

Swanage Medical Practice Patient Participation Group
Minutes of Meeting held on 21 January 2020 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Karen Wright, Treasurer (KW)

Wendy Hammersley (WH)

Ruth Jordan (RJ)

Jan Owens (JO)

Natasha Ritchie, Practice Manager (NR)

Gill Foott, PPG Support Officer at NHS Dorset Clinical Commissioning Group (CCG)

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, including: new members Wendy Hammersley and Ruth Jordan; and Gill Foott, PPG Support Officer at NHS Dorset Clinical Commissioning Group (CCG).</p> <p>Ruth explained that she used to be a senior social worker and lecturer at Bournemouth University, and had also worked as a psychotherapist. She had previously been a PPG member about six years ago.</p> <p>Wendy explained that she had been living in Swanage for 18 months and used to be a Practice Manager in a GP practice in Hertfordshire.</p>	
2.	<p>Apologies</p> <p>Apologies had been received from Sally Fazekas (SF), Sandra Rhead (SR), Nicola Fitchett and Dr Ciara Murphy, GP (CM).</p>	
3.	<p>Minutes of meeting held on 12 November 2019</p> <p>The Minutes of the meeting held on 12 November 2019 were agreed, subject to one amendment: under Item 3, Karen explained that the patient from Studland registered with the Swanage Practice, who had attended the Purbeck Leg Club and told she needed antibiotics, had been advised that she would need to collect her prescription from the Corfe Castle Practice - not the Wool Practice.</p> <p>Margaret agreed to amend the Minutes accordingly and to then send the final version to Natasha for uploading to the Practice website.</p>	MB
4.	<p>Matters arising not covered elsewhere on Agenda</p> <p>4.1 Purbeck Leg Club: patients requiring prescriptions</p> <p>Gill reported that she had escalated this issue to Cheryl Lewis, Purbeck Primary Care Network Project Manager, who had responded saying the Leg Club staff were looking into this issue - hopefully, this was just a teething problem.</p> <p>4.2 Sally's interview about the PPG on Purbeck Coast FM on 1 Nov 2019</p> <p>Gill reported that she had met with the Manager of Purbeck Coast Radio and been able to download an audio recording of Sally's interview - this was now with the Media Team at the CCG.</p>	

	<p>The Manager of Purbeck Coast Radio had also been extremely interested in the Leg Club and was very keen to meet with those involved to discuss the possibility of making a standalone documentary piece about the Leg Club for the radio station. Gill was now pleased to report that a reporter would be visiting the Leg Club on 3 February.</p> <p>4.3 Terms of Reference</p> <p>Margaret drew everyone’s attention to the revised Terms of Reference, which had now been uploaded to the PPG page on the Practice website.</p> <p>4.4 Renewal of insurance</p> <p>It was agreed to defer the renewal of the PPG’s insurance until it was needed.</p> <p>4.5 Practice’s priorities for PPG funding: proposal to set up a “Health Hub”</p> <p>Natasha agreed to investigate how much it would cost to purchase a laptop that would be suitable for use by patients in the waiting room and could also be adequately secured.</p> <p>4.6 eConsult: response times</p> <p>Natasha explained that she had investigated why Margaret had experienced a delay in receiving a response after using eConsult. The GP had processed everything in a timely way, but the internal message (a task) sent to the Reception Team had not been marked as urgent and therefore did not flag up at the top of their task list. She had discussed this with the GP Partners, and they had agreed to in future mark all eConsult “tasks” sent to the Reception Team as urgent, which means they will be dealt with that same day. This should result in no other eConsult responses being delayed.</p>	NR
5.	<p>Treasurer’s Report</p> <p>Karen reported that there was £522.85 in the PPG’s Bank Account and £67.83 in petty cash - giving a total of £590.68.</p> <p>The bank had now confirmed in writing that Sally was also a signatory to the PPG’s bank account.</p>	
6.	<p>Surgery Report</p> <p>Natasha gave the Surgery Report:</p> <ul style="list-style-type: none"> • Recruitment, Skill Mix and Workload Optimisation <p>The Practice had been successful in recruiting a Primary Care Paramedic. She would be starting at the Practice on 17 February 2020 and would initially be helping the nurse prescribers, Jane and Ali, in the Sit and Wait surgeries. At a later date, she would also be helping the GPs with their home visits. Communications to patients were planned explaining that they may see either a primary care paramedic or a nurse when they attend a Sit and Wait surgery. Similar communications were also planned across the Purbeck Primary Care Network (PCN), as the other practices were recruiting primary care paramedics.</p> <p>The Practice was still actively trying to recruit new GPs. A succession planning meeting had been scheduled for February. Meanwhile, a GP Locum had agreed</p>	NR

