

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held at the Surgery on 21 February 2023 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Karen Wright (KW), Treasurer

Sarah Early (SE)

Sally Fazekas (SF)

Kate Spurling (KS)

Dr Wendy Heard, GP (WH)

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

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting - including Dr Wendy Heard, Senior Partner at the Practice, and new members, Sarah Early and Kate Spurling. It was noted that Kate is also on the Committee of the Friends of Swanage Hospital.</p>	
2.	<p>Apologies</p> <p>Apologies were received from Jan Owens (JO) and Tim Mersey (TM).</p> <p>Sandra Rhead had decided to step down from the PPG for now. Margaret had written to her to express the PPG's thanks for all the support she has given since joining the PPG. She will be missed.</p>	
3.	<p>Update from Gill Foott, Engagement and Development Coordinator (PPGs)</p> <p>Gill provided the following update:</p> <ul style="list-style-type: none"> • Dorset HealthCare is currently identifying all those who have not yet received any COVID vaccinations and is trying to address this by taking the vaccination service to them - eg by providing pop-up clinics. • Many PPGs in Dorset are currently in the process of rejuvenating themselves, now that the worst of the Pandemic is over. • Two adult hospice care providers (Lewis-Manning Hospice Care and Weldmar Hospicecare) have recently joined the Dorset Care Record (read-only access), the aim being to improve communication between service providers (see: https://www.digitalhealth.net/2023/02/dorset-care-record-expands-to-two-adult-hospices-in-region/). Lewis Manning provides a range of services for people with life limiting illnesses across East Dorset, including Day Hospices (there is a Day Hospice in Wareham) and the Hospice at Home service - for more information, see: https://lewis-manning.org.uk. Weldmar provides services in West Dorset and does not cover Swanage. Gill agreed to find out whether the Forest Holme Hospice is also part of the Dorset Care Record - Forest Holme is the specialist palliative care unit for adults, located near Poole Hospital - see: https://www.uhd.nhs.uk/services/palliative-care/forest-holme-hospice. 	GF

4.	<p>Minutes of Meeting held on 15 November 2022</p> <p>The Minutes of the meeting held on 15 November 2022 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR
5.	<p>Matters arising not covered elsewhere on Agenda</p> <p>5.1 Swanage Ambulance Car</p> <p>Karen reminded everyone about the incident that had occurred in February 2022, when a Studland resident had experienced a 7 hour wait, outside, for medical help and pain relief after sustaining a fall. She had asked whether alternative provision could be put in place to help people when the Ambulance Car is not available. Margaret had passed on her question to Sue Sutton, Urgent and Emergency Care Programme Director at NHS Dorset, and Nick Reynolds, Dorset County Commander at South West Ambulance Service and a response had been received on 31 August 2022 (see Minutes of PPG meeting held on 20 September 2022). As Karen did not feel this response had addressed her specific question, she had decided not to take up Nick Reynolds’ offer to speak to her further. It was therefore agreed that Margaret should write to Sue Sutton and Nick Reynolds about this issue again.</p> <p>5.2 Online access to GP health records</p> <p>Dr Heard confirmed that, due to safeguarding concerns, Swanage Medical Practice had not yet enabled full digital access to new entries in patients’ health records (including free text) through the NHS app. For more information about online access to GP health records, see: https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/accelerating-patient-access-to-their-record.</p> <p>5.3 Case Study about Swanage PPG’s involvement in developing new website</p> <p>The case study describing the PPG’s involvement in the co-design of the new Practice website had now been included on the NHS Dorset website - see: https://nhsdorset.nhs.uk/swanage-medical-practice-ppg/. Margaret thanked Gill for organising this.</p> <p>5.4 New Community Café at The Loft</p> <p>Margaret circulated the flyer describing services offered at The Loft Community Centre. Margaret had contacted Natasha to suggest that the flyer is promoted on the Practice’s Facebook page and hard copies put out in the Waiting Room.</p> <p>5.5 Proposed “Health Hub” for Waiting Room and Health Awareness Event</p> <p>Margaret reminded everyone that the possibility of setting up a “health hub” in the Waiting Room, funded by the PPG, had first been proposed before the Pandemic - as had the possibility of organising a health awareness event, potentially about diabetes. However, it had not been possible to take either proposal forward. Dr Heard agreed to discuss with her colleagues whether they would now like to take forward these proposals or whether there are other initiatives they would like the PPG to help fund.</p>	<p>MB</p> <p>NR</p> <p>WH</p>
6.	<p>Treasurer’s Report</p> <p>Karen confirmed that there is £537.85 in the PPG’s Bank Account and £52.83 in petty cash - giving a total of £590.68.</p>	

