

Swanage Medical Practice Patient Participation Group
Minutes of Virtual Meeting held on 19 May 2020 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Gill Calvin-Thomas (GC-T)

Wendy Hammersley (WH)

Ruth Jordan (RJ)

Jan Owens (JO)

Dr Ciara Murphy, GP (CM)

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

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, including: new member Gill Calvin-Thomas and Gill Foott, PPG Support Officer at NHS Dorset Clinical Commissioning Group (CCG).</p>	
2.	<p>Apologies</p> <p>Apologies had been received from Sandra Rhead (SR); Karen Wright, Treasurer (KW); Sally Fazekas (SF); Nicola Fitchett (NF); and Natasha Ritchie, Practice Manager (NR).</p> <p>Margaret explained that Karen had hoped to join the meeting, but neither her phone nor her computer has a microphone or camera.</p> <p>It was noted that Sally had registered as an NHS Volunteer and had stepped back from PPG activities at the moment.</p>	
3.	<p>COVID-19 Pandemic – Situation in Swanage and local response</p> <p>Margaret drew everyone’s attention to the information circulated with the Agenda, including: the two updates issued by Senior Partner, Dr Clark on 1 April and 4 May; the message posted on the Practice’s new Facebook account on 27 April; NHS England’s guidance for General Practice on COVID-19; and the letter issued to the NHS on 29 April about the second phase of the NHS response.</p> <p>It was noted that more than 700 people were now following the Practice on Facebook (see: https://m.facebook.com/The-Swanage-Medical-Practice-113445460339428/).</p> <p>Some recent information had been seen by over 2000 people. Margaret encouraged all Facebook users to share the link.</p> <p>Dr Murphy gave an update on the current situation in Swanage and the local response. The incidence of COVID-19 had been lower in Dorset than in the rest of the UK and, so far, there had been no deaths due to COVID-19 in the Swanage area - although a number of people had been seriously ill with COVID-19. The number of cases in Dorset was now falling – although there is concern that the incidence may increase again as the number of visitors to Dorset increases now lockdown restrictions are beginning to be lifted.</p> <p>All patients had been requested to either use eConsult (it is now possible to attach images) or to telephone the Practice if they need an appointment. All GP appointments were now being undertaken by either telephone or video in the first instance, including urgent appointments. If</p>	All

	<p>the clinician who speaks to the patient decides the patient needs to be seen in person, they are invited in for a timed appointment. All Practice staff are adhering to strict social distancing guidelines and staff seeing patients are wearing Personal Protective Equipment (PPE).</p> <p>Initially, consultation rates had been lower than usual as more people were self-managing, but consultation rates were now increasing again - in part due to the campaigns that have been running nationally and locally to encourage people to seek medical help (the #hereforyou campaigns).</p> <p>The front door to the Surgery is currently being kept closed at all times and only patients with 'approved' appointments are being allowed to come into the Surgery – this includes appointments for blood tests, childhood immunisations and vaccinations in older people, B12 injections and other necessary injections, cervical screening and dressings. Patients with leg ulcers were also still being seen at the Practice - although some patients are now being taught how to dress their own leg ulcers, thereby reducing the number of times they need to attend the Surgery in person. For the time being, respiratory and diabetes reviews are being undertaken over the phone.</p> <p>A “hot” hub had been set up at Wareham Hospital for patients in Purbeck with possible or confirmed COVID-19 – this service is being covered on a rota basis by GPs from all the practices in the Purbeck Primary Care Network.</p> <p>Cancer referrals have continued throughout the Pandemic. Referrals for other conditions are now beginning to start up again – although waiting times are long. Routine x-rays had also started again at Swanage Hospital.</p> <p>The volunteer services that had been set up in Swanage in response to the Pandemic had worked very well.</p>	
4.	<p>Update from Gill Foott, PPG Support Officer, NHS Dorset CCG</p> <p>Gill Foott updated everyone on all the work the CCG had been doing to communicate messages during the COVID-19 Pandemic to people who are not online - this includes:</p> <ul style="list-style-type: none"> • Ongoing work with voluntary groups to help disseminate messages and information • Letter drops to Dorset residents • Regular articles in the Echo and other local newspapers • Inclusion of the videos made by Dr Karen Kirkham on local TV news programmes (these are also available on the CCG's website) • Regular interviews on local TV and radio stations. 	
5.	<p>Minutes of meeting held on 21 January 2020</p> <p>The Minutes of the meeting held on 21 January 2020 were agreed.</p> <p>Margaret agreed to send the final version to Natasha for uploading to the Practice website.</p>	MB
6.	<p>Matters arising not covered elsewhere on Agenda</p> <p>6.1 Update on proposal to set up a “health hub” using PPG funding</p> <p>Margaret drew everyone’s attention to Natasha’s proposed way forward, circulated with the Agenda. Natasha had looked into options for a physical “health hub” that could sit in the corner of the Waiting Room - including a private “pod” inside which patients could access a tablet pre-set to provide support, for example. However, these “pods” are extremely expensive - even a small one costs £2000. Natasha was also concerned</p>	

that those who are less mobile and those using walking aids would have problems accessing the “pod”.

However, she thought it would be useful to have something in the Waiting Room for those who do not have online access at home or who need some support to use a tablet. She suggested that a more practical alternative would be to have a tablet on a stand on which patients could access eConsult and other key NHS website pages. A tablet would cost £79.99 and an antitheft tablet floor stand £105.44 (March 2020 prices).

