

Swanage Medical Practice Patient Participation Group
Minutes of Virtual Meeting held on 15 November 2022 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Natasha Ritchie, Practice Manager (NR)

Gill Foott, Engagement and Development Coordinator (PPGs), NHS Dorset (GF)

Maggie Hardy, Swanage Community Defibrillator Project

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting - including Maggie Hardy, who had agreed to update the PPG about the Swanage Community Defibrillator Project.</p> <p>It was noted that, due to the number of recent cases of COVID-19 affecting Practice staff and PPG members, it had been agreed that this meeting would be held online.</p> <p>Gill also joined the meeting briefly - she had been delayed, as she had also attended a meeting of the Wool PPG in Wool that evening. She agreed to send a written update (see Agenda Item 5).</p> <p>In view of the low attendance, the meeting was less formal than usual - and not all Agenda items were covered.</p>	
2.	<p>Apologies</p> <p>Apologies were received from Sally Fazekas (SF), Jan Owens (JO) and Dr Kiran Qureshi, GP (KQ). Karen Wright (KW) had intended to attend the meeting, but experienced technical problems when attempting to join the meeting.</p> <p>It was noted that Ruth Jordan had decided to resign from the PPG earlier that day. Margaret had written to her to express the PPG's thanks for all the support she had given since joining the PPG. We will miss her.</p>	
3.	<p>Update on Swanage Community Defibrillator Project - Maggie Hardy</p> <p>The Project is supported by the Swanage and Purbeck Rotary and the wider community, and is also affiliated the Swanage and Purbeck Development Trust.</p> <p>There are now 40 defibrillators within Swanage and the surrounding area - they are all registered on The Circuit, the National Defibrillator Network, which provides NHS ambulance services with information about the location of defibrillators across the UK so that they can be accessed quickly to help save lives. Each defibrillator has a Guardian (all volunteers) responsible for checking the defibrillator every two weeks. So far, the defibrillators have been deployed at 133 incidents.</p> <p>The Project's Steering Group oversees the purchase and maintenance of the defibrillators, and also organises familiarisation sessions to ensure people feel less anxious about using the defibrillators in an emergency - although it should be noted that no training is required to actually use the defibrillators as all the necessary instructions for use are given at the time. The Steering Group is looking for new volunteers to ensure the successful continuation of the Project into the future.</p> <p>Margaret thanked Maggie very much for giving her update.</p>	

4.	<p>Update from Gill Foott, Engagement and Development Coordinator (PPGs)</p> <p>Gill provided the following update after the meeting:</p> <p><i>Following the formation of the Integrated Care System, I recently presented to Public Health Dorset about my role and how we can raise the profile of PPGs, especially with all the changes within the health service recently. I explained what I and my colleague do in supporting PPGs and how our roles in Dorset seemed to be quite unique compared to the rest of the country, in that our roles are dedicated to the support of PPGs. They were really interested and subsequently asked me for contact names within practices who they could speak to about sharing information they felt could be relevant to PPGs, which is a very positive step.</i></p> <p><i>There have been two PPG webinars this Autumn, one in October and one in November. The October session was by LiveWell Dorset and the November session was presented by a Social Prescriber with special responsibilities for supporting Armed Forces veterans. A recording of the October webinar along with questions and answers is up on our PPG support webpage at NHS Dorset and the November one will be uploaded as soon as it is complete. The webinars have been very well received so we will continue these in 2023 as well as starting to plan our first PPG conference since 2019 - we would love this to be face-to-face in the summer but will have to carefully consider Covid figures and any restrictions.</i></p> <p><i>My colleague Jim and I have started writing a monthly blog and the September and October blogs are also on the PPG webpage.</i></p> <p><i>Have you heard of the NHS Reserve? The NHS in Dorset is looking for people to join as part of the NHS Reserve Workforce. These are paid members of the team that can support during peak times or emergencies. A commitment of 20 days per year minimum is asked for and there are wide range of roles on offer, matched to experience and availability. Anyone can be a reserve even if you've never worked in healthcare before - the teams will include a mix of current or former professionals, both registered and unregistered, administrators, and support workers who may not have worked in health previously. More information can be found here NHS Reserve Home - NHS Reserve (joinourdorset.nhs.uk)</i></p>	
5.	<p>Minutes of Meeting held on 20 September 2022</p> <p>The Minutes of the meeting held on 20 September 2022 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR
6.	<p>Matters arising not covered elsewhere on Agenda</p> <p>6.1 Swanage Ambulance Car Deferred</p> <p>6.2 New Purbeck Group</p> <p>Before Maggie left the meeting, we also took the opportunity to discuss the proposed new Purbeck Group - it was Maggie who had proposed setting up the Group. Jan Owens has agreed to chair the Group, which, in the first instance, will</p>	