<p>7.</p>	<p>Surgery Report</p> <p>Dr Heard gave the following update.</p> <p>Staffing issues</p> <ul style="list-style-type: none"> • Another GP Registrar is now working at the Practice - there are now two GP Registrars working at the Practice. • A Physician Associate will be starting at the Practice in April - they will be focusing in particular on helping with the same-day surgery work. For more information about what a Physician Associate does, please see: https://www.healthcareers.nhs.uk/explore-roles/medical-associate-professions/roles-medical-associate-professions/physician-associate • A new Medical Secretary has also joined the Practice. <p>COVID vaccinations</p> <p>The COVID Autumn Booster Programme has now closed - and the Wareham COVID Vaccination Centre has also now closed. However, those who have not received any vaccinations can still book 1st and 2nd doses of the vaccine through the National Booking System. either by calling 119 free of charge or by going online at: https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/.</p> <p>Submitting Blood Pressure Readings</p> <p>When patients are asked to submit blood pressure readings, they should only submit a maximum of three readings.</p> <p>Responding to invitations and requests from the Practice by phone, text or letter</p> <p>Patients are being urged to respond to any invitations or requests sent to them by the Practice by phone, letter or text, as this helps the clinicians make clinical decisions about patients' care. For example, these may be offering an appointment for a review of a long term condition, or the Practice may be contacting a patient about having a follow-up blood test or submitting a blood pressure reading.</p>	
<p>8.</p>	<p>Campaign to raise awareness of alternatives to a GP appointment</p> <p>Margaret explained that the next edition of the Practice Newsletter aims to increase patients' awareness of services to which they can self-refer, as well as other alternatives to a GP appointment. The Practice is planning to send a text to patients telling them about the newsletter. Margaret had been working with Natasha on the content of both the newsletter and the text, the latest versions of which she had circulated to PPG members earlier that day.</p> <p>Those present felt that more needed to be included about accessing Mental Health Services - Dr Heard explained that there a wider range of services people can refer themselves, including Connection, a 24/7 helpline for people of all ages.</p> <p>PPG members also felt that the text should give patients the option of reading the newsletter by going to the practice website themselves - as well as offering them a direct link - there was a concern that some people would be very reluctant to follow a link sent to them in a text.</p> <p>Margaret agreed to get back to Natasha with these suggestions for additional content.</p>	<p>MB</p>

<p>9.</p>	<p>Follow-up to GP Patient Survey 2022</p> <p>Margaret reminded everyone that, when the Practice reviewed the results of the 2022 GP Patient Survey (Practice Response and Action Plan shared with PPG members in September), they agreed that a Follow-up Survey was needed to explore further why patients had responded the way they had to a number of the questions. Margaret had agreed with Natasha which questions to include in the Survey and had put together a draft questionnaire based on these questions (copy circulated to PPG meetings prior to the meeting). All agreed that we need to include questions about people's gender and age - Margaret agreed to finalise the questionnaire accordingly.</p> <p>All PPG members present agreed to help with the administration of the survey. It was agreed that we need to choose days when there are plenty of patients attending for appointments - although Dr Heard thought it would not be a good idea for us to be there on Monday mornings. We also need to include a variety of dates and times to ensure we receive feedback on all types of clinical staff and appointment. Margaret agreed to liaise with Natasha, accordingly, and, once potential dates had been identified, she would contact PPG members to agree a rota.</p> <p>It was also agreed that we will need to be in the Reception area to enable us to catch everyone as they leave the building - and, as we would also like to take this opportunity to promote awareness of the PPG, it was agreed that it would be good to also put up the PPG banner - and to put out leaflets about the PPG. There was also a discussion about catering for people who would prefer to complete the questionnaire when they get home and it was suggested that people could use the Practice letterbox for returning their completed questionnaires. Margaret agreed to also liaise with Natasha about these logistics.</p>	<p>MB</p> <p>MB/NR</p> <p>MB/NR</p>
<p>10.</p>	<p>Registering with a GP</p> <p>Margaret explained that, during Healthwatch Week 2022, held in November, she had watched a presentation on a project undertaken in Tower Hamlets on information provided by GP Practices about how to register with a GP. Afterwards, she had checked the information included on the Swanage Practice's website and discovered that it was not consistent with current NHS guidance. She had therefore raised this with Natasha, who add subsequently arranged for the information to be updated.</p> <p>This issue had also come up at the Health Inequalities Symposium held on 1 Feb 2023 (see below), during a workshop on Collaborative Working in Primary Care - the majority of the GPs present were unaware of the current guidance. Margaret had subsequently proposed that Healthwatch Dorset undertake a survey of Practice websites in Dorset to see how many include information on registering with a GP that is in line with current guidance.</p>	
<p>11.</p>	<p>Practice Website - Review of areas/issues highlighted by the PPG</p> <p>The areas/issues of community interest highlighted by the PPG on the Practice website were reviewed, as the PPG does at every meeting. There was a strong view that Mental Health Support should be added - although PPG members were reluctant to lose any of the four issues currently highlighted: Cost of Living Crisis; Wellbeing Swanage; PPG; Carer Information. Margaret agreed to discuss the possibility of adding a Mental Health Support tab to the homepage.</p>	<p>MB</p>

