

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held on 9 July 2019 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Karen Wright, Treasurer (KW)

Sally Fazekas (SF)

Dianne Carter (DC)

Nicola Fitchett (NF)

Natasha Ritchie, Practice Manager (NR)

Dr David Haines, GP Chair, Purbeck Locality (present for his update and for part of the discussion about the Lindsay Leg Club)

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting.</p> <p>As Dr Haines was still seeing patients, all agreed to go through other items on the Agenda until he arrived.</p>	
2.	<p>Apologies</p> <p>Apologies were received from Caoimhe O’Sullivan (CO’S), Sandra Rhead (SR), Dave Morton (DM), Tim Mersey (TM) and Ciara Murphy, GP (CM), as well as from new member, Jan Owens. Jan is the Lead Governor on the Council of Governors at Dorset HealthCare University NHS Foundation Trust and was attending a Dorset HealthCare meeting that evening.</p> <p>It was also noted that Anne Warren (AW) and Mike Killingback (MK) had both resigned from the PPG - and that Margaret had written to thank each of them for the contributions they had made to the PPG. Everyone was very sorry to hear that Anne and Mike were no longer able to continue as PPG members and requested that the Minutes also record their thanks for the contributions they had made to the PPG - and, in Anne’s case, to the Friends of the Practice as well.</p> <p>Natasha confirmed that the Practice would also be acknowledging Anne’s long service with the Friends of the Practice and the PPG.</p> <p>As Caoimhe was on call and therefore not able to attend the meeting, Margaret agreed to take the Minutes.</p>	<p style="text-align: center;">NR</p> <p style="text-align: center;">MB</p>
3.	<p>Minutes of meeting held on 14 May 2019</p> <p>The Minutes of the meeting held on 14 May 2019 were agreed - subject to Dr Bashum’s name being spelt correctly.</p> <p>Margaret agreed to send the final version of these Minutes to Natasha for uploading to the Practice website.</p>	<p style="text-align: center;">MB</p>

<p>4.</p>	<p>Matters arising not covered elsewhere on Agenda</p> <p>4.1 Practice Newsletter</p> <p>It was noted that Natasha had re-sent the electronic version of the Spring 2019 edition of the Practice Newsletter as a PDF.</p> <p>4.2 Re-establishing the Virtual PPG / Patient Email Group</p> <p>Margaret reported that she and Natasha had agreed to rename the Virtual PPG as the Patient Email Group. It was noted that the Application Form to sign up to join the Patient Email Group had been amended accordingly.</p> <p>Natasha also confirmed that the receptionists were promoting the Patient Email Group.</p>	
<p>5.</p>	<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>6.</p>	<p>Surgery Report</p> <p>Natasha gave the Surgery Report:</p> <ul style="list-style-type: none"> • The Practice was still actively trying to recruit new GPs - Natasha was pleased to report that two people, both based in Dorset, had recently expressed an interest in joining the Practice • The Practice was also working on a promotional video, similar to the recruitment videos produced by the Emergency Departments at Poole Hospital and Royal Bournemouth Hospital (see: https://www.youtube.com/watch?v=LiNOFjcE6xs) and https://www.youtube.com/watch?v=ZeiSCJv9zgA) • A GP Registrar would be starting at the Practice in August • The Practice had also put its name down to participate in the GP Retainer Scheme and some interest had already been shown • Ali and Jane, the Practice Nurses helping with the Sit and Wait Surgeries, had just successfully completed the Nurse Prescribing Course, so would soon be able to start prescribing - meaning they would no longer have to wait for a GP to write a prescription each time this was required and would therefore be able to see more patients • An apprentice medical secretary had started at the Practice on 10 June and would be undertaking a 15 month day release course at Poole College - she lives in Swanage and it was hoped that she will stay working at the Practice when she finishes her apprenticeship • The Practice was considering also appointing apprentice healthcare assistants - and, possibly, apprentice nurses • Flyers explaining eConsult were now being given to patients - Natasha wondered whether the PPG could also help to promote this initiative [this suggestion was discussed further under Item 9] 	

