

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held at the Surgery on 21 November 2023 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Karen Wright (KW), Treasurer

Diana Edmonds (DE)

Sally Fazekas (SF)

Anne Moore (AM)

Davina Smith (DS)

Ann Hadfield, Service Manager, Steps2Wellbeing, Purbeck and East Dorset

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, including Ann Hadfield, our guest speaker.</p>	
2.	<p>Apologies</p> <p>Apologies were received from Peter Smith (PS), Natasha Ritchie, Practice Manager (NR) and Gill Foott, Engagement & Development Coordinator (PPGs), NHS Dorset (GF).</p> <p>It was noted that Tim Mersey and Joanna Murphy had stepped down from the PPG - and that we now have nine PPG members.</p>	
3.	<p>Presentation on Steps2Wellbeing by Ann Hadfield</p> <p>Steps2Wellbeing (S2W) is a free NHS service providing talking therapies, online courses and guided self-help for adults aged 18+ with mild to moderate anxiety and depression disorders. The service started in 2008 as part of the national programme entitled Improving Access to Psychological Therapies (IAPT).</p> <p>Since 2017, S2W has also offered the Body and Mind service for people living with a long term condition (LTC) - and S2W also now offers a specific course for people with Long COVID. S2W also offers employment support.</p> <p>People can refer themselves to S2W either by phoning 0800 484 0500 or by completing the online form at www.steps2wellbeing.co.uk - or they can be referred by another health professional. They will then be offered an initial assessment with a psychological wellbeing practitioner (PWP) within 1-2 weeks lasting 45 mins to an hour, usually by telephone or video. During this assessment, the PSW will explore treatment options, which may include: online courses and webinars; cognitive behaviour therapy (CBT); counselling; and guided or independent self-help. Face-to-face individual sessions are provided at the Surgery and at Swanage Hospital.</p> <p>The slides Ann referred to during her presentation are included at Appendix A. Further information can also be found at www.steps2wellbeing.co.uk.</p> <p>Ann also handed out leaflets about Steps2Wellbeing, some of which have been left in the Waiting Room.</p> <p>Margaret thanked Ann for giving her presentation. Ann then left the meeting.</p>	

4.	<p>Minutes of Meeting held on 19 September 2023</p> <p>The Minutes of the meeting held on 19 September 2023 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 Proposed Health Hub/Pod/Kiosk in Waiting Room</p> <p>Margaret reminded everyone that, prior to the Pandemic, Natasha had suggested the PPG might consider funding a Health Hub, where patients could access health information in the Waiting Room using a tablet device. This initiative was put on hold during the Pandemic, but, at our July meeting, Natasha had proposed that the time was right to now consider taking this proposal forward.</p> <p>Natasha had also seen a Health Kiosk at a recent conference, which enables blood pressure (BP), height and weight measurements, taken by patients, to be uploaded automatically into their electronic health records (see: www.ekinteractive.co.uk/gp-health-kiosks) - unlike the current set up in the Waiting Room, which requires patients to record their measurements on a piece of paper and take these to Reception, where receptionists then enter the measurements into patients' records. The selling point for the Practice would therefore be the savings resulting from the automatic updating of patients' records with BP and other measurements, rather than relying on members of staff entering this information. However, the cost originally quoted was £8,394 + VAT plus annual license/maintenance costs after the first year of £795 + VAT.</p> <p>Diana and Margaret met with Natasha in September to discuss these options further. Diana advised against installing a tablet for patients to use, partly because it would be difficult to ensure it was not used to access the internet inappropriately - and also because support would need to be provided for patients lacking IT skills. Following the meeting, Diana spoke to the manufacturer of the Health Kiosk and negotiated a purchase price of £5,960 + VAT, as the Practice would be able to reuse some of the existing equipment.</p> <p>Natasha has now proposed that the PPG undertake a survey in the Waiting Room in February/March 2024 to see how many patients might use a Health Kiosk, before the Practice decides whether to take forward this initiative.</p> <p>Diana and Margaret agreed to follow this up with Natasha after the meeting.</p> <p>5.2 PPG presence at Flu Vaccination Clinics on 30 September and 7 October</p> <p>Margaret thanked all the PPG members who had been present during the Flu Clinics - between them, they had handed out several hundred copies of the newsletter entitled "Making the best use of our services".</p> <p>5.3 Repeat Patient Survey to be undertaken by the PPG</p> <p>It was noted that Natasha had suggested that the PPG undertake a further survey in February/March 2024. This could include questions about people's experiences of phoning the Surgery following the installation of the new telephone system - as well as questions about the proposed Health Kiosk (see Item 5.2 above).</p> <p>5.4 Results of GP Patient Survey 2023</p> <p>It was noted that the Partners had now reviewed the results of the 2023 national GP Patient Survey. They had compared these results with those of the 2022</p>	MB/DE/NR

