

## Swanage Medical Practice Patient Participation Group

Minutes of Meeting held at the Surgery on 16 May 2023 at 6:30pm

### Present

Margaret Broadhurst, Chair (MB)

Karen Wright (KW), Treasurer

Sarah Early (SE) - for Agenda Items 1-6

Diana Edmonds (DE)

Anne Moore (AM)

Peter Smith (PS)

Dr Mark Law, GP (ML) - for Agenda Items 1-5

Gill Foott, Engagement and Development Coordinator (PPGs), NHS Dorset (GF)

		Action
1.	<p><b>Welcome and introductions</b></p> <p>Margaret welcomed everyone to the meeting - including Dr Mark Law and new members: Anne Moore, Peter Smith and Diana Edmonds. Anne lives in Instow and used to be a Head Teacher. Peter lives in Swanage and is on the Committee of the Friends of Swanage Hospital. Diana lives in Studland and is a librarian.</p>	
2.	<p><b>Apologies</b></p> <p>Apologies were received from Sally Fazekas (SF) and Jan Owens (JO). It was noted that Kate Spurling had decided to step down from the PPG, as she has too many commitments at the moment.</p>	
3.	<p><b>Minutes of Meeting held on 21 February 2023</b></p> <p>The Minutes of the meeting held on 21 February 2023 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR
4.	<p><b>Matters arising not covered elsewhere on Agenda</b></p> <p><b>4.1 Swanage Ambulance Car</b></p> <p>Following the discussion at the previous meeting about what alternative provision is in place to help people while waiting for an ambulance, a meeting was arranged with David Sale, Dorset Community Responder Officer at South Western Ambulance Service Foundation Trust (SWASFT). Margaret and Karen met with David at the Surgery on 21 April 2023 - a note of the meeting is attached at <b>Appendix A</b>. It was noted that he has also offered to attend a future PPG meeting.</p> <p><b>4.2 Raising awareness of alternatives to a GP appointment</b></p> <p>The Spring Edition of Practice Newsletter had now been published (see: <a href="https://www.swanagemedical.org.uk/mf.ashx?ID=418bf76d-9eb7-4996-ae6d-553dcf969efa">https://www.swanagemedical.org.uk/mf.ashx?ID=418bf76d-9eb7-4996-ae6d-553dcf969efa</a>). Sarah welcomed the newsletter, but expressed concern that, as it is rather long and complicated, and also assumes competence with - and access to - IT, some 30% of patients may not be able to make use of it. She recommended that the Practice considers producing a shorter, simpler, easy read leaflet, on just one side of paper, using fewer words and larger print - perhaps more like a poster, with some colour. It could include a couple of helpline numbers where patients could start.</p>	



