

## Swanage Medical Practice Patient Participation Group

### Minutes of Meeting held on 12 March 2019 at 6:30pm

#### Present

Margaret Broadhurst, Secretary / Acting Chair (elected as Chair during the meeting) (MB)

Caoimhe O'Sullivan (elected as Secretary during the meeting) (CO'S)

Sally Fazekas (SF)

Tim Mersey (TM)

Mike Killingback (MK),

Natasha Ritchie, Practice Manager (NR)

Sophia Callaghan, Assistant Director of Public Health, Public Health Dorset (for her update only)

Gill Foott, PPG Engagement & Communications Coordinator, NHS Dorset Clinical Commissioning Group (present for entire meeting)

		Action
1.	<p><b>Welcome and introductions</b></p> <p>Margaret welcomed everyone to the meeting - including Gill Foott, PPG Engagement &amp; Communications Coordinator at NHS Dorset Clinical Commissioning Group (CCG), and Sophia Callaghan, Assistant Director of Public Health at Public Health Dorset.</p> <p>It was noted that Sophia's update would precede Gill's presentation, as Gill would be staying for the entire meeting.</p>	
2.	<p><b>Apologies</b></p> <p>It was noted that Fiona Hunt had stepped down from the PPG - and that Margaret had written to thank her for the contribution she had made to the PPG. Everyone was sorry to hear that Fiona was no longer able to continue as a PPG member and requested that the minutes also record their thanks for the contributions Fiona had made to the PPG.</p> <p>Apologies were also received from Karen Wright, Treasurer (KW), Anne Warren (AW), Dave Morton (DM), Sandra Rhead (SR), Samantha Woodford (SW), Dianne Carter (DC) and Dr Ciara Murphy, GP (CM).</p>	
3.	<p><b>Update by Sophia Callaghan, Assistant Director of Public Health, on changes (from 1 April 2019) to the public health community contracts for NHS Health Checks, Smoking Cessation, Needle Exchange, Supervised Consumption and Contraception</b></p> <p>Margaret welcomed Sophia to the meeting.</p> <p>Sophia explained that, three years ago, Public Health Dorset had contracted out public health community services to a range of providers following a competitive tendering process. As a result, the Practice no longer had contracts to provide a number of services, previously provided at the Practice, including NHS Health Checks.</p>	

	<p>Public Health Dorset had now decided to move to an “any qualified provider” model for all these contracts - a simpler, fairer and easier process, which will be open to all potential providers who wish to deliver these services, as long as they can demonstrate that they meet specified quality criteria. Any potential Providers that would like to provide these services, but who do not currently meet these criteria, will be supported to do so through the provision of training, etc. Providers will also be able to opt in and out of providing the services at any time during the next four years.</p> <p>This new way of commissioning these services will also mean that maximum use is made of all potential providers across Dorset - and access to these services will be much easier for patients. Patients will be able to go on to a website and find the most convenient provider for them, in terms of both location and time.</p> <p>Sophia went on to explain more about NHS Health Checks - Natasha confirmed that these will be available at the Practice again, probably from the end of April 2019. Everyone in the 40-74 age group is eligible to receive an invitation every five years for an NHS Health Check, during which each person’s risk of developing cardiovascular disease within the next ten years is assessed. Personalised advice is then given about how to reduce this risk - including how simple lifestyle changes, such as stopping smoking, eating a healthy diet and increasing physical activity levels, can lower the risk of developing serious health problems later in life. Patients may be referred on to LiveWell Dorset - and some patients may need to have further tests.</p> <p>Natasha confirmed that the Practice was also planning to continue providing Emergency Hormonal Contraception (EHC) and Long Acting Reversible Contraception (LARC) under the new arrangements. The Practice was still deciding whether or not to start providing Smoking Cessation Services again.</p> <p>Sophia confirmed that Needle Exchange and Supervised Consumption Services would continue to be provided by local pharmacies.</p> <p>Sophia went on to explain that a publicity campaign was planned for later in the year to promote awareness of the new services available and how to access them.</p> <p>Meanwhile, further information about all these services can be found at: <a href="http://www.publichealthdorset.org.uk">www.publichealthdorset.org.uk</a>.</p> <p>Margaret thanked Sophia very much for attending the meeting to give her update.</p>	
4.	<p><b>Presentation by Gill Foott, one of the recently appointed PPG Engagement &amp; Communications Co-ordinators, on the support she can provide</b></p> <p>Margaret welcomed Gill to the meeting.</p> <p>Gill explained that there were now three Engagement and Communication Coordinators supporting PPGs across Dorset - she and Jim Gammans started at the CCG on 7 January 2019; Keith Harrison had been working in the North Dorset Locality for several years.</p> <p>Gill is supporting the PPGs in Purbeck, as well as those in two other localities - she explained that she was currently meeting with the PPG Chairs and Practice</p>	

