

Swanage Medical Practice Patient Participation Group

Minutes of Virtual Meeting held on 15 September 2020 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Gill Calvin-Thomas (GC-T) - for the first part of the meeting

Wendy Hammersley (WH)

Jan Owens (JO)

Dr Ciara Murphy, GP (CM)

Dr Kiran Qureshi, GP (KQ)

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, including Dr Qureshi who was attending her first meeting. Dr Murphy explained that she would be leaving the Practice at the end of October and that, in future, Dr Qureshi would be representing the GP Partners at PPG meetings.</p>	
2.	<p>Apologies</p> <p>Apologies were received from: Karen Wright, Treasurer (KW), Nicola Fitchett (NF), Ruth Jordan (RJ), Natasha Ritchie, Practice Manager (NR), and Gill Foott, PPG Support Officer, NHS Dorset Clinical Commissioning Group (GF) - Gill had planned to attend the meeting but had not been able to access the Internet.</p>	
3.	<p>COVID-19 Pandemic</p> <p>3.1 Current situation in Swanage and local response</p> <p>Margaret drew everyone's attention to the latest update from Senior Partner, Dr Clark, which had been circulated with the Agenda. It was noted that this update had also been included in the latest edition of <i>The Purbeck Gazette</i>.</p> <p>Ciara reported that there had recently been some cases of COVID-19 in Swanage. The number of cases in Dorset had also increased slightly in recent weeks, as had been the case nationally.</p> <p>Telephone triage remained in place for all patients wishing to see a GP. Patients with possible symptoms of COVID-19 were currently being seen in a room on the lower ground floor, where there is separate access to the building. The Practice now had plentiful supplies of personal protective equipment (PPE) and health care staff were being prioritised for testing.</p> <p>All agreed that the Practice's Facebook page continued to provide clear and timely information about services provided by the Practice.</p> <p>3.2 Local plans for responding to the next phase of the Pandemic</p> <p>Margaret drew everyone's attention to the latest guidance from NHS England to General Practice, which had been circulated with the Agenda.</p>	

	<p>It was also noted that NHS England had sent another letter to GPs the previous day about ensuring access to face-to-face consultations. Ciara confirmed that an increasing number of patients were now being seen face-to-face in the surgery - although usage of eConsult and telephone/video consultation also remained high. GPs were now also able to contact individual patients by text.</p> <p>Margaret drew everyone's attention to the recently published report <i>The Doctor will Zoom You Now</i>, which makes some useful recommendations for both patients and healthcare professionals on using these new technologies. She agreed to forward further information about the report to PPG members.</p> <p>3.3 PPG's role in supporting the Practice during the Pandemic</p> <p>Margaret reported that Natasha had emailed her about this issue before the meeting. Natasha acknowledged that it was more difficult for the PPG to support the Practice at this time, as it was still not appropriate for PPG members to come into the Surgery and fundraising opportunities were also currently very limited. However, the Practice would really value the PPG's support with communicating the following:</p> <ul style="list-style-type: none"> • Helping patients understand the challenges faced by the Practice as we move through the COVID-19 Pandemic • Explaining how the Practice is ensuring patients are dealt with in a timely and safe way • Encouraging patients to embrace the use of eConsult and telephone/video consultations • Encouraging patients to be prepared to see other clinicians at the Practice - for example, if they are attending a Sit and Wait Surgery, it is likely they will be seen by a primary care paramedic or advanced nurse practitioner. <p>Margaret reported that she had been interviewed by Jackie Temple at Purbeck Coast Radio - the interview had been recorded on the telephone on 3 August and had been broadcast on 10 and 13 August. During the interview she had covered a range of issues, including:</p> <ul style="list-style-type: none"> • The purpose of the PPG; • The Practice's response to the Pandemic; • How to access health services; • How to provide feedback on experiences of using health services during the Pandemic; • This year's flu immunisation programme; and • The Purbeck Youth PPG. <p>She agreed to share a recording of her interview with PPG members.</p>	<p style="text-align: center;">MB</p> <p style="text-align: center;">MB</p>
<p>4.</p>	<p>Update from Gill Foott, PPG Support Officer, NHS Dorset CCG</p> <p>This item was deferred.</p>	
<p>5.</p>	<p>Minutes of meeting held on 21 July 2020</p> <p>The Minutes of the meeting held on 21 July 2020 were approved. Margaret agreed to send the final version to Natasha for uploading to the Practice website.</p>	<p style="text-align: center;">MB</p>