	<p>include the Chairs of the Friends of Swanage and Wareham Hospitals and the Chairs of the six PPGs in Purbeck. It was hoped to hold the first meeting in January.</p> <p>6.3 New Community Café at The Loft</p> <p>The new flyer describing services offered at The Loft (shared with PPG members ahead of the meeting) was noted. Margaret had also been given a hard copy at the Cost of Living meeting she had attended that afternoon. [Following the meeting, Margaret contacted Natasha suggesting that the flyer is promoted on the Practice's Facebook page and that some hard copies are also put out in the Waiting Room.]</p> <p>6.4 Proposed "Health Hub" and Health Awareness Event</p> <p>Deferred</p>	
7.	<p>Treasurer's Report</p> <p>Karen provided an update following the meeting. There is £537.85 in the PPG's Bank Account and £52.83 in petty cash - giving a total of £590.68.</p>	
8.	<p>Surgery Report</p> <p>Natasha gave the following update.</p> <p>Staffing issues</p> <p>One of the Advanced Nurse Practitioners (ANPs) has resigned and one of the Practice's regular locums will soon also no longer be working at the Practice. This means the Practice will be 13 clinical sessions down in January 2023. Another GP Registrar, who is in their second year of GP Training, will be starting at the Practice in February 2023 - this should help ease the situation. Meanwhile, crisis meetings are being held to discuss which services can be paused until the situation eases.</p> <p>Practice Access Plan</p> <p>The Practice is required to produce a plan to Optimise Access to General Practice, which might include considering the use of appointments, reducing unmet need, and reducing the number of repeat appointments by the same patient for the same issue.</p> <p>Actions already taken include:</p> <ul style="list-style-type: none"> • One of the healthcare assistants (HCAs) has received training in the management of diabetes to enable her to see patients with straightforward Type 2 diabetes, thereby freeing up diabetes nurse time • One of the phlebotomists has received training in the administration of the vitamin B12 injections, thereby freeing up nurse appointments • One of the HCAs will be receiving training in wound care, thereby freeing up duty nurse appointments for patients with more complex needs • A Cardiac Nurse has been appointed, thereby reducing the need for GP appointments for some cardiac reviews • A Care Coordinator has been appointed (due to start in Jan/Feb), who will be spending half her time at the Practice and half with the Primary Care Network (PCN) - one of her tasks will be to identify High Intensity Users so they can be provided with the support they need to reduce their need for frequent GP appointments 	

