

**Swanage Medical Practice Patient Participation Group**  
**Minutes of Meeting held on 11 September 2018 at 6:30pm**

**Present**

Cherry Bartlett, Retiring Chair (CB)  
 Margaret Broadhurst, Secretary / Acting Chair (MB)  
 Karen Wright, Treasurer (KW)  
 Sandra Rhead (SR)  
 Anne Warren (AW)  
 Dave Morton (DM)  
 Sally Fazekas (SF)  
 Jacqui Irving (JI)  
 Hazel Norman (HN)  
 Tim Mersey (TM)  
 Mike Killingback (MK)  
 Dr Ciara Murphy, GP (CM)

		<b>Action</b>
<b>1.</b>	<p><b>Welcome to new members and introductions</b></p> <p>Cherry welcomed everyone to the meeting, particularly Mike Killingback, a new member, and Ro Clark who had kindly agreed to give a presentation to the Group.</p>	
<b>2.</b>	<p><b>Apologies</b></p> <p>Apologies were received from Dianne Carter (DC), another new member, and Natasha Ritchie, Practice Manager (NR).</p> <p>It was noted that not everyone had received papers for the meeting and Margaret agreed to liaise with Natasha and Sarah Ward, Office Manager, to check that they had an up-to-date contact list for PPG members.</p>	<b>MB</b>
<b>3.</b>	<p><b>Presentation by Ro Clark on her role as the Practice's Carers Lead</b></p> <p>Ro explained that approximately 10% of the practice population are estimated to be carers, equating to approximately 1425 patients. So far, 311 patients had been identified and registered as carers.</p> <p>Carers need additional support and care to enable them to continue to fulfil their role as carers - being a carer can often be very stressful. Carers also tend to neglect their own health. It is therefore very helpful for their GP to be aware that they are carers, as this flags up that they may be under a lot of strain, which, in turn, may change the direction of their subsequent conversation.</p> <p>All staff working in the Practice have been requested to complete a CRISP form if they become aware that a patient is a carer (CRISP stands for Carers Resource Information Support Programme - see: <a href="https://www.crispweb.org/home.aspx">https://www.crispweb.org/home.aspx</a>). Their records are also coded to show that they are a carer.</p>	

	<p>Ro is notified of any patients who have been identified as carers. She then rings them up to introduce herself as the Carers Lead for the Practice and explains the help and support she can provide. She asks them to view her as the named person at the end of the phone, who is there to offer them support and to signpost them to services they might need. She also provides them with a Carers Pack, which includes information about all sorts of organisations and groups offering support to carers, including, for example, the Carers Support Group.</p> <p>She also speaks to the person being cared for to obtain their consent to share information about them with their carer. Their records are then coded accordingly and contact details for their carer are included in their records. This can be particularly helpful if the person being cared for is terminally ill.</p> <p>The Carers Leads in all the practices in the Purbeck Locality meet once every three months to provide support to each other and to ensure that the information they hold about organisations and groups that can provide support to carers is up to date. Representatives from the CCG and Age UK also attend the meetings.</p> <p>In the discussion that followed her presentation, Ro confirmed that she had set up a stand in the reception area during Carers Week (in June) and that she is currently funded to spend on average 1½ hrs each week on this role. It takes about 30 mins to complete the registration process for each new carer identified.</p> <p>Carers attending Sit &amp; Wait surgeries are also encouraged to inform the receptionist that they are carers when they book in, so that the triaging GP can also be made aware - this is especially important if the person being cared for cannot be left alone for too long. Ro also confirmed that carers are entitled to receive free flu jabs.</p> <p>The importance of offering support to a carer after the person they have been caring for dies was also acknowledged.</p> <p>Cherry thanked Ro very much for attending the meeting to give her talk.</p> <p>Ro then left the meeting.</p>	
4.	<p><b>Election of a new Chair</b></p> <p>Cherry explained that she had moved to Wareham and was now registered with a GP Practice in Wareham. She was therefore stepping down as Chair. Everyone thanked her for the huge contribution she had made to the PPG and wished her well in her new life in Wareham. All agreed that she would be very much missed.</p> <p>Cherry also informed the Group that she had already expressed an interest in being involved in the PPG at her new practice and hoped that it might be possible for PPG members from all the practices in the Purbeck Locality to get together in the future.</p> <p>Margaret explained that she had sent an email in August to those members of the PPG for whom she had email addresses, inviting them to let her know if they would be willing to be nominated as a candidate for the role of Chair, but, so far, she had received no nominations.</p> <p>Cherry explained in more detail what the role would entail.</p>	