	<p>to work at the Practice two days / week until June 2020. The Practice was also planning to participate in a GP recruitment event in Bournemouth, organised by the Local Medical Committee - and a recruitment video was now being produced for all the practices across the Purbeck PCN.</p> <ul style="list-style-type: none"> • eConsult <p>The number of eConsult consultations was slowly increasing. The possibility of undertaking a campaign to promote eConsult across the PCN was being considered. Natasha also thought it would be helpful if the PPG could spend some more time at the Practice promoting eConsult. This possibility was discussed further later in the meeting.</p> <ul style="list-style-type: none"> • GP Online <p>There had been a surge in the number of people signing up to GP Online since the PPG had promoted awareness of GP Online during the Flu Vaccination Clinics and more than 20% of patients were now registered for GP online services.</p> <ul style="list-style-type: none"> • Electronic Prescription Service Phase 4 (EPS4) <p>The Practice would be upgrading to EPS4 on 12 March 2020, from when almost all prescriptions would be processed electronically.</p> <p>There would be no change for those patients who had already chosen a pharmacy to dispense their prescriptions (their Nominated Pharmacy). When they get a prescription, it will continue to be sent electronically to their Nominated Pharmacy, from where they will be able to collect their medicines or appliances without having to hand in a paper prescription.</p> <p>Patients who wish to decide where they would like their prescription to be dispensed would in future be given a paper copy that they can take to any pharmacy. This paper copy, referred to as a token, will contain a unique barcode that can be scanned by any community pharmacist in England to enable their prescription to be downloaded from the secure NHS database.</p> <p>Paper prescriptions will continue to be available in special circumstances.</p> <p>Practice staff would be liaising with patients about these changes, where necessary - and information had been added to the Practice website. The pharmacies had also been advised of the Practice's go live date.</p> <p>Read more about EPS on the NHS website.</p>	
7.	<p>Update from Gill Foott, PPG Support Officer, NHS Dorset CCG</p> <ul style="list-style-type: none"> • The CCG was In the process of developing a new page on the CCG's website for the PPGs in Dorset • The CCG was also planning to hold one county-wide PPG conference each year, instead of the twice yearly networking meetings previously held - the first of these conferences would probably take place in May or June this year. 	
8.	<p>Future priorities</p> <p>Margaret drew everyone's attention to the latest draft of the document setting out the PPG's priorities (included with the Agenda).</p>	