<p>12.</p>	<p>Recruiting new PPG members</p> <p>Margaret, drew everyone’s attention to the Toolkit for PPGs produced by The Patients Association (see: https://www.patients-association.org.uk/Handlers/Download.ashx?IDMF=3a099b36-93af-4582-a267-d4806ddbb1f8) - particularly the section on ways to recruit new PPG members.</p> <p>It was noted that the PPG is already being promoted on the Practice website and on the Practice’s Facebook page, as well as on the Purbeck Primary Care Network’s website. An article about the PPG had been included in a previous edition of the Swanage Area Forum newsletter - and Sally and Margaret had also previously given interviews to Purbeck Coast Radio. At a previous meeting, Dr Qureshi had also agreed to ask her colleagues to promote membership of the PPG.</p> <p>It was not felt that there was very much to be gained from asking any other local organisations to promote the PPG on their websites / social media - although it was felt that it might be useful for Margaret to speak to Healthwatch Dorset about any help they can give us with reaching groups in the community.</p> <p>It was also felt that it would be really helpful if the electronic display in the Waiting Room could advertise the PPG - Margaret agreed to raise this with Natasha.</p>	<p>MB</p> <p>MB</p>
<p>13.</p>	<p>Feedback from other meetings attended by PPG members</p> <p>13.1 Purbeck PPG Chairs meeting - 6 December 2022</p> <p>Draft notes of this meeting had been circulated to PPG members ahead of the meeting. The main item on the Agenda had been the update on the Purbeck Primary Care Network (PCN) given by Dr David Haines, Clinical Director Purbeck PCN.</p> <p>13.2 Purbeck PCN Protected Learning Time (PLT) Event - 14 December 2022</p> <p>Margaret had attended this well attended event on behalf of the six PPGs in Purbeck. The main purpose had been to celebrate the PCN's progress to date on addressing its 2022/23 priorities - and to enable everyone to understand the roles and responsibilities of the various teams and members of staff.</p> <p>13.3 New Purbeck Network Group</p> <p>A meeting had been held on 13 January 2023 to discuss the setting up of this new group (notes meeting circulated to PPG members with Agenda). Margaret had not been able to attend, but Gill had been present. It was agreed that the aim of the group will be to protect/maintain Purbeck Services and, hopefully, in the future to expand them. The Group will be known as ACTION FOR HEALTH AND CARE IN PURBECK. It was noted that Jan Owens has agreed to chair group - the date of the next meeting will be agreed when Jan gets back to Swanage.</p> <p>13.4 National Association of Patient Participation (NAPP) AGM - 28 January 2023</p> <p>NAPP is the organisation that represents and supports PPGs across the country (see: https://napp.org.uk/about/). It is a trustee-led organisation which is completely independent, thereby ensuring it can consistently champion the needs of its members. NAPP is entirely reliant on the funding it receives from its member PPGs - unlike The Patients Association, for example, which receives funding from a range of sources, including private sector organisations (so arguably less independent). Swanage Medical Practice PPG is a member.</p>	

	<p>Margaret attended the AGM, which was held virtually. [Margaret has subsequently shared the minutes of this meeting with PPG members.]. It was clear that the future of NAPP is uncertain as the Board is currently struggling to recruit new trustees. The three existing trustees all work full time and finding the capacity to run the organisation has been extremely challenging. In addition, membership has decreased by 14%, mainly due to Practice mergers resulting in a smaller number of PPGs nationally, but also because some PPGs effectively dissolved during the Pandemic.</p> <p>Despite these challenges, NAPP has continued to influence decision-making at national level - for example, for the last three years it has been represented on an NHS England Project that specifically looks at Community Engagement and PPGs. Other members of this forum include The Patient’s Association, Healthwatch England and the NHS Confederation.</p> <p>13.5 Health Inequalities Symposium - 1 February 2023</p> <p>Margaret had also attended this symposium, which had been very well attended - including by GPs. Topics covered included: the HealthBus (provides primary care services for homeless people in Bournemouth), cancer prevention and early diagnosis initiatives in Dorset, ensuring health information is accessible and the West Howe Community Food Project.</p> <p>13.6 Other meetings attended by PPG members</p> <p>Karen had attended meetings of the Dorset Lung Cancer Patient Participation Group and the Lung Cancer Screening Group. Lung cancer screening is being piloted in a number of deprived areas across the country, where the incidence of lung cancer is known to be higher, ahead of a national rollout. Screening is already being offered to patients in Weymouth and Portland identified by their GP as being at increased risk (those who currently smoke or have ever smoked) and is also due to be rolled out in parts of Bournemouth.</p>	
14.	<p>Any other urgent business</p> <p>Sally asked when the Lindsay Leg Clinic would be starting again. Wendy explained that this service was currently being reviewed. [Following the meeting, Margaret also drew everyone’s attention to information about this service on the Purbeck PCN website - see: https://www.purbeckpcn.co.uk/our-services].</p>	
15.	<p>Dates of future meetings</p> <p>The timing of future meetings was discussed and, although there was some support for moving to afternoon meetings, the majority felt we should continue with evening meetings to enable GPs to attend. It was agreed to hold the next meeting in three months’ time and to then revert back to holding meetings every two months.</p> <p>The next meeting will take place on Tuesday 16 May 2023 at 6:30pm.</p> <p>Subsequent meetings will be held on:</p> <p>11 July 2023 19 September 2023 21 November 2023.</p>	

Margaret Broadhurst, Chair