	<p>As no one felt able to take on this role at the moment, Margaret said she would be willing to act up as Chair until the New Year, by when it was hoped that one of the new members may feel able to take on the role. Margaret was concerned that having a retired doctor as Chair in the longer term might not convey the right message to patients. Meanwhile, Sandra said she was very happy to help with the chairing of any meetings that Margaret was not able to attend - there was a possibility that Margaret might need further eye surgery in the near future.</p> <p>It was agreed that Margaret would become the Acting Chair until the New Year, when nominations for the substantive position would again be sought. In the meantime, she would also continue as Secretary.</p> <p>Cherry then left the meeting and Margaret chaired the rest of the meeting.</p>	<b>MB</b>
5.	<p><b>Minutes of meeting held on 11 July 2018</b></p> <p>These were agreed.</p>	
6.	<p><b>Matters arising not covered elsewhere on Agenda</b></p> <p><b>6.1 Membership of National Association for Patient Participation (NAPP)</b></p> <p>Margaret confirmed that the PPG was now a member of NAPP and that she had received the membership pack that morning. In order to be able to log into the NAPP website, the PPG needed to have an active email account and Dave agreed to reactivate this account.</p> <p><b>6.2 PPG Constitution</b></p> <p>Margaret explained that, now that the PPG was again a member of NAPP, she would be able to access template constitutions on the NAPP website. She therefore agreed to produce a draft constitution for the next meeting</p> <p><b>6.3 Compliance with General Data Protection Regulation</b></p> <p>Margaret explained that Natasha had informed her ahead of meeting that the majority of PPG members had now responded to Natasha confirming that they were happy for their personal data to be used in the way set out in the communication she had sent to all PPG members in July. However, some responses were still outstanding.</p> <p>Some members said they had not received the email and asked Margaret to forward Natasha's email to everyone again.</p> <p><b>6.4 Communicating with patients</b></p> <p>Natasha had informed Margaret that the Practice was investigating the possibility of using Facebook as a communication avenue. However, this would entail additional work because of the need to keep it up-to-date with new newsfeeds to keep people interested. Also, using Facebook would not address the fact that not everyone has Internet access - or is on Facebook. Meanwhile, the Practice continues to produce a quarterly newsletter and to publish an article in the Purbeck Gazette every quarter.</p>	<p><b>DM</b></p> <p><b>MB</b></p> <p><b>MB/NR</b></p>

	<p>Natasha felt that further suggestions were needed from the community, particularly from those who do not have Internet access, regarding how they like to access and receive information generally and suggested that this could be one of the questions included in a future survey.</p> <p><b>6.5 Initiatives aimed at promoting health and wellbeing</b></p> <p>Natasha had informed Margaret that the Health Coach would be coming to the Practice to discuss this issue further.</p> <p><b>6.6 Speakers at future meetings</b></p> <p>Margaret informed the Group that she had invited Ali Tuckey to attend the next meeting to give an update on the Durlston Pleasure Grounds Project, focusing, in particular, on the initiatives included in the project that aim to promote health and wellbeing.</p>	
7.	<p><b>Treasurer's Report</b></p> <p>Karen reported that the Bank was now sending statements to her at her home address.</p> <p>There is currently £1461.62 in the bank account and £127.03 in petty cash - this includes the sum of £59.20, which was raised at the seafront stall held on 19 July 2018. It was agreed that this sum should be paid into the bank account.</p>	KW
8.	<p><b>Surgery Report</b></p> <p>Dr Ciara Murphy gave the Surgery Report.</p> <ul style="list-style-type: none"> <li>• <b>GP cover</b></li> </ul> <p>Dr Gwinnett had now left the Practice, but, despite making every attempt to recruit to the resulting vacancy, this had not yet been possible. In the meantime, the Practice had booked locums to cover more hours than had previously been provided by Dr Gwinnett. In addition, the remaining partners were sharing the ongoing management of those patients previously registered with Dr Gwinnett, pending their transfer to her successor, when appointed.</p> <p>Dr Clark was also now back at work after fracturing his arm.</p> <ul style="list-style-type: none"> <li>• <b>Flu vaccinations</b></li> </ul> <p>The first batch of flu vaccines had arrived at the Practice and ad hoc vaccinations were already being administered.</p> <p>It was noted that Natasha had informed Margaret that, as the flu vaccines were being delivered to the Practice in batches during September and October, the Practice had decided to defer holding this year's Flu Vaccination Clinics until Saturday 27 October and Saturday 3 November, by when it was hoped that the Practice would have sufficient vaccine in stock to cover the clinics. The Practice would also be offering appointments to those who are unable to attend either of the Flu Vaccination Clinics.</p>	