Natasha had also looked into the possibility of replacing the privacy screens in the Waiting Room, but did not think the new ones available looked any better. However, she thought they could be tidied up, as some of the posters attached to them look a bit tired. She also suggested that we could perhaps also put up some noticeboards and wall leaflet racks, thereby making the area look a bit fresher and more up to date.

Everyone supported the proposal to install a tablet on a stand - and to refresh the privacy screens and install noticeboards and leaflet racks. However, it was noted that it would not be appropriate to proceed with installing the tablet or the leaflet rack at the moment. Members wondered whether, in the meantime, it would be possible to proceed with the updating of the privacy screens and installation of new noticeboards.

Margaret agreed to discuss the best way forward - and the timings - with Natasha when she returns from leave.

MB

6.2 Changes to Sit and Wait Surgeries

Margaret drew everyone’s attention to the information about changes to Sit and Wait surgeries posted on the Practice Website on 6 March 2020 (circulated with the Agenda). It was noted that these changes had now been superseded by the arrangements that had since been put in place in response to the COVID-19 Pandemic.

6.3 Feedback from those who spent time at the Practice in February

It was noted that Wendy, Ruth and Margaret had spent two fruitful mornings at the Practice in February promoting eConsult and GP Online. Several people had signed up for GP Online while they were still at the Practice and others took the leaflet away. There had been a lot of interest in eConsult, particularly among younger patients. Dr Murphy confirmed that the number of eConsults had now increased dramatically. Several people also expressed interest in joining the Patient Email Group. However, many of the older patients were very reluctant to consider anything online.

Patients had also been asked how they would like the Practice to communicate changes to services being offered by the Practice. Methods of communication being used at that time included: Practice Newsletters, articles in the Gazette, the video screens in the Waiting Room and the Practice website. Some expressed interest in receiving information by email and/or by text, but, at that time, there was little interest in the Practice communicating via social media. It was therefore good to see that, during the Pandemic, this had now proved to be such a successful mode of communication.

Some feedback was also received about the website - some patients reported finding it difficult to navigate and to find out what they were looking for. This feedback had been shared with Natasha.

6.4 Update on the proposed Health Awareness Event on diabetes

Margaret explained that this event had been put on hold because of the COVID-19 Pandemic.

	<p>6.5 Seafront stalls on 8 and 22 August - update</p> <p>Margaret confirmed that she had booked stalls for both these dates. However, all agreed that, in view of the social distancing and other measures that would need to be put in place, it would no longer be possible to host these stalls. Margaret therefore agreed to cancel the bookings.</p>	<p>MB</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>At this point, Dr Murphy was no longer able to participate in the meeting because the battery of her mobile phone had run out of charge.</p>	
<p>8.</p>	<p>Surgery Report</p> <p>Natasha had also provided the following updates ahead at the meeting:</p> <ul style="list-style-type: none"> • GP Recruitment was continuing to be challenging • The new Paramedic was proving to be a real asset to the team • Ali, one of the Practice's Nurses, had passed her Nurse Practitioner Course. 	
<p>9.</p>	<p>Feedback from meetings and events attended by PPG members</p> <p>9.1 Purbeck Population Health Management (PHM) Project</p> <p>Margaret reported that she had attended all seven PHM workshops. However, she had not been able to attend the follow-up meeting on 19 March when next steps were agreed - and she was not sure what PHM work was now taking place in Purbeck during the COVID-19 Pandemic. The Dorset-wide Celebratory Event planned for 26 March had also been cancelled due to the COVID-19 Pandemic.</p> <p>Gill agreed to contact the Project Manager for the Purbeck Locality to find out what was happening.</p> <p>9.2 Purbeck PPG Chairs Meetings - 4 February and 10 March 2020</p> <p>Margaret drew everyone's attention to the Minutes of these meetings (included with the Agenda).</p> <p>Jan asked whether there was any more news about the Swanage Paramedic Car. Ruth also drew everyone's attention to the petition that had been set up to lobby for its continuation (see: https://you.38degrees.org.uk/petitions/save-swanage-ambulance-car). Margaret reported that, in January 2020, Cheryl Lewis, who was then the Project Manager for the Purbeck Locality, had indicated that plans were in hand to retain the car using other sources of funding. Gill Foott agreed to contact Cheryl Lewis and/or her successor, Erin Shakespeare, to find out what was happening.</p> <p>Jan also asked whether a social prescriber had now been appointed In Purbeck - and what progress had been made with setting up the Purbeck Young Peoples' PPG. Gill agreed to also raise these issues with Cheryl and/or Erin.</p> <p>The next meeting of the Purbeck Primary Care Network PPG Chairs was due to be held via Zoom on Thursday 11 June 2020.</p> <p>9.3 Feedback from other meetings attended by PPG members</p>	<p>GF</p> <p>GF</p> <p>GF</p>

	None.	
12.	Speakers at future meetings Margaret reported that John Kirwin and Sue Vince from Swanage Walking For Health had been due to attend the meeting to talk about how best to raise the profile of the scheme and help more people discover its benefits. However, they felt that it would now be best to defer this talk until Swanage Walking For Health was back up and running again.	
13.	Any other urgent business None	
14.	Dates of future meetings: 21 July 2020 15 September 2020 17 November 2020 It was agreed that the next meeting should also be held virtually, but, in view of the problems using Google Duo experienced during this meeting, it was agreed that Zoom would be used for the next meeting.	

Margaret Broadhurst
Chair