	<p>Survey and were pleased to see that most responses had improved (see chart included at Appendix B, which shows the results for those questions considered by the Partners to be most relevant). Margaret had also asked Natasha about the results to the question about satisfaction with the Practice Website, as it had not been included - satisfaction had decreased slightly, from 70% in 2022 to 68% in 2023, although this is probably not a statistically significant difference.</p> <p>5.5 Proposed Health Awareness Event</p> <p>It was noted that the possibility of organising health awareness events had also been discussed prior to the Pandemic - and that Corfe Castle PPG already organises such events to which Swanage residents are invited. It was decided to defer further discussion about this proposal until Spring 2024.</p>	
6.	<p>Update from Gill Foott, Engagement and Development Coordinator (PPGs)</p> <p>Gill Foott had been unable to attend and therefore provided the following written update ahead of the meeting:</p> <ol style="list-style-type: none"> 1. <i>NHS England has been asked to review foot services within Dorset and, as part of this process, we need your views. The questionnaire is completely anonymous - we will not ask you for any personal information or be able to provide individual feedback on your responses. Please complete via this link: https://forms.office.com/e/wT9Anbbz8R</i> 2. <i>Dorset HealthCare is looking for people with lived experience of using health services to play a vital role on the Trust's Clinical Ethics Committee. Full training, involvement payments and support will be provided. The Committee meets bi-monthly online and provides guidance for the Trust on clinical decisions which are ethically complex. For more information, please see here - or contact Jenny Purcell on: jenny.purcell@nhs.net. The deadline for expressing an interest is 26 November 2023. Please do get in touch if you are not able to complete an application before this date, as further opportunities will become available.</i> 3. <i>The next PPG webinar will be held on Wednesday 29 November at 2:00pm. This time our guest speaker will be Tim Smith, the Communications Manager for Wessex Care Record. Tim has had a 30-year career as a public sector communications professional. He is currently working with Dorset and Hampshire/Isle of Wight Integrated Care Boards (ICBs) on a project to improve the understanding of how and why patient records are shared and reassure people on how these records are kept confidential, safe and secure. Tim will be talking about his experiences from the project and sharing why it's important every person understands what happens to their data, the future benefits for health research by having data available, and how and when people can withdraw their consent for data sharing. He will also be giving a sneak preview of the new range of communication materials on 'sharing your information', which will be available at GP surgeries and other health and care settings soon. Some of Tim's colleagues from the Dorset Care Record Programme will also be coming along to talk about and answer questions on how data is shared - and Tim will be talking about the new communications and engagement work being undertaken as well. To register</i> 	