<p>6.</p>	<p>Matters arising not covered elsewhere on Agenda</p> <p>6.1 2020 Flu Immunisation Programme</p> <p>Margaret drew everyone’s attention to the latest guidance from the Chief medical Officer, which had been circulated with the Agenda. Ciara reported that the first Flu Clinic was being held on 19 September and a second clinic was planned for Saturday 3 October. Letters had been sent out to patients for the first clinic, asking them to phone the Surgery for an appointment to ensure social distancing. Extra phone lines had been put in place to cope with the increased call volume. A one-way system through the Surgery was being put in place and patients were being asked to arrive at the agreed time, to wear a face covering and to have their sleeve rolled up ready for their injection. Four members of staff would be administering flu jabs.</p> <p>6.2 Proposed “Health Hub” and Health Awareness Event</p> <p>Ciara confirmed that these proposed initiatives were still on hold.</p> <p>6.3 Purbeck Population Health Management Project</p> <p>Margaret explained that Erin Shakespeare, Business and Operations Manager for the Purbeck Primary Care Network (PCN), had updated the Purbeck PPG Chairs about this issue at their meeting on 9 September 2020. A Workshop had been held in August involving representatives from all Purbeck PCN practices and other partner organisations, when it was agreed to focus on:</p> <ul style="list-style-type: none"> • The Pre-COPD Care Pathway - focusing on prevention (particularly access to Stop Smoke Services) and self-management • Pre-Diabetes - focusing in particular on the Education Referral Pathway. <p>6.4 Swanage Paramedic Car</p> <p>Margaret reported that Erin had also updated the Purbeck PPG Chairs on this issue. An audit had been undertaken between December 2019 and July 2020, which demonstrated that the need was for hospital admission avoidance, rather than increased access to 999 responders. The PCN had therefore agreed to set up what they are calling the Purbeck Rapid Response Admission Avoidance Service (PRRAAS), which will take a multi-disciplinary approach and integrate with community services. Erin thanked those who had signed the petition, as this had helped secure the necessary funding from the CCG.</p> <p>6.5 Purbeck Youth PPG</p> <p>Margaret reported that Sheila Lancefield, Chair of Wareham PPG, had also provided an update on this issue at the Purbeck PPG Chairs Meeting. This initiative was now being supported by CCG and, at a recent meeting, it had been agreed that Participation People would train the four young people who had already volunteered to become Youth Ambassadors. Further recruitment would be deferred for now.</p>	
<p>7.</p>	<p>Treasurer’s Report</p> <p>Karen had provided the following update ahead of the meeting: there was £522.85 in the PPG’s Bank Account and £67.83 in petty cash - giving a total of £590.68.</p>	