	<ul style="list-style-type: none"> <li>• <b>Friends and Family Test</b> The results for July 2018, which had been circulated with the Agenda, were noted.</li> <li>• <b>GP Patient Survey 2018</b> Ciara acknowledged that the Practice had been disappointed with this year's results - an overview of the results for the Practice had been circulated with the Agenda, together with a copy of an article about the results for all practices in Dorset, published in the Bournemouth Echo. The full results for the Practice can be found at: <a href="https://www.gp-patient.co.uk/report?practicecode=J81010">https://www.gp-patient.co.uk/report?practicecode=J81010</a>).</li> </ul>	
9.	<p><b>Updates on actions agreed following PPG Development Day + future role of PPG</b></p> <p><b>9.1 Content of PPG page on Practice website</b></p> <p>Natasha had informed Margaret that, once all PPG members had confirmed they were happy for their names to be included as PPG members on the Practice website, she would be submitting a request to the Web Design Team to update the PPG's page in line with Healthwatch Dorset's recommendations.</p> <p><b>9.2 Re-establishing the e-group / virtual PPG</b></p> <p>Natasha had informed Margaret that she had sent an email to all existing members of the virtual group to get their consent for future engagement and had so far received 16 replies from patients confirming they were happy to continue receiving communications via email. She would now be sending them a copy of the September edition of the Practice Newsletter. The next step would be to think about how best to increase membership of the virtual group again.</p> <p>Following a discussion about potential ways forward, it was agreed that the first step could be to promote membership of the virtual group when PPG members next spend time in the reception area and/or waiting room talking to patients (see Item 9.4). Margaret agree to discuss this proposal further with Natasha.</p> <p><b>9.3 Undertaking patient surveys</b></p> <p>Natasha had informed Margaret that she had looked into the possibility of using Survey Monkey for patient surveys undertaken by the Practice/PPG and felt that this would be a useful tool. She had suggested revisiting some of the questions used in the National GP Patient Survey.</p> <p>Sally reminded members that the Practice had previously undertaken a patient survey and that a subgroup had been set up to oversee the design and administration of the Survey, which had included members of the PPG.</p> <p>Margaret agreed to discuss with Natasha the possibility of setting up a similar subgroup again. Meanwhile PPG members agreed to let Margaret know if they would be interested in joining such a subgroup.</p>	<p>NR</p> <p>MB/NR</p> <p>MB/NR All</p>