	<p>for the webinar, please click on the following link and complete the registration form: https://forms.office.com/e/wd2rypBdKV.</p> <p>5 People living and working in Dorset are invited to attend upcoming marketplace style events to find out more about their local health and care services, ranging from digital support at home to planned care and living a healthy lifestyle. There will also be an opportunity for eligible people to get their Covid vaccination from the Dorset HealthCare team if they haven't already had one. These free to attend drop-in events will be taking place in:</p> <ul style="list-style-type: none"> • Blandford: The Crown Hotel - on 28 November from 12.30-6.30pm • Poole: The Spire - on 7 December from 12.30-6.30pm <p>Organisations attending include: NHS Dorset, Dorset County Hospital, Dorset HealthCare, Dorset Council, BCP Council, Dorset Voluntary and Community Sector organisations, LiveWell Dorset and Healthwatch Dorset.</p> <p>The Chair of NHS Dorset, Jenni Douglas-Todd, said "In today's digital age we often overlook the benefit of having a simple conversation with someone. Events such as these enable those people who may not have access to, or prefer not to use, digital channels to find information - while at the same time allowing us to hear directly about people's experiences. Following feedback from an earlier event, the opening times have been adjusted to allow people who may have pre-existing commitments during the day to attend. I would encourage everyone to come along if they can, as this is a great opportunity to hear from many partners in our local health and care system."</p>	
7.	<p>Surgery Report</p> <p>Natasha had also provided the following written update ahead of the meeting:</p> <ul style="list-style-type: none"> • One of the Advanced Nurse Practitioners (ANPs) is leaving at the end of November and, while the Practice has been lucky to recruit another ANP, she cannot start at the Practice until Feb/March - so the Practice will be down on clinical time. • The Practice still has flu vaccines available for both those aged 65+ and those under 65 in at risk groups. Those eligible can book an appointment with the Reception Team, or, if they already have an appointment at the Surgery, they can ask the clinician they see if they can have their flu jab too. • The Practice has recruited another Bank Receptionist to help with holiday and sick leave cover. This should help maintain staffing levels during sick/holiday leave - and means the Practice should have a full complement of Reception staff at all times to, hopefully, help ensure phones are answered in a timely way. <p>It was noted that Natasha had asked PPG members to spread the word about the availability of flu jabs at the Surgery. Margaret agreed to include this information in the piece she would be submitting for inclusion in the December edition of the Studland Parish News (deadline 22 Nov 2023). Unfortunately, Natasha's request had come too late for her to include this information the piece she had submitted for the December edition of the Swanage and Purbeck Community Newsletter.</p>	

8.	<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>	
9.	<p>Practice Website - Review of areas/issues highlighted by the PPG</p> <p>The areas/issues of community interest highlighted by the PPG on the Practice website were reviewed, as the PPG does at every meeting - currently, they include: Cost of Living Crisis, the PPG, Wellbeing Swanage and Carer Information. It was agreed that Mental Health should again be highlighted specifically - and, if it is not possible to highlight five areas, then it was agreed that this should replace Carer information.</p>	MB/NR
10.	<p>Feedback from other meetings attended by PPG members</p> <p>10.1 Wellbeing Swanage Board meeting - 10 Oct 2023</p> <p>Margaret has now joined the Board of Wellbeing Swanage and attended her first meeting on 10 October 2023, a workshop to look at future priorities. She had also attended an event that afternoon about creating a Youth Strategy for Swanage.</p> <p>10.2 University Hospitals Dorset (UHD) Annual Members Meeting - 17 Oct 2023</p> <p>The BEACH Building (Births, Emergency care, And Critical care And Child Health) is due to open in April 2025. Meanwhile, work is underway to bring together all the services previously provided by the two predecessor Trusts.</p> <p>10.3 Friends of Swanage Hospital AGM - 18 Oct 2023</p> <p>There was a lot of concern about the loss of services from Swanage Hospital - including the reduced opening hours at the Minor Injuries Unit (MIU) and the withdrawal of outpatient services, including Rheumatology provided by UHD.</p> <p>Margaret had been invited to join a meeting with the Chair and Chief Executive of UHD, organised by Swanage Town Council on 28 November, to discuss ongoing concerns regarding the closure of the Emergency Department at Poole hospital and the transfer of Maternity Services to the BEACH building - as well as the withdrawal of Outpatient Services from Swanage and Wareham Hospitals. Unfortunately, because there is no longer sufficient space in the room where the meeting is taking place, it is no longer possible for her to attend. However, the Chairs of the Friends of Swanage and Wareham Hospitals are planning to attend.</p> <p>10.4 Dorset HealthCare Annual Members Meeting (AMM) - 1 Nov 2023</p> <p>Sadly, far fewer people attended than the last in-person AMM held in 2019. It was good to hear the Chair's commitment to community hospitals.</p> <p>10.5 NAPP AGM - 18 Nov 2023</p> <p>Margaret had represented the PPG at this meeting. NAPP is much more stable now and has three more trustees - although they are still looking for a new Chair. Seven questions were submitted ahead of the meeting, covering a range of topics, including:</p> <ul style="list-style-type: none"> • The way the introduction of the new shingles vaccine has been communicated • Joint work between NAPP, Healthwatch England and The Patients Association - all are members of the NHSE Group on patient engagement 	

