Trustee of the Swanage and Purbeck Development Trust. The main items on the Agenda were the Vision for Wellbeing Swanage and the Terms of Reference for the Advisory Committee. Margaret had also attended a workshop on 7 July to discuss the evaluation of Wellbeing Swanage.</p>	
13.	<p>Updates from PPG members</p> <p>13.1 Peter on behalf of the Friends of Swanage Hospital</p> <p>Peter had provided a written update ahead of the meeting:</p> <p><i>Firstly, the Afternoon Tea with stalls on 14 June was a great success, mainly thanks to the good weather. The Friends raised over £1700, which will be used to benefit staff, patients and the hospital. A big thank you to all who came along.</i></p> <p><i>Secondly, a correction to an article in Swanage News on 11 June, regarding the refurbishment of the old Endoscopy Suite, moving of the Outpatients Department and the reconfiguration of other spaces. Only a feasibility study with related costs had been funded at this stage. The Friends Committee would be presented with the findings in the second week of July before any decision is made to fully fund the work.</i></p> <p>13.2 Catherine Wilcox on behalf of Purbeck Parky's</p> <p>Catherine had also provided a written update ahead of the meeting:</p> <p><i>Purbeck Parky's is the local support group for people with Parkinson's, their carers, family and friends. We run a Parkinson's Café on the 3rd Wednesday of each month at Swanage Cricket Club under the umbrella of Parkinson's UK.</i></p> <p><i>We offer friendship and support, a chance to make new friends, get information and a place to chat and share experiences with others who understand the challenges. We also hold awareness events for the condition and fundraise for the Charity.</i></p> <p><i>Over the last couple of months, we have been promoting keeping active: Holly Sizer, the Specialist Neuro-Physiotherapist, talked to us about posture, balance and gait, the problems of freezing in Parkinson's and avoiding shuffling. We have also discussed the benefits of dance and Qigong. Last month, Sally Challis from Walx Dorset ran a session on Walking Well using poles and exercising with Smoveys, whilst Roger Wilcox introduced people to Croquet. There was, as always, plenty of opportunity to chat and enjoy tea and cake. We have recently also welcomed some who are newly diagnosed and are pleased to hand out information produced by Parkinson's UK to help people on all stages of the Parkinson's journey.</i></p> <p><i>Coming up, we will be in the Carnival Marquee from 9-11am on Tuesday 29 July along with representatives of Parkinson's UK. Holly Sizer will give a short talk on the benefits of exercise and members of Purbeck Parky's will be demonstrating the types of movement which can help sufferers. We will also have a stall at Wareham Wednesdays on 20 August from 6.30pm.</i></p> <p><i>We are promoting the Movers and Shakers' request to get as many people as possible to sign their new national Parkinson's Petition - see: https://www.parkinsons.org.uk/get-involved/sign-parky-charter.</i></p> <p><i>Our fundraising Quiz Sheets, which only cost £1, offer the chance to win £50 and are great for keeping visitors and locals of all ages occupied this summer. They are available at our events and various locations around Purbeck.</i></p>	

	13.3 Sue Plowman on behalf of Dementia Friendly Purbeck Sue was pleased to report that an advert had now been placed for the second Admiral Nurse in Purbeck.	
9.	Update from Gill Foott, Community Engagement Officer, NHS Dorset Margaret drew everyone's attention to the updates sent to PPGs each week by Gill.	
15.	Any other business 15.1 10 Year Health Plan for England: Fit for the Future Margaret drew everyone's attention to the 10 Year Health Plan, published on 4 July (see: https://www.gov.uk/government/publications/10-year-health-plan-for-england-fit-for-the-future) - particularly the two pages devoted specifically to General Practice. The main things it says about General Practice are: <ul style="list-style-type: none"> • More GPs to be trained - and more staff trained for community and primary care roles • Reduction in needless bureaucracy • More technology - including ambient voice technology (AI scribes), digital triage and single patient record, which will reduce time spent on notetaking, letter drafting, manual data entry • An end to the 8:00am scramble - and same day appointments for those who need them (see Case Study on Total Triage, which saw waits for routine appointments reduce from 14 days to 3 days, 95% of patient seen within a week and patient satisfaction rise from 66% to 85%) • Enhanced access - so people can access appointments out of school/work hours • AI powered online advice in the NHS App • Digital telephony - we already have this in Swanage • Reform of General Practice - the need for economies of scale; creation of alternatives to the GP Partnership model; GPs working together over a larger geographies leading new neighbourhood providers (see Case study, which saw increased resilience through the provision of shared back-office functions and flexing capacity across practices, particularly during busy times). 15.2 2025 National GP Patient Survey It was noted that the results of this survey were due to be published on 10 July - see: https://gp-patient.co.uk 15.3 Fundraising Sally asked if the possibility of the PPG raising further funds for the Practice could be discussed again - Margaret agreed to include this on the Agenda for the next meeting.	MB
17.	Dates of future meetings 9 September 2025 at 6:00pm 11 November 2025 - start time to be confirmed, but probably 12:30pm	

Mrs Margaret Broadhurst (Dr Margaret Guy), Chair