	<p><b>9.4 Spending time in the waiting room asking people about their concerns</b></p> <p>It was noted that the September edition of the Newsletter was now available - copies were handed out to the Group during the meeting.</p> <p>Margaret agreed to liaise with Natasha about PPG members handing out copies of the Newsletter in the waiting room and speaking to patients about their concerns.</p> <p><b>9.5 Other actions to increase engagement</b></p> <p>Mike asked whether the Practice had a distribution list of groups to which copies of the Newsletter were sent and proposed that PPG members could also distribute copies of the Newsletter to members of any other groups they are involved with. The possibility of producing a large print version of the Newsletter was also raised. Margaret agreed to follow up these suggestions with Natasha.</p>	<p>MB/NR</p> <p>MB/NR</p>
<p><b>10.</b></p>	<p><b>Helping with this year's Flu Vaccination Clinics</b></p> <p>Natasha had informed Margaret that It would be helpful if one person could please volunteer to help with each Flu Vaccination Clinic - volunteers will be needed on <b>Saturday 27 October and Saturday 3 November</b>. Several members said they should be able to help. Margaret agreed to liaise with Natasha regarding the actual timings of these clinics and to then get back to PPG members. Meanwhile, all agreed to hold these dates in their diaries.</p> <p>Following further discussion, it was proposed that these clinics would also provide an ideal opportunity to set up the PPG stand again. Margaret agreed to also liaise with Natasha regarding this proposal.</p>	<p>MB/NR</p> <p>All</p> <p>MB/NR</p>
<p><b>11.</b></p>	<p><b>Feedback from recent fund-raising events</b></p> <p>The seafront stall held on 19 July 2018 had raised £59.20.</p> <p>Karen explained that she was now storing all the unsold bric-a-brac. She proposed holding a stall at Harman's Cross in November and agree to forward further details when these had been confirmed. Ann indicated that she was willing to help with this stall.</p>	<p>KW</p> <p>AW</p>
<p><b>12.</b></p>	<p><b>Feedback from meetings attended by PPG members</b></p> <p>Margaret had attended the meeting of the <b>Purbeck Integrated Health, Wellbeing and Social Care Forum</b> held on 5 September 2018. The main items on the agenda included:</p> <ul style="list-style-type: none"> <li>• <b>Identification of new priorities</b></li> </ul> <p>Following a discussion of the needs identified at the previous meeting, the Forum agreed to focus on the health and wellbeing of children and young people, particularly their mental health. The Forum were particularly interested in investigating the possibility of taking forward initiatives that also promote inter-</p>	

	<p>generational interaction, such as GoodGym, which is now up and running in Bournemouth and will soon also be active in Poole.</p> <ul style="list-style-type: none"> <li> <b>Open Spaces Task and Finish Group</b>            The Group had held its second meeting that morning when it had been agreed to use LiveWell Dorset's website as the single point of access to information about opportunities available in Purbeck. A leaflet describing opportunities available locally would also be produced. It was also proposed to work with one organisation on how best to promote befriending, targeting a particular group to see if it makes a difference.             In the subsequent discussion Forum members were also informed that           <ol style="list-style-type: none"> <li>Health Champions had now been appointed in 13 practices across Dorset</li> <li>Training was being organised later this year for practice staff, including receptionists, on how best to signpost patients, where appropriate, to alternative services, etc</li> <li>The new social prescribing service was currently out to tender and was due to come on stream next April - the same offer, which will include health coaching and social prescribing, will be available to people with long-term conditions across Dorset.</li> </ol> </li> <li> <b>Beat the Street</b>            This initiative, which has been shown to improve increase physical activity levels across communities, will be running in Purbeck from 3 October this year. Margaret circulated a copy of the promotional leaflet, which she had received earlier that day (copy attached).         </li> <li> <b>Engagement Event to discuss the emerging transformation plans for Purbeck</b>            Forum members had been informed that this event was planned for later in September.             Natasha had subsequently forwarded an invitation to Cherry and Margaret for the PPG Chair to attend this event, which will be taking place on <b>Thursday 27 September 2018 at 3.45 in Wareham Town Hall</b>. Margaret agreed to attend this event on behalf of the PPG and to let the CCG know that she would be attending.         </li> </ul> <p>Karen informed the Group that she would be attending a meeting of the <b>Cancer Patients and Carers Group</b> later in September - she agreed to provide feedback at the next meeting.</p>	<p>MB</p> <p>KW</p>
<p>13.</p>	<p><b>Any other urgent business</b></p> <p><b>Hand gel</b></p> <p>Tim asked if it would be possible for Hand Gel to also be provided near the booking-in screen. During the subsequent discussion members also felt that the existing Hand Gel dispenser in the reception area also needed to be highlighted more effectively to encourage increased usage. Ciara agreed to discuss this further with Natasha.</p>	<p>CM/NR</p>

**14. Dates of future meetings:**

13 November 2018

8 January 2019

12 March 2019

14 May 2019

9 July 2019

10 September 2019

12 November 2019

*Margaret Broadhurst  
Secretary and Acting Chair  
Swanage Medical Practice PPG  
November 2018*