	<ul style="list-style-type: none"> • The potential NHSE contract with Palantir to provide a Federated Data Platform (now confirmed) - NAPP is committed to ensuring the confidentiality of patient data, although it recognises the benefits of sharing patient data within the NHS and the potential benefits of pooling anonymised data for research purposes. NAPP is also advocating for patients' rights - including an individual's right to opt out of having their data shared • NAPP's role in raising awareness of PPGs • NAPP Membership - NAPP currently has 502 paid up members - including 80 completely new members that have joined in the last year; NAPP is also attempting to reengage with 329 lapsed members. <p>Margaret had also watched the presentations by the three finalists for this year's Corkill Award:</p> <ul style="list-style-type: none"> • Bassett Road Surgery, Leighton Buzzard The PPG led a campaign on the need for more healthcare infrastructure to support the new housing developments in the area - this included undertaking a survey, as a result of which they collected 8000 patient stories! • Denton Village Surgery (the winner) This rural practice in Northamptonshire serves 15 villages. The PPG set up a Voluntary Patient Transport Scheme and, once implemented, identified the need for more support for socially isolated patients - for some patients, the trips to Appointments were their only social contact. The PPG therefore set up coffee mornings aimed, particularly, at socially isolated people - and are now also identifying wellbeing areas in each village. • Mount Road Practice, Staffordshire This PPG had submitted two initiatives: <ul style="list-style-type: none"> i. The PPG had identified the need to provide support for people with dementia and their carers and therefore worked with their Admiral Nurse and Approach Dementia Support to set up weekly sessions. ii. The PPG also publishes monthly PPG updates, including podcasts. <p>There was insufficient time to discuss these initiatives during the meeting. It was therefore agreed to discuss them further at the next meeting - particularly the possibility of also producing podcasts.</p>	
14.	Speakers at future PPG meetings Deferred	
15.	Any other urgent business None	
16.	Proposed dates of future meetings 16 January 2024 19 March 2024 14 May 2024 9 July 2024 17 September 2024 19 November 2024 It was agreed that future PPG meetings will start at 6:00pm instead of 6:30pm. It is hoped that this will make it easier for GPs to attend PPG meetings.	

Margaret Broadhurst, Chair

Presentation on Steps2Wellbeing



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BETTER EVERY DAY
Improving lives
Every day

Ann Hadfield – Purbeck and East
Dorset Service Manager

[Steps 2 Wellbeing](#)

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What is Steps2Wellbeing?