	<p>programme. Stormbreak would also be running a virtual event on 24 May to explain more about what they do.</p> <ul style="list-style-type: none"> <li>• <b>SEND Live Fortnight</b> The Special Educational Needs and Disabilities (SEND) Team would be running online and in person roadshows from 15 to 26 May 2023. More information can be found at: <a href="https://mailchi.mp/dorsetcouncil/june-send-newsletter-3130152">https://mailchi.mp/dorsetcouncil/june-send-newsletter-3130152</a>.</li> <li>• <b>Patient Participation Awareness Week: 31 May - 6 June 2023</b> Gill also confirmed that there is going to be a Patient Participation Awareness Week this year. The PPG agreed to consider also using this opportunity to raise awareness of the Swanage PPG. [The PPG has since agreed to host a stand in the Reception area at the Surgery from 31 May until 6 June.]</li> </ul> <p>Margaret thanked Gill for her update - and for the very informative information emails she sends out to PPGs each week.</p>	
7.	<p><b>Treasurer's Report</b></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> <p>Margaret also explained that she and Karen had been in communication about the possibility of taking out Public Liability insurance to enable the PPG to have its own stand at The Big Help Out event in Swanage, now rescheduled for Friday 26 May. However, Karen had not felt that the PPG could justify spending £43 for such a short event. Margaret explained that, in the meantime, Healthwatch Dorset had agreed that she could promote the PPG on their stand (she had now agreed to co-host this stand in her capacity as Vice-Chair of Healthwatch Dorset). She would also be providing PPG flyers for display on the Swanage volunteer Bureau's stand.</p>	MB
8.	<p><b>Results of Follow-up Patient Survey 2023</b></p> <p>Margaret drew everybody's attention to the draft Report setting out the results of the Follow-up Patient Survey undertaken at the Surgery on six mornings from 17 to 24 April (copy circulated to PPG meetings prior to the meeting). Margaret thanked Anne, Peter and Sarah for their help with undertaking the Survey.</p> <p>A total of 219 questionnaires were completed - the report sets out the results for each question, together with the results for comparable questions included in the 2022 GP Patient Survey. Overall, the results of the Follow-Up Survey were better than those of the 2022 GP Patient Survey. However, the results may not be directly comparable as, in the Follow-Up Survey, only patients who had attended the Surgery for a face-to-face appointment were included. It will be interesting to see the results of the 2023 GP Patient Survey when these are published in the Summer.</p> <p>The main Issues raised by those patients who provided comments were:</p> <ul style="list-style-type: none"> <li>• Difficulties phoning the Practice to make an appointment; and</li> <li>• Getting an appointment with a doctor.</li> </ul> <p>Two specific issues were drawn to the attention of the Practice Manager immediately and action has already been taken to address them - these include:</p> <ul style="list-style-type: none"> <li>• Amending the Practice website to make it clear when the Surgery is open - as well as the times when patients can phone the Practice [this issue has now been addressed]</li> </ul>	

	<ul style="list-style-type: none"> <li>Ensuring that appropriate messages are included when patients phone the Practice at times when the Practice is closed, including on Bank holidays [the Practice Manager was already aware that there had been a problem over the Easter holiday, following the installation of the new telephone system, and had already taken steps to ensure that this never happens again].</li> </ul> <p>A number of recommendations are also set out in the Report.</p> <p>It was noted that the Partners had not yet had an opportunity to discuss the results of the Survey, or the recommendation set out in the Report, and it was therefore agreed that further discussion should be deferred until the next meeting.</p>	NR
9.	<p><b>Priorities for 2023/24</b></p> <p>Margaret drew everyone’s attention to the document setting out the PPG’s proposed priorities for 2023/24 (copy circulated to PPG meetings prior to the meeting). As there was not sufficient time to have a detailed discussion, PPG members agreed to send comments and proposed amendments to Margaret by 12 June 2023.</p> <p>Margaret explained that she planned to also produce a short document setting out for PPG’s top priorities for 2023/24 for inclusion on the PPG’s page on the Practice website - similar to the one produced for 2022/23 (copy also circulated to PPG meetings prior to the meeting) - and she agreed to send a draft to PPG members for the comments as soon as possible following the meeting.</p>	ALL  ALL
10.	<p><b>Updated Terms of Reference and Ground Rules</b></p> <p>Margaret drew everyone’s attention to the updated versions of these documents (copies also circulated to PPG meetings prior to the meeting) - PPG members agreed to send comments / proposed amendments to these documents as soon as possible.</p>	ALL
11.	<p><b>Confirmation of Chair, Vice-Chair, Treasurer and Secretary</b></p> <p>Margaret agreed to continue as Chair and Karen agreed to continue as Treasurer. Margaret also agreed to continue undertaking the role of Secretary.</p>	
12.	<p><b>Practice Website - Review of areas/issues highlighted by the PPG</b></p> <p>This item was deferred until the next meeting.</p>	
13.	<p><b>Feedback from other meetings attended by PPG members</b></p> <p><b>13.1 Purbeck PPG Chairs meeting - 4 April 2023</b></p> <p>Draft notes of this meeting had been circulated to PPG members ahead of the meeting.</p> <p><b>13.2 Action for Health &amp; Care in Purbeck - inaugural meeting on 26 April 2023</b></p> <p>Draft notes of this meeting had also been circulated to PPG members ahead of the meeting.</p> <p><b>13.3 Other meetings attended by PPG members</b></p> <p>Karen had attended meetings of the Dorset Lung Cancer Patient Participation Group and the Lung Cancer Screening Group. Lung cancer screening is being offered to patients in Weymouth and Portland identified by their GP as being at increased risk and is also now being rolled out in parts of Bournemouth.</p> <p>She is also still a member of the PIER Partnership (Public Involvement in Education and Research) at BU - a group of people with personal experience of using health and social care services, whose knowledge and experience is used to enhance the</p>	

