

Swanage Medical Practice Patient Participation Group
Minutes of Virtual Meeting held on 16 November 2021 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Karen Wright, Treasurer (KW)

Gill Calvin-Thomas (GC-T) - for Items 1-7

Nicky Fitchett (NF)

Ruth Jordan

Jan Owens (JO)

Natasha Ritchie, Practice Manager (NR) - for Items 1-5

Dr Kiran Qureshi, GP (KQ) - for Items 1-5

Gill Foott, PPG Support Officer, NHS Dorset Clinical Commissioning Group (GF) - for Items 1-5 only

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, including Gill Foott. As Gill and Natasha were only able to attend the meeting until 7:30pm, it was agreed that their updates and the item on supporting the Practice to develop and disseminate key messages on accessing services would be moved up the Agenda.</p>	
2.	<p>Apologies</p> <p>Apologies were received from: Sally Fazekas (SF), Wendy Hammersley (WH) Tim Mersey (TM) and Sandra Rhead (SR).</p>	
3.	<p>Update from Gill Foott, PPG Support Officer, NHS Dorset CCG</p> <p>Gill informed everyone that Patricia Miller had been appointed as Chief Executive Officer for the Dorset Integrated Care System - Patricia is currently the CEO of Dorset County Hospital.</p> <p>Gill gave an update on the latest situation regarding COVID-19. Infection rates remain high in Dorset at 490 reported cases per 100,000 in the seven days to 11 November, higher than the national average. It was noted that 75 cases had been reported in Swanage in the seven days to 11 November, a rate of 773 cases / 100,000. There were now 81 people with COVID-19 in Dorset hospitals.</p> <p>Gill reminded everyone that those eligible for a booster were now able to book an appointment on the National Booking System five months after they had received their second dose - although they would still not be able to have their booster until six months after they had received their second dose. Margaret reported that, at the meeting of the Dorset Health and Wellbeing Board held on 10 November, concerns had been raised about the difficulties people were experiencing accessing boosters. The response from NHS Dorset CCG had been that efforts were being made to improve access to boosters - but progress was being constrained by the currently high workloads within General Practice and workforce issues within both General Practice and Community Pharmacies. Gill confirmed that appointments were being added to the National Booking System every day, but she acknowledged that people may need to try several times to find a suitable appointment.</p>	

4.	<p>Surgery Report</p> <p>Natasha gave the following update.</p> <p>The Practice was currently experiencing more staffing issues due to COVID than at any point during the Pandemic - mainly due to people needing to stay at home after someone in their household had tested positive (the Practice is currently asking anyone who has been a household contact to stay away from the surgery). This has been a challenge for the Practice to manage - and, as it has not been possible to find locums for either GPs or Nurses, it had been necessary to cancel some patients' appointments that week (these had been re-booked for the next week).</p> <p>The recent shortage of blood bottles had also been challenging - although the situation should now improve following a delivery of blood bottles earlier that day.</p> <p>Another Flu Vaccination Clinic was scheduled for Saturday 20 November, to which those aged 50-64 had been invited. It may be necessary to arrange another Flu Clinic, as the Practice had still not received all the flu vaccine ordered.</p> <p>All those aged 75+ had now been invited for a COVID booster and the Practice was now sending invitations to those age 70-74.</p> <p>Natasha drew everyone's attention to Dr Wendy Heard's recent update, which can be found on the Practice website and on the Practice's Facebook page. It had also been included in the Purbeck Gazette and the Swanage Area Forum Newsletter.</p>	
5.	<p>Supporting the Practice to develop and disseminate key messages on accessing services</p> <p>5.1 Developing a new Practice Website</p> <p>Following the PPG's agreement at the previous meeting to work with the Practice on a communications campaign about access to the Practice, Margaret had had a very productive meeting with Natasha on 15 October.</p> <p>Prior to this meeting, Gill Foott had kindly put Margaret in touch with the Chair of Cranborne Practice PPG, as they had also been working with their Practice to improve communication. They had helped the Practice develop a new website, which is very user friendly - it also includes a number of e-forms for contacting the Practice, thereby reducing the number of telephone calls coming into the Practice, as well as an email address for contacting the Practice's Reception Team.</p> <p>Natasha reported that she was now investigating the possibility of updating the Swanage Practice's website, using the same company as that used by the Cranborne Practice. All agreed they were keen to work with her on this, particularly in relation to testing out potential designs and content.</p> <p>5.2 Disseminating key messages via other routes</p> <p>Margaret and Natasha had also discussed the possibility of the PPG helping with developing key messages, as well as their dissemination, covering issues such as:</p> <ul style="list-style-type: none"> • the importance of seeking help if experiencing worrying symptoms - building on <i>The NHS is here for you</i> campaigns • the most appropriate way to seek help - for example, by promoting awareness of the Stay Well in Dorset campaign (see: https://staywelldorset.nhs.uk) • when and how best to use eConsult - and other services; and 	NR