Step2Wellbeing is an NHS
Talking Therapies for Anxiety and Depression Service

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NHS Talking Therapies for Anxiety and Depression) for: Adults over 18

Mild-moderate depressive and/or anxiety disorders

- ✓ Depression
- ✓ Generalised Anxiety Disorder (GAD)
- ✓ Obsessive Compulsive Disorder (OCD)
 - ✓ Panic Disorder
- ✓ Post Traumatic Stress Disorder (PTSD)
 - ✓ Social Anxiety
 - ✓ Specific Phobias
 - ✓ Health Anxiety

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Steps 2 Wellbeing Body & Mind Service



Long-term conditions: 16.5 million (30% of people in England)

Mental health problems: 9.36 million (17% of people in England)

4.5 million (25% of people with a long-term condition have a common mental health problem)

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Just to clarify...

The Long Team Condition (LTC) Team are NOT experts in treating physical health problems!!

We may have specific relevant experiences from previous work, BUT....

The LTC Team have undertaken specific training, organised by Steps2Wellbeing, in anxiety and depression, as well as additional training in LTCs.



The LTC Team aims to work with the mental health issue in the context of the LTC. Working on mood often leads people to feel more able to self-manage their LTC.

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Health Conditions S2W LTC work with

- Diabetes (type 1 and 2)
- Chronic Pain
- Persistent Physical Symptoms
- Stomach problems
- Lung conditions (COPD, brittle asthma, etc) – but not stable / controlled asthma
- Cardiac failure (heart failure)
- Stroke and transient ischaemic attack (TIA)
- Long Covid

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Referral & assessment considerations

- We want people to have the best experience from their treatment
- Motivation
- Barriers to completing home practice
- Barriers to attending regular sessions
- Things outside our control




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Steps 2 Wellbeing Pathway

- 1: An **assessment** (usually by telephone or video conferencing)
All of our interventions are based on Cognitive Behavioural Therapy (CBT) or Counselling
- 2: **Step 2** support
Psychoeducational courses (currently online), computerised treatments or individual guided self-help (usually by telephone or video conferencing). Also offer employment support
- 3: **Step 3** support
Groups or individual treatment sessions provided online, face to face and by telephone - includes CBT and counselling

Face-to-face individual sessions are located across the region in GP surgeries, health centres, community buildings, etc

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Step 2 Treatment

- First Steps, Online introduction session to S2W
- Journey to Wellbeing (JTW) course - and Young Person's JTW course
- Post Natal course, Living Well with a Long Term Health Condition (LTHC) course, Managing Stress course
- One-to-one Guided Self-Help - telephone, video conference, face-to-face
- Computerised Silver Cloud (Computerised CBT or CCBT) - email support
- IESO online therapy - text based, Guided Self Help (GSH)

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Step 2 LTHC Specific Treatment

Webinars:

- Wellbeing with Long Covid
- Wellbeing with a LTC
- Coping with irritable Bowel Syndrome (IBS)

Courses

- Wellbeing with a Stroke including session for carers

1:1 GSH Sessions with a PWP

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Step 3 CBT Options - Courses

- Lift Your Mood
- Overcoming generalized anxiety
- OCD
- Health Anxiety
- Social Anxiety
- Post Natal Depression
- Mindfulness Based Cognitive Therapy (MBCT)
- Mindfulness Based Stress Reduction MBSR

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S3 Individual Treatment

- 1:1 CBT (telephone, video conference, f2f)
- IESO online text-based therapy
- 1:1 Eye Movement Desensitization & Reprocessing (EMDR)

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Step 3 LTHC Specific Treatment

Courses:

- Wellbeing with Persistent Pain
- Wellbeing with Chronic Fatigue Syndrome
- Acceptance & Commitment Therapy (ACT) for LTHC - under construction
- Low self esteem & LTHC - under construction
- 1:1 Step 3 CBT

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Step 3 Counselling

- One-to-one For Depression
- **Generic** - difficulties & identifying areas for change
- **Counselling for depression (CfD)**
- **Interpersonal Therapy (IPT)**.
- **Dynamic interpersonal** –
- **Couples** - relationship breakdown maintained by depression of one partner, difficulties talking
- **New Horizons online course** - Understanding Depression, Building Awareness, Resilience & Emotional Self-Care, Identifying Values and Committed Action towards change