	education and subsequent practice of health and social care students (for more information, see: <a href="https://www.bournemouth.ac.uk/about/our-faculties/faculty-health-social-sciences/public-involvement-education-research">https://www.bournemouth.ac.uk/about/our-faculties/faculty-health-social-sciences/public-involvement-education-research</a> ). Recently, she has been helping with various teaching and learning activities, including role play.	
14.	<b>Speakers at future PPG meetings</b> Margaret agreed to approach Kim Gallagher about attending a future PPG meeting to provide an update on Wellbeing Swanage and, later in the year, to also accept David Sale's offer to attend PPG meeting.	<b>MB</b>
15.	<b>Any other urgent business</b> Karen drew attention to the message from Dr David Haines that has now been published on the Purbeck Primary Care Network's website - see: <a href="https://www.purbeckpcn.co.uk/news/a-briefing-on-the-state-of-the-nhs">https://www.purbeckpcn.co.uk/news/a-briefing-on-the-state-of-the-nhs</a> .	
16.	<b>Dates of future meetings</b> 11 July 2023      19 September 2023      21 November 2023.	

*Margaret Broadhurst, Chair*

**Note of Meeting Held on 21 April 2023 at the Surgery  
with David Sale, Dorset Community Responder Officer at SWASFT**

**Present:** David Sale, Margaret Guy, Karen Wright

There are Community First Responders (CFRs) in Swanage, Wareham, Kimmeridge and Lulworth - each group usually covers an area with a radius of 3-5 miles.

Each group of CFRs has a full kit, including defibrillator, pulse oximeter, ECG machine, BP measuring device. SWASFT is also exploring the possibility of making Entonox available to CFRs.

In Swanage, SWASFT has three CFRs, who mostly use their own cars + 2 Fire Co-Responders, who provide Category 1 cover (they are retained staff, so there is a cost to the Ambulance Service when they are called out).

There are also 3 CFRs in Wareham.

In addition, there is a volunteer car paid for by funds raised by the Wimborne Group, which is also shared with Wareham and Swanage to bolster cover.

Both Kimmeridge and Lulworth have active CFR groups, and both have dedicated CFR cars.

Funding has recently also been provided for another CFR vehicle, which will be rotated around Dorset.

CFRs log on to the system to indicate when they are available - when they first sign up, they agree to be available for at least 12 hours a week. But, of course, this means that there is not 24/7 cover.

CFRs are activated through the Emergency Operations Centre as and when they are the closest resource.

[NB In the last 12 months SWASFT has confirmed that they have provided 101 days 18 hours and 53 minutes of voluntary cover in the Purbecks and been allocated to 169 incidents.]

There is a rolling recruitment programme for CFRs. Training and ongoing support is provided by the Ambulance Trust.

SWASFT is always looking to recruit more volunteers - David is planning to raise awareness at community events over the summer, including during Swanage Carnival and Regatta Week. We offered to help promote awareness too.

We discussed the possibility of also having CFRs in Studland. However, being realistic, there probably isn't sufficient work for them to do in Studland to maintain their interest.

We also discussed support provided for patients categorised as category 3, 4 and 5. SWASFT has recently introduced Clinical Navigators, who now contact these patients to see whether an alternative care pathway can be organised for them.

The Dorset Urgent Community Response (UCR) Service has also implemented rapid response vehicles with Raizer Lifting Chairs on board to enable them to respond to patients who have fallen, thereby reducing the pressure on the Ambulance Service. For more information about Raizer Chairs and their impact in Dorset, see: <https://www.felgains.com/case-studies/how-dorset-ucrt-are-using-%20raizer-chairs-to-keep-80-percent-of-fallers-in-their-own-homes/>.

David also kindly offered to join us at a future PPG meeting.