<p>8.</p>	<p>Surgery Report</p> <p>8.1 Update on GP Recruitment</p> <p>Ciara Informed PPG members that an advert was currently out for a nurse practitioner who would be responsible for running their own surgeries. She was pleased to report that there had already been some interest.</p> <p>Efforts to recruit more GPs were ongoing.</p> <p>8.2 Outcome of Future Planning Meeting held in August</p> <p>The main issue discussed at this meeting had been the new arrangements for Sit and Wait Surgeries. The plan is for these, in future, to be overseen by the Duty Doctor, who would be supported by a second doctor, a nurse practitioner and a primary care paramedic.</p> <p>8.3 Other updates</p> <p>Tammy, the recently appointed primary care paramedic, is about to start further training to enable her to take on a wider range of responsibilities.</p> <p>Following Dr Munday’s retirement, Swanage Hospital is now being supported by two of the doctors who work for the Purbeck PCN Hub (they are both GPs at the Wareham Practice), as well as a full-time Advanced Nurse Practitioner.</p>	
<p>9.</p>	<p>GP Patient Survey</p> <p>Margaret drew everyone’s attention to the summary of the Practice’s results in this year’s survey, which had been included with the Agenda.</p> <p>Ciara confirmed that the results were in line with what the Practice had expected - she was pleased to report that, overall, the results were better than last year. The main issue continues to be access to GP appointments. This is likely to get more difficult as the number of patients registering with the Practice increased further during lockdown, resulting in an increased demand for services.</p>	
<p>10.</p>	<p>Feedback from meetings and events attended by PPG members</p> <p>10.1 Purbeck PPG Chairs Meeting - 10 September 2020</p> <p>As well as the issues already covered earlier on the Agenda, Margaret reported that there was also a presentation on the Mental Health Integrated Community Care Review currently underway. Prior to the meeting, Nicky had requested that PPG members be reminded to please complete the survey and to encourage anyone else they know in Dorset aged 16+ to complete it - the deadline is 9 October (see: https://www.dorsetccg.nhs.uk/cmh/).</p> <p>Erin Shakespeare had also provided the following updates on the Purbeck PCN:</p> <ul style="list-style-type: none"> • The PCN now has its own Facebook page: @PCNPurbeck • Enhanced Health in Care Homes: GP Clinical Leads had been identified for each of the seven care homes in Purbeck (a total of 307 beds); the PCN was now in the process of setting up a multidisciplinary Care Home Team, which will include a Medical Lead and a Care Coordinator, supported by a Pharmacist, a Medicines Management Technician, physiotherapists and occupational therapists 	<p style="text-align: center;">All</p>

	<ul style="list-style-type: none"> • Purbeck PCN structure: the Central Hub will link to the Care Home Team, the Pharmacy Team, Clinical Specialist Services, the Non-Clinical Team, Community and Voluntary organisations - and, in the future, a Mental Health Team • The PCN was also recruiting another self-management coach and another social prescriber to support existing postholders <p>10.2 Feedback from other meetings attended by PPG members</p> <p>None.</p>	
11.	<p>Speakers at future meetings</p> <p>It was noted that Erin Shakespeare did not feel it was appropriate for her to attend individual PPG meetings as well as the Purbeck PPG Chairs meetings.</p> <p>It was agreed that Kate Stancel-Lewis should be invited to attend the next meeting. It was noted that, prior to the meeting, Jan had drawn everyone's attention to the book she had recently read entitled <i>The Compassion Project - a case for hope and human kindness from the town that beat loneliness</i> by Dr Julian Abel and Lindsay Clarke, which describes the Frome Model discussed at previous PPG meetings. All agreed we should discuss with Kate the possibility of developing a similar model in Swanage and/or Purbeck.</p>	MB
12.	<p>Any other urgent business</p> <p>12.1 Access to Hearing Aid Services</p> <p>Margaret reported that, prior to the meeting, Gill Calvin-Thomas had raised concerns about accessing hearing aid services. Margaret had undertaken some research into this issue and discovered that NHS Hearing Aid batteries can still be collected from the Practice. In addition, the Audiology Service provided by Dorset Healthcare is offering a postal service to obtain hearing aid batteries and repairs. They are also now seeing patients face-to-face again, in addition to undertaking video/telephone consultations, where appropriate - although they do have a backlog of patients still waiting to be seen. Further information can be found at: https://www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/physical-health/audiology.</p> <p>12.2 Thanks to Ciara</p> <p>Everyone joined in thanking Ciara for all the support she had given the PPG and wished her well for the future.</p>	
13.	<p>Dates of future meetings:</p> <p>17 November 2020 19 January 2021 16 March 2021</p>	

Margaret Broadhurst
Chair