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General Waiting times

• Assessment	• Available in 1-2 weeks
• Step 2 Courses	• Available in 1-2 weeks
• Step 3 Courses	• 2-3 weeks
• Step2 GSH 1:1	• 4-6 weeks
• Step 3 Counselling	• 6 months
• Step 3 CBT 1:1	• Up to 6 months

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Steps2Wellbeing would not be the best service for:

- Serious mental illness
- Seeking a formal diagnosis
- Receiving any other psychological therapy
- Significant levels of Risk - suicidality, self-harm and impulsivity
- Treatment for problems other than Depression and/or Anxiety Disorders
- High levels of substance use
- Do not want a psychological treatment

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New Telephone Number

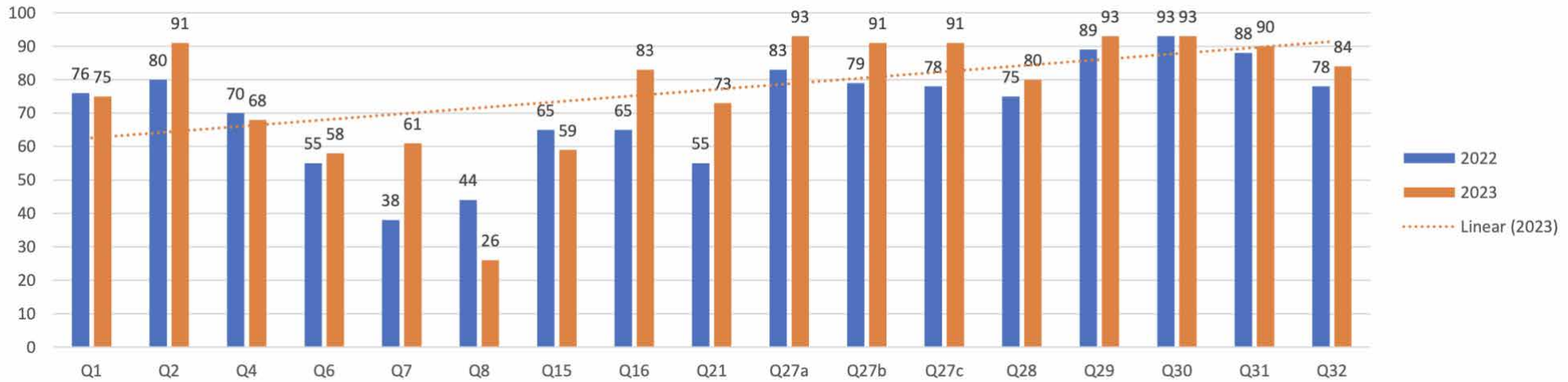
All Dorset Steps2Wellbeing

0800 484 0500

From 24 November 2022

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GP Patient Survey 2022 V 2023



- Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?**
- Q2. How helpful do you find the receptionists at your GP practice?**
- Q4. How easy is it to use your GP practice's website to look for information or access services?**
- Q6. How satisfied are you with the general practice appointment times that are available to you?**
- Q7. Is there a particular GP you usually prefer to see or speak to?**
- Q8. How often do you see or speak to your preferred GP when you would like to?**
- Q15. On this occasion, were you offered any of the following choices of appointment?**
- Q16. Were you satisfied with the appointment (or appointments) you were offered?**
- Q21. Overall, how would you describe your experience of making an appointment?**
- Q27a. Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?**
- Q27b. Last time you had a general practice appointment, how good was the healthcare professional at listening to you?**
- Q27c. Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?**
- Q28. During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?**
- Q29. During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?**
- Q30. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?**
- Q31. Thinking about the reason for your last general practice appointment, were your needs met?**
- Q32. Overall, how would you describe your experience of your GP practice?**