

Swanage Medical Practice Patient Participation Group

Minutes of Meeting held at the Surgery on 11 July 2023 at 6:30pm

Present

Margaret Broadhurst, Chair (MB)

Karen Wright (KW), Treasurer

Anne Moore (AM)

Joanna Murphy (JM)

Peter Smith (PS)

Natasha Ritchie, Practice Manager (NR) - Agenda Items 1-6 only

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

Kim Gallagher, Chair of Swanage Town and Community Partnership and Secretary of Swanage and Purbeck Development Trust - Agenda Items 1 and 2 only

Members of Patient Email Group - Agenda Items 1 and 2 only

		Action
1.	<p>Welcome and introductions</p> <p>Margaret welcomed everyone to the meeting, including new PPG member, Joanna Murphy; Kim Gallagher, our guest speaker; and three members of the Patient Email Group who attended for Kim's presentation.</p>	
2.	<p>Presentation about Wellbeing Swanage - Kim Gallagher, Chair of Swanage Town and Community Partnership and Secretary of Swanage and Purbeck Development Trust</p> <p>Margaret welcomed Kim to the meeting and reminded everyone that, at the previous PPG meeting, it had been agreed to invite Kim to update us on the exciting news about Wellbeing Swanage (see Special Update April 2023 at: https://www.sandpdt.org.uk/wp-content/uploads/2023/04/SPDT-SAF-Newsletter-2304-Special-Bulletin.pdf). Kim had last attended a PPG meeting in January 2021, when Wellbeing Swanage was first being set up.</p> <p>Kim explained that the Swanage and Purbeck Development Trust (SPDT) had been set up to enable gaps in local priorities to be addressed. Their first project had been to take over the building previously used by the Swanage Youth Club. After internal refurbishment, The Centre opened in April 2017 and is now an established Community Hub, providing wrap-around childcare for children aged 0-11 years as well as a rejuvenated Youth Club. The building also provides a community space that is used by other organisations.</p> <p>Several years ago, the SPDT asked if they could also take over the buildings in Chapel Lane adjacent The Centre, if they became available - the plan being to develop a Wellbeing Hub as part of a wider project called Wellbeing Swanage, inspired by The Frome Model (see: https://compassionate-communitiesuk.co.uk/2021/11/28/the-frome-model/). In March 2023, Dorset Council Cabinet confirmed that the Day Centre and Children's Centre would be transferred to the SPDT. It is hoped that the formalities will be completed within the next couple of months.</p>	

	<p>The plan is to create a Health and Wellbeing Hub with a Welcome Lounge, where people can ask about what help is available locally, and a Community Café. It will also provide space from which a wide range of services can be delivered. The Hub will be part of a network of Family Hubs across Dorset, offering one-stop services for families.</p> <p>Although progress on this project was delayed by the Pandemic, good progress has already been made on setting up a directory of local community and voluntary organisations (see: https://wellbeingswanage.org). Work is currently underway to develop a new website, which will also include a wide range of useful resources.</p> <p>Wellbeing Swanage also offers Community Connector Training - so far, 55 Community Connectors have been recruited and Wellbeing Swanage now plans to start actively recruiting again.</p> <p>Margaret thanked Kim for attending the meeting.</p> <p>It was agreed that the PPG would actively promote Wellbeing Swanage - and the new website when this is launched.</p> <p>Natasha agreed to liaise with Kim regarding the provision of Community Connector Training for the receptionists at the Surgery.</p>	<p>PPG</p> <p>NR</p>
<p>3.</p>	<p>Apologies</p> <p>Apologies were received from Sarah Early (SE), Diana Edmonds (DE), Sally Fazekas (SF), Jan Owens (JO) and new PPG member, Greg Wain (GW). The order of the rest of the Agenda was changed as Natasha needed to leave by 7:30pm.</p>	
<p>4.</p>	<p>Surgery Report</p> <p>Natasha drew everyone's attention to the latest Practice Newsletter - see: https://www.swanagemedical.org.uk/mf.ashx?ID=6a82434f-c69e-4b0e-881d-43e954dbf46c.</p> <p>We were pleased to hear that Dr Gavins had decided to join the Practice, after completing her GP training - she will be providing six sessions / week from September 2023. Dr Beth Law returned from maternity leave in May. Dr Stone is working with Dr McIntosh as his Registrar. Sarah Cunningham, who is a Physician Associate, has also recently started working at the Practice - Physician Associates (PAs) are generalist healthcare professionals, who work alongside doctors as part of a multidisciplinary team. She is being supported by Dr Qureshi. The Clinical Team also includes four Advanced Clinical Practitioners, all of whom have undertaken additional training to enable them to fulfil these roles. Natasha also confirmed that the receptionists are all trained Care Navigators - they receive ongoing training and support from Dr Heard.</p>	
<p>5.</p>	<p>Minutes of Meeting held on 16 May 2023</p> <p>The Minutes of the meeting held on 16 May 2023 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	<p>MB/NR</p>
<p>6.</p>	<p>Matters arising not covered elsewhere on Agenda</p> <p>6.1 Raising awareness of alternatives to a GP appointment</p> <p>Natasha reported that the Practice would like to re-issue the newsletter issued earlier in the year entitled <i>Improving access to General Practice</i> (see:</p>	