	<ul style="list-style-type: none"> The Practice had decided to offer two dedicated flu vaccination clinics again this year - they will take place on two Saturdays in October between 8:30 and 14:30 and patients will be invited to attend these sessions by text (rather than by letter, as has happened in previous years, as this is now proving to be a very expensive option for the Practice); Natasha suggested that the PPG should also be present in the Reception Area during these sessions to promote both the eConsult and GP Online services, as well as the PPG - rather than helping with the actual running of the Clinics (as has happened in previous years), as sufficient Practice staff would be available to provide the necessary help. 	PPG
7.	<p>Proposal to set up a Lindsay Leg Club in Purbeck</p> <p>7.1 Updates received from Alan Clevett, Chair of Corfe Castle PPG</p> <p>Margaret drew everyone's attention to the updates about the Purbeck Lindsay Leg Club provided by Alan Clevett, Chair of Corfe Castle PPG - copies of two of his emails had been circulated with the Agenda for the meeting.</p> <p>Alan had been meeting with the Clinical Team and was pleased to report that good progress was being made, particularly in relation to the clinical aspects of the Leg Club. It had now been confirmed that the first session would be held on the morning of Monday 2 September at Wareham Parish Hall - the Hall had been booked for every Monday morning until the end of February 2020, from 8:00am until 1:00pm (to allow time for setting up and packing away). Each Treatment Session will run from 9:00am until 12:00noon. Two leaflets were now being produced - one for prospective patients and the other to recruit volunteers.</p> <p>There was now a greater understanding of the requirements for the Steering Committee and the expectations of volunteers - thanks to the information provided by the Lindsay Leg Club Foundation. The plan was to get together a team of volunteers to take on a variety of roles, which are likely to include: helping to set up the Hall before each treatment session, meeting and greeting attendees, organising and providing refreshments, undertaking basic administration tasks, and organising raffles and fundraising events. A small Steering Committee, including a Chair and a Treasurer also needed to be formally appointed.</p> <p>Alan had visited the Poole Best Foot Forward Leg Club on 13 June, which takes place every week in Upton Social Club. The Club was set up three years ago and now has over 600 registered members. Their Steering Committee comprises eight members and meets monthly. Throughout the morning, there were at least 30 patients present at any one time - increasing to more than 70 by 10:30am. The Nursing Team of six were busy throughout the morning - and at least eight volunteers were present at all times. Alan felt that there was a really nice social club atmosphere, with lots of chat going on, as well as a raffle and lucky dip - and tea, coffee and home-made cakes and biscuits.</p> <p>Alan had also arranged for Ellie Lindsay and her team from the Lindsay Leg Club Foundation to visit Purbeck - they will be running an information sharing and training session on 16 July at Wellbridge Surgery in Wool (see below).</p>	

	<p>During the subsequent discussion, Natasha explained that the Practice currently runs two Foot Clinics at the Surgery each week, in addition to providing wound dressings during general sessions. A rota had been drawn up for Practice Nurses working at all six practices in Purbeck to contribute to the running of the Lindsay Leg Club Treatment Sessions and, as the Swanage Practice serves the largest numbers of registered patients, Practice Nurses from the Swanage Practice will be required to run a higher proportion of treatment sessions at the Leg Club than those from the other practices. As a result, it will be necessary to stop running one of the weekly Foot Clinics currently held at the Surgery. Natasha explained that District Nurses were not currently involved in the planning of the Leg Club - although it was hoped they will be involved in future.</p> <p>Dr Haines then joined the meeting.</p> <p>He confirmed that he had received assurances from Dorset HealthCare that the District Nursing Team would be getting involved - he felt their involvement was essential, as the patients they are currently treating at home are those most likely to benefit from the social interaction provided by the Leg Club.</p> <p>Dr Haines also explained that discussions were underway with Social Services about potentially using the minibuses that transport clients to the Swanage Day Centre to also take patients to the Leg Club. It was noted that patients can also use the voluntary transport service organised by Communicare Swanage at a cost 40p per mile.</p> <p>7.2 Information Sharing and Training Session on 16 July at Wellbridge Surgery</p> <p>It was noted that Ellie Lindsay, the Founder of the Lindsay Leg Club Foundation, would be visiting the Wellbridge Surgery in Wool between 10.00am and 12.00noon on Tuesday 16 July to run an information sharing and training session. It would be an informal meeting to enable them to share their experiences of helping to set up Leg Clubs - Alan anticipated that they would cover the role of volunteers, how the sessions should work and the organisation of the Steering Committee. The session would also be including Data Training for the Lead Nurses and Volunteers.</p> <p>As no one else was able to attend, Margaret agreed to attend the training session on behalf of the PPG.</p>	<p>MB</p>
<p>8.</p>	<p>Primary Care Networks and the Future of Services in Purbeck Presentation by Dr David Haines, GP Chair of Purbeck Locality</p> <p>Margaret welcomed Dr Haines to the meeting and all present introduced themselves.</p> <p>Dr Haines explained that the Swanage Medical Practice is one of six practices in the Purbeck Locality and that he is currently the GP Chair of the Purbeck Locality - although he will be retiring from this role in October (as well as from his role as a Partner in the Swanage Medical Practice).</p> <p>Dorset Clinical Commissioning Group (CCG), which covers the whole of Dorset (including Bournemouth, Christchurch and Poole), has been divided into 13 Localities - Purbeck is the smallest of these Localities. GPs in each Locality have been working together for several years now to improve services in their area by working with</p>	