	<p>Managers in all the practices in these localities and had already met with Margaret and Natasha.</p> <p>Her longer term plan was to support the PPGs in the Purbeck locality to work together, thereby supporting the work of the Purbeck Primary Care Network as this develops in the future. She is also working with PPGs to support them to increase their membership - and is also always very happy to attend any events and recruitment drives we organise.</p> <p>She reminded everybody about the following events organised by the CCG, to which all were invited:</p> <ul style="list-style-type: none"> <li>• Our Dorset Supporting Stronger Voices Forum - Wed 13 Mar in Wimborne</li> <li>• PPG Networking Events - 8 May in Kinson and 9 May in Blandford (for further details, please see latest edition of <i>Feedback</i> at: <a href="https://www.dorsetccg.nhs.uk/feedback-march-2019/">https://www.dorsetccg.nhs.uk/feedback-march-2019/</a>)</li> </ul> <p>Gill also told us about the following opportunities for getting involved with shaping health services in Dorset:</p> <ul style="list-style-type: none"> <li>• Shaping the future of Dorset Healthcare (for further details, please see: <a href="https://www.dorsethealthcare.nhs.uk/join-us/strategy-sessions">https://www.dorsethealthcare.nhs.uk/join-us/strategy-sessions</a>)</li> <li>• Sharing your experience of applying for NHS Continuing Health Care / NHS funded care - the CCG is looking for people who have had direct experience of these processes to help them improve (see latest edition of <i>Feedback</i> for more information at: <a href="https://www.dorsetccg.nhs.uk/feedback-march-2019/">https://www.dorsetccg.nhs.uk/feedback-march-2019/</a>)</li> <li>• Cardiology Patient Representative Opportunity - the CCG is looking for patient representatives with recent experience of cardiology services to work with them to help improve the services provided (see latest edition of <i>Feedback</i> for more information on: <a href="https://www.dorsetccg.nhs.uk/feedback-march-2019/">https://www.dorsetccg.nhs.uk/feedback-march-2019/</a>)</li> </ul> <p>Margaret thanked Gill very much for attending the meeting.</p>	
<p><b>5.</b></p>	<p><b>Election of Chair</b></p> <p>Margaret explained that no-one had come back to her to say they would be willing to be nominated for the position of Chair. She further explained that, as her role at Healthwatch Dorset would be coming to an end soon, she did now feel able to take on the substantive role of Chair - assuming everyone else was happy with this proposal.</p> <p>All PPG members present confirmed that they were happy for Margaret to take on this role and she was duly elected as Chair.</p> <p>Caoimhe kindly agreed to act as Secretary.</p>	
<p><b>6.</b></p>	<p><b>Minutes of meeting held on 15 January 2019</b></p> <p>The Minutes of the meeting held on 15 January 2019 were agreed.</p> <p>Margaret agreed to send the final version to Natasha for uploading to the Practice website.</p>	<p><b>MB</b></p>