	<ul style="list-style-type: none"> Increased monitoring of people with mental health problems is being provided through the appointment of more staff at PCN level. <p>The Practice would also like to run a campaign aimed at increasing awareness of services to which patients can now self-refer, as well as other alternatives to a GP appointment. Natasha is planning to send a text to all patients for whom the Practice has a mobile number and would like the PPG's help with designing suitable messages. Margaret agreed to work with her on this - a meeting has now been set up for 5 December. [Following the meeting, Margaret also drew everyone's attention to Self Care Week (see https://www.selfcareforum.org/events/self-care-week/) and this year's NHS Stay Well Campaign, launched on 17 November (see: https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/).</p> <p>Flu Vaccinations</p> <p>Another session for people aged 50-64 was planned for the following Saturday, 19 November 2022. So far, uptake in this age group had been relatively low.</p> <p>Online access to GP Health Records through the NHS App</p> <p>Online access for patients to new entries in their GP health records has now been deferred until 30 November 2022.</p>	
9.	<p>Follow-up to GP Patient Survey 2022</p> <p>Margaret and Natasha agreed to also discuss the proposal to undertake a follow-up survey of patients attending the Practice when they next meet [meeting now arranged for 5 December].</p>	MB/NR
10.	<p>New Practice Website</p> <p>10.1 Review of areas/issues highlighted by the PPG</p> <p>It was noted that a link to Information about help available with the Cost of Living Crisis has now been included on the home page of the Practice website, under "Areas of Community Interest", where areas highlighted by the PPG are listed.</p> <p>10.2 Case Study about PPG's involvement in development of the new website</p> <p>Margaret had circulated a first draft of the case study describing the PPG's involvement in the co-design of the new website to PPG members. She agreed to now send the final version to Gill Foott for inclusion on the NHS Dorset website.</p>	MB
11.	<p>Recruiting new PPG members</p> <p>Natasha and Margaret agreed that the need to recruit new PPG members was now even more urgent. It was acknowledged that the PPG's involvement in undertaking the proposed follow-up patient survey would help to raise the profile of the PPG and might also provide a mechanism for recruiting new PPG members.</p> <p>Margaret asked if GPs and other Practice staff could also help with recruiting new members, as they are best placed to know who might be interested in getting involved.</p> <p>In the meantime, Natasha agreed to publicise the PPG the Practice's Facebook page and in the next Practice newsletter [see the Practice's Autumn Newsletter, which is now available on the Practice's Facebook page].</p>	NR

12.	<p>Feedback from other meetings attended by PPG members</p> <p>12.1 PPG Webinars on 26 October and 14 November 2022 See Gill Foott's update.</p> <p>12.2 Cost of Living Task and Finish Group - meeting held on 15 November 2022 Margaret had represented the PPG at this meeting, which had been really interesting - it was so good to hear about all the initiatives that are being taken forward. An Action Plan had been put together describing all the proposed actions, a final version of which will be going to the Swanage Town and Community Partnership in early December. All attendees were asked to submit any proposed additions and amendments to the draft Action Plan by 22 November. [Following the meeting, Margaret circulated the draft Action Plan to PPG members, asking them to let her have any proposed additions and amendments by 21 November.]</p> <p>12.3 Swanage Hospital Friends AGM on 26 October 2022 It was noted that Dr David Haines, Clinical Director of Purbeck Primary Care Network (PCN), had given an update about the PCN and that there had also been an interesting discussion about future plans for Swanage Hospital.</p> <p>12.4 Other meetings and webinars attended by PPG members None</p>	
13.	<p>Purbeck PPG Chairs Meeting scheduled for 6 December 2022 Margaret agreed to write to PPG members following the meeting to ask whether there were any issues they would like covered at this meeting.</p>	
14.	<p>Any other urgent business None</p>	
15.	<p>Dates of future meetings Natasha proposed that, at least for the time being, the PPG should move to meeting every three months. This would mean that our next meeting would be in February. As the PPG had moved to meeting on the third Tuesday of the month to fit in with Ruth's commitments, Margaret agreed to write to PPG members, before fixing the date of our next meeting, to check whether they would like to go back to meeting on the second Tuesday of the month. Meetings have been clashing with meetings of the Wool PPG, so this might also be better for Gill. Natasha also wondered whether another evening might be better for everyone - or whether PPG members would prefer to meet during the day (this would be easier for Kiran).</p> <p>The dates of future meetings will therefore be confirmed once all PPG members have responded with their views. [It was subsequently agreed that the next meeting would be held at the Surgery on Tuesday 21 February 2023 at 6:30pm.]</p>	

Margaret Broadhurst, Chair