	<p>Following a detailed discussion about the PPG's future priorities, the following actions were agreed:</p> <ul style="list-style-type: none"> • PPG members to spend two mornings at the Practice before the next PPG meeting promoting awareness of eConsult and GP Online, and finding out from patients how they would like to be kept updated about new services being offered by the Practice - as well as promoting awareness of the PPG and encouraging patients to join the Patient Email Group. Margaret agreed to contact everyone with proposed dates • PPG members to organise a health awareness event / health fair for patients in the Spring / early Summer (ie when the evenings are lighter), potentially working in partnership with Dorset HealthCare and other organisations and focusing on diabetes. Natasha supported the proposal to focus on diabetes as this is one of the Practice's current priorities. Jan supported the proposal to work in partnership with Dorset HealthCare - and also explained that, in her capacity as Lead Patient Governor at Dorset HealthCare, she had already arranged to meet with Living Well Taking Control, the local provider of the NHS Diabetes Prevention Programme (NHS DPP), to discuss the possibility of organising an event for patients to promote awareness of diabetes and the NHS DPP. Jan agreed to liaise with Margaret after her meeting. • PPG members to host at least two seafront stalls this summer - the aim being to promote awareness of the PPG, as well as to raise funds to help improve services provided by the practice. Margaret agreed to contact the Swanage Information Centre to identify potential dates in July and August. It was noted that the PPG would need insurance in order to run these stalls • PPG members to host stands at other events, where appropriate - the aim being to promote awareness of the PPG. <p>Everyone was happy with the content of the latest version of the document setting out the PPG's priorities. Margaret agreed to send the final version to Natasha so that this document can also be added to the PPG's page on the practice website.</p>	<p>MB</p> <p>JO/MB</p> <p>MB</p> <p>All</p> <p>MB</p>
<p>9.</p>	<p>Swanage Community Festival</p> <p>It was noted that it had been decided to postpone the Swanage Community Festival for a year - it would now take place on Saturday 15 May 2021.</p>	
<p>10.</p>	<p>Purbeck Carers Event entitled "Purbeck cares about you" - 10 June 2020</p> <p>It was noted that the Purbeck PCN had agreed to support its carers by funding a Carers Event on 10 June 2020 at the Springfield Hotel. The Carers Lead at the Bere Regis Practice was leading the organisation of this event, which aims to say thank you to informal carers in Purbeck. NHS and Social Care staff will also be invited to attend so they can learn how they can best support informal carers in the Purbeck.</p>	
<p>11.</p>	<p>Feedback from meetings and events attended by PPG members</p> <p>11.1 Purbeck Population Health Management Project</p> <p>Margaret reported that there had now been five meetings. Two main priorities had been identified:</p>	

	<ul style="list-style-type: none"> • High intensity users of GP and A&E services - the reasons for their frequent attendances were being investigated with a view to potentially offering alternative services for some of these patients - including the provision of support services for people with psychological problems; and transport to enable patients with leg ulcers to attend the Purbeck Leg Club • Chronic obstructive pulmonary disease (COPD) - a new care pathway was being designed; a focus group made up of patients with COPD was planned so they can bring a patient perspective to the redesign of the pathway. <p>Margaret also reported that the Purbeck PCN was participating in the Building Health Partnerships Programme, which aims to link PCNs with the Voluntary and Community Sector. An Engagement Event was planned for Tuesday 25 February 2020 and Margaret agreed to forward further details on to PPG members when these became available. [This event was subsequently postponed.]</p> <p>11.2 Purbeck Health & Wellbeing Locality Group - 11 Dec 2019</p> <p>Margaret drew everyone’s attention to the Minutes of this meeting (included with the Agenda). A workshop was planned for March to plan this year’s Purbeck Pledge, the focus of which is to improve access to opportunities available in Purbeck for promoting physical and mental health and wellbeing.</p> <p>11.3 Purbeck PPG Chairs Meeting - 18 Nov 2019</p> <p>Margaret drew everyone’s attention to the Draft Minutes of this meeting (included with the Agenda). The next meeting would be in February.</p> <p>11.4 Purbeck Primary Care Network Meeting - 20 Nov 2019</p> <p>Margaret drew everyone’s attention to her feedback from this meeting (included with the Agenda).</p> <p>11.5 Feedback from other meetings attended by PPG members</p> <p>None.</p>	MB						
12.	<p>Speakers at future meetings</p> <p>Margaret reported that John Kirwin and Sue Vince from Swanage Walking For Health would like to join us at a future meeting to talk about how best to raise the profile of the scheme and help more people discover the benefits. She had therefore invited them to attend the next meeting.</p>							
13.	<p>Any other urgent business</p> <p>None</p>							
14.	<p>Dates of future meetings:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">17 March 2020 [subsequently cancelled]</td> <td style="width: 50%;">15 September 2020</td> </tr> <tr> <td>19 May 2020</td> <td>17 November 2020</td> </tr> <tr> <td>21 July 2020</td> <td></td> </tr> </table>	17 March 2020 [subsequently cancelled]	15 September 2020	19 May 2020	17 November 2020	21 July 2020		
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Margaret Broadhurst
Chair