<p><b>7.</b></p>	<p><b>Matters arising not covered elsewhere on Agenda</b></p> <p><b>7.1 Reimbursement of expenses incurred by PPG members</b></p> <p>Natasha confirmed that the Partners had agreed to reimburse PPG members for travel expenses when attending PPG related meetings at a rate of 45p per mile, with a cap of 60 miles per meeting; or up to £27 per meeting towards the cost of public transport.</p> <p><b>7.2 Content of PPG page on Practice website</b></p> <p>It was noted that the membership list included on the PPG page of the Practice website would need to be amended again.</p> <p><b>7.3 Funding required to purchase an ambulatory blood pressure monitor</b></p> <p>Natasha confirmed that a new ambulatory blood pressure monitor would cost in the order of £1200 and it was therefore agreed that money raised by the PPG should be used to buy one for the Practice. Natasha agreed to undertake further research to find the most competitively priced monitor and to then go ahead and purchase one for the Practice. She would then invoice the PPG accordingly.</p> <p>A news item about this purchase by the PPG would be included in the next edition of the Practice Newsletter and on website.</p> <p><b>7.4 Undertaking a campaign to increase the uptake GP online services</b></p> <p>Margaret reported that she and Sally were meeting with Natasha on 20 March 2019 to discuss this further.</p> <p><b>7.5 Increasing communication and engagement with patients</b></p> <p>There was a discussion about the need to know what information patients want and how they would like to receive this information - It was noted that this issue would also be discussed further at the subgroup meeting scheduled for 20 March 2019.</p> <p>Gill informed everyone that this year's PPG Awareness Week would be taking place during the second week of June (11-15 June) and it was agreed that this would provide an ideal opportunity to further engage with patients.</p> <p><b>7.6 Re-establishing the Virtual PPG</b></p> <p>Natasha confirmed that the next edition of the Practice Newsletter would include information about the Virtual PPG - as well as the PPG.</p>	<p>NR</p> <p>NR</p> <p>NR</p> <p>MB/SF/NR</p> <p>MB/SF/NR</p> <p>All</p> <p>NR</p>
<p><b>8.</b></p>	<p><b>Treasurer's Report</b></p> <p>In Karen's absence, Margaret reported that there was currently £1520.82 in the PPG's Bank Account and £67.83 in petty cash - giving a total of £1588.65.</p>	

## 9. Surgery Report

Natasha gave the Surgeon Report.

- **Staff recruitment**

Dr Sarah Basham had recently joined the Practice and had now taken over the care of all Dr Gwinnett's patients.

From 1 April 2019, Dr Claire Lehman would be changing her status within the Practice, from Partner to Salaried GP, and would be reducing her hours to two sessions per week. As she will no longer have her own list of patients, the Practice would be contacting all her patients in due course to advise them of their new GP.

GP Registrars would be starting at the Practice in the summer.

Recruitment continues to be a real issue - no appointments had resulted from the advertisements that had been placed for a Primary Care Paramedic and an Advanced Nurse Practitioners.

The Practice is looking to produce a promotional video to encourage recruitment. Caoimhe drew everyone's attention to the video produced by the Dorset Video Project, further information about which can be found at: <https://www.visit-dorset.com/ideas-and-inspiration/blog/read/2019/01/behind-the-scenes-of-the-dorset-video-project-b97>.

Two Practice Nurses (Jane and Ali) will have completed their prescribing training within the next two months. There was currently one practice nurse vacancy.

It was noted that new arrangements for indemnifying practice nurses and other practice staff were being introduced as part of the new GP Contract, which would make it much easier for staff to work in different surgeries within a primary care network.

The Practice would also be advertising shortly for an administrator / medical secretary. Two GPs were now also using speech recognition software.

- **eConsult**

Two GPs had now completed their eConsult training - eConsult is an online triage and consultation tool for use in General Practice (further information can be found at: <https://econsult.net>).