	<ul style="list-style-type: none"> • how to get the most out of telephone consultations - for example, by promoting awareness of the Healthwatch Report <i>Getting the most out of the Virtual Health and Care Experience</i> (see: https://www.healthwatch.co.uk/advice-and-information/2020-07-28/getting-most-out-virtual-health-and-care-experience) and the NHS guide <i>What to ask your Doctor</i> (see: https://www.nhs.uk/nhs-services/gps/what-to-ask-your-doctor/). <p>Natasha confirmed she is always happy to receive suggestions for items that could be disseminated via the Practice's Facebook page - indeed, she had taken forward two suggestions in the past week (Self Care Week and Purbeck U3A Open Morning).</p> <p>Margaret reported that she and Natasha had also discussed closer working between the Practice and Wellbeing Swanage. Natasha confirmed that she had now been in touch with Laura at Wellbeing Swanage and had also promoted Wellbeing Swanage on the Practice's Facebook page.</p> <p>5.3 Working with Healthwatch Dorset on a Publicity Campaign about GP access</p> <p>Margaret confirmed that Healthwatch Dorset is also interested in working with the Practice, particularly around promoting positive messages about Primary Care.</p> <p>5.4 Other initiatives to improve access</p> <p>Margaret reported that NHS Dorset CCG had identified a GP Private Provider, Livi, to provide additional capacity to the Dorset System. Plans were now progressing to support a partnership between Primary Care Networks (PCNs), Dorset HealthCare and Livi to provide additional remote digital consultation and triage capacity. Natasha confirmed that discussions were taking place within Purbeck PCN regarding commissioning Livi to provide additional telephone consultations on a sessional basis - going down this route means that named doctors would work with practices, who would have access to patients' records through SystmOne (in the same way that Locum GPs already have) and would also receive training in local referral pathways.</p> <p>Natasha reported that the Practice would also be participating in the NHS Community Pharmacy Consultation Service, although implementation would probably now be deferred until the New Year - receptionists need to be trained in how to refer patients under the Scheme and are currently very busy; and local Community Pharmacies are also experiencing workforce issues.</p> <p>When they met, Natasha and Margaret also discussed the need to publicise how patients can refer themselves to the Social Prescribing Team - as well other direct access services. This has now been covered in Dr Heard's latest update.</p>	
6.	<p>Minutes of Meeting held on 21 September 2021</p> <p>The Minutes of the meeting held on 21 September 2021 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR
7.	<p>Matters arising not covered elsewhere on Agenda</p> <p>7.1 Swanage Minor Injuries Unit (MIU)</p> <p>It was noted that, after hearing the concerns raised by the Friends of Swanage Hospital about access to the MIU, the front door to the Hospital had now been unlocked. Dorset HealthCare still encourages people to use NHS 111 First, but people who do go to an MIU without an appointment will now be assessed in person</p>	