other local providers of services to support local communities more effectively - for example, by treating a broader range of health conditions within the Locality, improving the quality of GP services and improving access to services for patients.

Since 1 July 2019, all general practices in England have been required to work together in Primary Care Networks to improve services for local people - the six practices in the Purbeck Locality have agreed to come together to form the Purbeck Primary Care Network.

The introduction of Primary Care Network (PCNs) is the latest in a succession of recent reforms to the NHS, which are being led by Simon Stevens, Chief Executive of NHS England, and are summarised in the **NHS Long Term Plan**. The first reform was the requirement that, from April 2016, local NHS organisations and councils should work together in what are now referred to as Sustainability and Transformation Partnerships (STPs) to agree plans setting out how they propose to improve health and care in the areas they serve. Further details about Dorset's STP can be found at: <https://www.dorsetccg.nhs.uk/project/stp/>. STPs are now in place across England - 44 STPs in all. In some areas, STPs have evolved to become Integrated Care Systems (ICSs), a new form of even closer collaboration between the NHS and local councils - Dorset was one of the first wave of ICSs, designated in 2018. The aim is that every part of England will be covered by an ICS by 2021.

PCNs are a key part of the NHS Long Term Plan. Working as part of a network, rather than as stand-alone businesses, means that GP Practices can share expertise and resources, making them better placed to provide a wider range of services for patients (including, for example, more extended hours and specialist clinics) and to manage the challenges currently facing Primary Care (including ever increasing demand and recruitment issues). It will also be easier for them to integrate with the wider health and care system. PCNs typically serve populations of 30-50,000.

In Dorset it has been agreed that there will be 18 geographically coterminous PCNs. All practices in Dorset have been included in a PCN, thereby achieving full population coverage.

The majority of the new funding for PCNs is going direct to each PCN (ie not via CCGs) through what is called the Network Contract Directed Enhanced Service (DES) - this includes funding for a Clinical Director role in each Network, as well as increased funding for providing extended hours access. In 2019/20, each PCN is also entitled to claim for 70% of the funding for 1 whole time equivalent (WTE) clinical pharmacist and 100% of the funding for 1 WTE social prescribing link worker. In subsequent years, funding will also be made available for physiotherapists, primary care paramedics and physician associates.

Dr James Jackson, who is a GP in the Bere Regis Practice (and also chairs the Purbeck Health and Wellbeing Locality Group), has agreed to take on the role of Clinical Director for the Purbeck PCN. Swanage Medical Practice has been nominated to receive DES payments on behalf of the Purbeck PCN.

The Purbeck PCN intends to build on the good work already underway in the Purbeck Locality, particularly the integration of GP services with hospital and community health services - and social services.