Patients will be able to access eConsult via the Practice website and will receive a response before the end of the next working day. Making eConsult available will be a contractual obligation from April 2021.

The Wareham Practice has already gone live and the Swanage Medical Practice will look to learn from them.

<p><b>10.</b></p>	<p><b>Feedback from meetings attended by PPG members</b></p> <p><b>10.1 Purbeck Health and Wellbeing Group - meeting held on 23 Jan 2019</b></p> <p>The Minutes of this meeting had been circulated to PPG members.</p> <p><b>10.1.1 Purbeck Pledge 2019</b></p> <p>Margaret reported that, at a Workshop held on 12 Feb 2019 (a note of which had also been circulated to PPG members), it had been agreed that the PPGs in Purbeck would help organise the Launch Event for the 2019 Purbeck Pledge. She had been leading on this, on behalf of the PPGs, and had met with colleagues at Durlston Country Park to arrange for the Launch Event to be held there on <b>Saturday 4 May 2019 from 11:00am until 3:00pm</b>. Another meeting had been held on 5 March to discuss the 2019 Purbeck Pledge, following which colleagues at Active Dorset and Durlston had agreed to take forward the planning of the Launch Event. Another meeting to discuss the 2019 Purbeck Pledge was scheduled for 26 March, when she would clarify what the role of the PPGs would be at the Launch Event.</p> <p><b>10.2 Meeting with Chair of Corfe Castle PPG held on 28 Feb 2019</b></p> <p>Margaret reported that she had also met with Alan Clevett, Chair of Corfe Castle PPG, to discuss the 2019 Purbeck Pledge and a proposal to set up a Lindsey Leg Club for the Purbeck locality.</p> <p><b>10.2.1 Proposal to set up a Lindsay Leg Ulcer Clinic in Purbeck</b></p> <p>Cheryl Lewis, the Purbeck Locality Project Manager, thinks this would also be a good project for the PPGs to work together on, especially as it will cover the Purbeck Primary Care Network - further details about Lindsay Leg Ulcer Clinics can be found at: <a href="http://www.legclub.org">www.legclub.org</a>. Potential ways in which PPG members might be able to help include: helping to transport patients to the venue(s) selected for the clinic(s) in Purbeck; and helping with refreshments at the clinics.</p> <p><b>10.3 Feedback from other meetings attended by PPG members</b></p> <p>No other feedback was received.</p>	<p><b>MB</b></p>
<p><b>11.</b></p>	<p><b>PPG representation at future events/meetings</b></p> <p><b>11.1 Our Dorset Supporting Stronger Voices Forum on 13 March 2019</b></p> <p>Margaret was not able to attend this event as she would be representing Healthwatch Dorset at the meeting of the Dorset Health and Wellbeing Board that afternoon. Unfortunately, no-one else was able to attend.</p> <p><b>11.2 PPG Networking Events on 8 and 9 May 2019</b></p> <p>Margaret was also not able to attend either of these events - it was hoped that another member of the PPG would be able to attend.</p> <p><b>11.3 NAPP Annual Conference on 15 June 2019</b></p> <p>Margaret had also circulated details of this event to PPG members.</p>	

12.	<p><b>Speakers at future meetings</b></p> <p>Caoimhe agreed to invite Tracy Hudson from LiveWell Dorset to attend the next PPG meeting on 14 May 2019.</p> <p>Natasha agreed to invite Dr David Haines to attend the PPG meeting scheduled for 9 July 2019.</p>	<p><b>CO'S</b></p> <p><b>NR</b></p>				
13.	<p><b>Any other urgent business</b></p> <p>None</p>					
14.	<p><b>Dates of future meetings:</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">14 May 2019</td> <td style="width: 50%;">10 September 2019</td> </tr> <tr> <td>9 July 2019</td> <td>12 November 2019</td> </tr> </table>		14 May 2019	10 September 2019	9 July 2019	12 November 2019
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