	<p>on arrival. Depending on the patient's need, they will either be treated immediately; given a timed appointment that day or the next; directed to a more appropriate service; or given advice on selfcare.</p> <p>7.2 Swanage/Purbeck Ambulance/Paramedic Car</p> <p>It was noted that, at the meeting of Dorset Council's Cabinet on 5 October, members of the public had spoken about the Purbeck Ambulance Car - and Councillor Laura Miller had confirmed that a "working group will be set up from members of the People & Health Scrutiny Committee to respond to the Clinical Commissioning Group's consultation as soon as it is announced".</p> <p>7.3 Purbeck Health and Wellbeing Group</p> <p>Margaret reported that another Dorset-wide meeting was planned for December to discuss Place Based Partnerships.</p> <p>7.4 Social Prescribing Team - update on current Team members</p> <p>It was noted that Simon Thompson was no longer working with the Purbeck Social Prescribing Team. Natasha reported that she was in the process of finding out who the current team members are and would get back to us in due course. [NB: Since the meeting, Purbeck PCN has launched a new website, which includes information about Social Prescribing, as well as other services provided at PCN level - see: www.purbeckpcn.co.uk.]</p> <p>7.5 Help and Kindness</p> <p>It was noted that, in recognition of the fact that digital communications alone do not reach everyone, Help and Kindness is currently undertaking a pilot project in Dorchester, Weymouth and Cattistock to identify opportunities for using print communications to publicise is NHS Dorset CCG's "Let's Talk Winter" campaign - including existing community publications (eg newsletters, papers, magazines, leaflets) and places where posters can be displayed (eg noticeboards, shop windows, pub lobbies, housing project community rooms, church porches).</p> <p>7.6 Proposed "Health Hub" and Health Awareness Event</p> <p>Natasha confirmed that these proposed initiatives were still on hold due to the need to continue implementing social distancing measures at the Practice. Margaret raised the possibility of potentially using the PPG funds earmarked for these initiatives to help with the development of the new practice website (as had happened at the Sandford Practice).</p>	NR
8.	<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>	
9.	<p>Purbeck Primary Care Network Protected Learning Time Session - 30 September</p> <p>Margaret drew everyone's attention to her report of this workshop, which she attended on behalf of the six PPGs in Purbeck (circulated to PPG members ahead of the meeting). The aim of the workshop had been to identify priorities for using Purbeck PCN funds over the coming months.</p>	

10.	<p>Update on Wellbeing Swanage</p> <p>Jan and Nicky provided the following update.</p> <p>The website is now nearly fully operational and can already be accessed at www.wellbeingswanage.org. The Service Directory is also nearly finished. Jan confirmed that Wellbeing Swanage would also be happy to signpost messages from the Practice on the website - as well as on their Facebook page.</p> <p>The Community Café had now started at Herston Village Hall and is already attracting a lot of people, many of whom are interested in getting more involved. Wellbeing Swanage wants to engage with as many people as possible.</p> <p>Nicky agreed to run a training session on Wellbeing Swanage for the receptionists at the Practice using Teams - Natasha agreed to liaise with her following the meeting.</p> <p>Nicky and Jan also agreed to give a more detailed update at the next PPG meeting.</p>	NR/NF NF/JO						
11.	<p>Feedback from other meetings attended by PPG members</p> <p>11.1 Purbeck PPG Chairs Meeting held on 21 October 2021</p> <p>Margaret drew everyone's attention to the draft notes of this ad hoc meeting, which had been circulated to PPG members ahead of the meeting.</p> <p>11.1 Other meetings and webinars attended by PPG members</p> <p>None</p>							
12.	<p>Any other urgent business</p> <p>12.1 PPG Noticeboard</p> <p>Natasha had contacted Margaret about the PPG noticeboard. The upstairs Waiting Room is being decorated, necessitating the removal of the information about the PPG. Natasha is reluctant to put posters back up and, instead, suggests putting the dates of future PPG meetings on the TV screens in the Waiting Room and identifying a section of the noticeboard in the main Reception area for the PPG. As there had been insufficient time to discuss this issue, Margaret agreed to contact PPG members following the meeting to ask if they are happy with Natasha's proposals. [PPG members subsequently confirmed that they were happy with these proposals.]</p> <p>12.2 Purbeck U3A</p> <p>It was noted that Purbeck U3A had held an open day in Swanage on 13 November - and that the Practice had promoted this event on its Facebook page. Purbeck U3A runs a variety of groups to encourage learning and physical fitness.</p> <p>12.3 Using Teams for future meetings</p> <p>Margaret explained that she had experienced problems setting up the meeting through Teams and, rather than risking the possibility that it might not work, she had reverted to using Zoom again. Nicky agreed to liaise with her about using Teams for the next meeting.</p>	MB NF/MB						
15.	<p>Dates of future meetings:</p> <table border="0" data-bbox="196 1890 1347 1995"> <tr> <td>25 January 2022</td> <td>15 March 2022</td> <td>17 May 2022</td> </tr> <tr> <td>19 July 2022</td> <td>20 September 2022</td> <td>15 November 2022</td> </tr> </table>	25 January 2022	15 March 2022	17 May 2022	19 July 2022	20 September 2022	15 November 2022	
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Margaret Broadhurst, Chair