	<p>The Virtual Hub, comprising a multidisciplinary team of professionals (currently based at Purbeck Social Services in Bonnetts Lane, Wareham), is now operating well, their aim being to put in place the services required to prevent hospital admissions. The longer term aim is for this to become a 7/7 service - and for a purpose-built Hub to be built in Wareham alongside a new GP Surgery.</p> <p>The Purbeck PCN has now also identified a number of priorities, including:</p> <ul style="list-style-type: none"> • Integration with communities - the PCN is planning to compile a web-based directory of groups and services in the local community to which patients can be referred, similar to that already in place in Frome (further information about the Frome Model of Enhanced Primary Care and Health Connections Mendip can be found at: https://healthconnections mendip.org) • Locally provided Pulmonary Rehabilitation for patients with chronic obstructive pulmonary disease • Annual Health Checks for all patients with a learning disability - provided either at their local surgery or in their own home. <p>Please note that a helpful update on PCNs can be found at: https://www.kingsfund.org.uk/publications/primary-care-networks-explained.</p> <p>Margaret thanked Dr Haines very much for attending the meeting to give his talk.</p>	
<p>9.</p>	<p>PPG Awareness Week: 10-14 June 2019</p> <p>9.1 Impact of event</p> <p>Natasha had kindly provided the following information on the impact of PPG Awareness Week ahead the meeting: as at 26 June 2019</p> <ul style="list-style-type: none"> • 24 people had signed up for GP Online Services since 10 June 2019 (the first day of PPG Awareness Week) • A total of 33 people had now signed up to join the Patient Email Group • One person had expressed an interest in joining the PPG during PPG Awareness Week, but had subsequently decided not to join the PPG as she was planning to move away from Swanage in the near future. <p>9.2 Feedback from PPG members who had helped with PPG Awareness Week</p> <p>The following feedback had been received from PPG members who had helped with PPG Awareness Week:</p> <ul style="list-style-type: none"> • There were different experiences regarding the willingness of patients to engage: some had found that most people were willing to engage and seemed genuinely interested in what we were trying to do - indeed, some patients had been surprised at what was 'on offer'; others had found that patients were either too busy, had other commitments or were not really interested • All had been able to engage with at least some of the patients they had spoken to - and some patients had taken away information about GP Online 	

services and/or the PPG, application forms to join the Patient Email Group and/or copies of the Practice Newsletter

- One PPG member had received some vitriol from a patient who was obviously very angry with the Practice
- There were mixed views as to whether the Reception Area had been the best place to have our stand: some had found the placement of the stand to be ideal, as it had enabled them to talk to a lot of people whilst they queued at the reception desk; others had expressed real concerns about patient confidentiality
- In general, people had found it easier to engage with patients in the Waiting Room - but not in all cases
- Some people thought the information, forms, etc, that we had available were excellent; others had some concerns about the tone of some sections of the Practice Newsletter and wondered whether the PPG should/could also be involved in the writing of future editions of the Newsletter
- There were mixed experiences regarding how helpful the reception staff had been, ranging from staff being very helpful and encouraging and grateful for what we were doing, to PPG members being made to feel a bit of a nuisance
- There were also mixed views regarding how useful the event had been: some felt it had been really worthwhile and that the profile of the PPG - and that of the Practice - had been raised; others were less sure about how useful it had been and whether it had really been a good use of our time; it was also generally felt that being present during the morning surgeries, when the Practice is at its busiest, had been more worthwhile (in terms of the numbers of patients spoken to) than being present during afternoon surgeries
- Regarding GP Online services, some patients had fed back that they felt they would get more chance of an early appointment if they queued at the desk!

During the subsequent discussion, it was agreed that the possibility of setting up a stand in the Waiting Room should be considered at future promotional events - although all agreed that, in view of the way Flu Vaccination Clinics are organised (the clinics are held in the Waiting Room and patients queue up along the corridor), it would be better to have the stand in the Reception Area during these Clinics, as we did last year.

It was also felt that it would be better, in future, to focus on being present during morning surgeries.

Regarding the possibility that PPG members could also help to promote eConsult, it was generally felt that it would be challenging to identify volunteers to help with this during the summer months. However, this might be a possibility during September - and should definitely be one of the initiatives promoted during the Flu Vaccination Clinics. It was agreed that this should be discussed further at the next PPG meeting in September.

The possibility that PPG members could also be involved in the production of future editions of the Newsletter was also discussed. Natasha felt that the best

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