	<p>https://www.swanagemedical.org.uk/mf.ashx?ID=418bf76d-9eb7-4996-ae6d-553dcf969efa). Margaret had met with Natasha on 26 June, when she had agreed to review the original version newsletter to ensure it is up to date and as patient friendly as possible. They had also agreed to explore the possibility of producing a series of easy read leaflets - Diana had also agreed to help with this (she and Margaret had discussed this when they met up on 13 June).</p> <p>6.2 Online access to GP health records</p> <p>Natasha confirmed that good progress was being made to meet the 31 October 2023 deadline, by when all GP Practices will be required to enable full digital access to new entries in patients' health records through the NHS app.</p> <p>6.3 Proposed "Health Hub" for Waiting Room and Health Awareness Event</p> <p>Natasha confirmed that the Practice would like to go ahead with this proposal. Margaret agreed to set up a meeting with Natasha and Diana to take this forward.</p> <p>6.4 Results of Follow-up Patient Survey and Practice's Response</p> <p>Margaret drew everyone's attention to the latest draft of the report of the Follow-up Patient Survey undertaken by the PPG in April 2023 and the Practice's response, both of which had been circulated to PPG members ahead of the meeting. Natasha went through the Practice's response - action has already been taken to address most of the PPG's recommendations.</p> <p>Margaret reported that, earlier that day, she had found out that the results of the 2023 GP Patient Survey, the national survey, were due to be published on 13 July. It was therefore agreed that the results of the PPG's Follow-up Patient Survey and the Practice's Response would be published on the Practice website the following day - ie ahead of the publication of the results of the 2023 GP Patient Survey (see: https://www.swanagemedical.org.uk/News/b06ec94a-dd1a-48a9-aff3-6e4aaaaea977d).</p> <p>6.5 PPG Awareness Week 2023</p> <p>Margaret thanked Anne and Peter for helping her host the PPG's stand in the Reception at the Practice during PPG Awareness Week, which took place between 31 May - 6 June 2023. She also drew attention to the article about the PPG published by Swanage News on 5 June - see: https://www.swanage.news/call-to-help-improve-health-services-in-swanage-during-time-of-change/.</p> <p>6.6 Priorities and Work Plan for 2023/24</p> <p>The PPG's Priorities and Work Plan for 2023/24 had been published on the Practice website at: https://www.swanagemedical.org.uk/pages/Patient-Participation-Group.</p> <p>6.7 Updated Terms of Reference and Ground Rules</p> <p>The updated version of the PPG's Terms of Reference had also been published on the PPG page on the Practice website. The updated Version of the PPG's Ground Rules had been circulated to members ahead of the meeting.</p>	<p>MB/NR</p> <p>MB/DE/NR</p> <p>MB/NR/DE</p> <p>MB/NR</p>
<p>7.</p>	<p>Update from Gill Foott, Engagement and Development Coordinator (PPGs)</p> <ul style="list-style-type: none"> FairShare pop-up food larders are being set up across Dorset - eighteen are planned in total, including the one in Swanage which started in May - see: https://www.helpandkindness.co.uk/fareshare-pop-up-larders-in-dorset 	

	<ul style="list-style-type: none"> The State of Caring 2023 Survey has been launched - see: https://carersuk-news.org/74C-8C9BY-641979525A342997CVQT1RC2290C66ABF72E9C/cr.aspx. <p>Margaret thanked Gill for her update - and for the very informative information emails she sends out to PPGs each week.</p>	
8.	<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>	
12.	<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. It was agreed that, for the time being, we would continue to highlight the following areas:</p> <ul style="list-style-type: none"> Cost of Living Crisis PPG Mental Health Carers Info. <p>It was agreed that Wellbeing Swanage would be highlighted again when their website has been updated.</p>	PPG
13.	<p>Feedback from other meetings attended by PPG members</p> <p>13.1 Purbeck PPG Chairs meeting - 14 June 2023</p> <p>Draft notes of this meeting had been circulated to PPG members ahead of the meeting.</p> <p>13.2 Health Information Event held at The Mowlem on 29 June 2023</p> <p>Gill and Margaret had hosted a PPG stand at this event.</p> <p>13.3 The Big Help Out Event held on 26 May 2023</p> <p>Margaret co-hosted the Healthwatch Dorset stand at The Big Help Out Event and took this opportunity to also promote the PPG - you can just see the PPG leaflets in the photograph of the stand included in the Swanage News article at: https://www.swanage.news/sun-finally-comes-out-for-swanages-big-help-out/.</p>	
14.	<p>Speakers at future PPG meetings</p> <p>Margaret reported that she had met Hattie Taylor at the Health Information Event on 29 June. Hattie is the District Nurse Lead for Purbeck and would like to join us at a future meeting to update us on the latest developments in the service.</p>	MB
15.	<p>Any other urgent business</p> <p>Articles about the PPG had also been included in the last two editions of the Swanage & Purbeck Development Trust / Swanage Area Forum Newsletters - see: https://www.sandpdt.org.uk/wp-content/uploads/2023/04/Newsletter0523.pdf https://www.sandpdt.org.uk/wp-content/uploads/2023/05/Newsletter0623.pdf.</p>	
16.	<p>Dates of future meetings</p> <p>19 September 2023 21 November 2023 16 January 2024</p>	

Margaret Broadhurst, Chair