

**Swanage Medical Practice Patient Participation Group**  
**Minutes of Meeting held at the Surgery on 21 January 2025 at 6:00pm**

**Present**

Margaret Broadhurst, Chair (MB)  
 Karen Wright, Treasurer (KW)  
 Diana Edmonds (DE)  
 Sally Fazekas (SF)  
 Margaret Griffin (MG)

Anne Moore (AM)  
 Davina Smith (DS)  
 Peter Smith (PS)  
 Catherine Wilcox (CW)

Natasha Ritchie, Practice Manager (NR)

Gill Foott, Community Engagement Officer at NHS Dorset (GF)

		Action
1.	<b>Welcome and introductions</b> Margaret welcomed everyone to the meeting - including Catherine Wilcox, who had decided to join the PPG.	
2.	<b>Apologies</b> Apologies were received from Sarah Early (SE).	
3.	<b>Update from Gill Foott, Community Engagement Officer at NHS Dorset</b> Gill gave the following update: <ul style="list-style-type: none"> <li>• <a href="#">Stay Well Dorset website</a>                This redesigned website is now being promoted as the 'One Stop Shop for everything health and care' - and the first port of call for people living in and around Dorset who need information about how to stay well and healthy. It also includes links to the <a href="#">Our Dorset Health App Library</a>, where you can find recommended apps to help with a wide range of health needs; and the <a href="#">LiveWell Dorset website</a>, where you can find information about free coaching, support and advice to help you lead a healthier, happier life.</li> <li>• <a href="#">South West Secure Data Environment (SDE)</a>                This NHS led initiative enables secure access by trusted researchers to NHS data, ensuring robust privacy protections are in place and facilitating valuable research.</li> <li>• <a href="#">The James Lind Alliance</a>                The James Lind Alliance is inviting people who have had community acquired pneumonia, and their carers, to take part in a <a href="#">survey</a> to gather views on the most important research questions regarding community acquired pneumonia.</li> <li>• <b>NHS England PPG Champions Group</b>                Gill attends meetings of this group, which is hosted by NHS England and meets every two months. It aims to improve engagement with PPG members from across the country and to enable them to influence national policy on Primary Care.</li> </ul>	
4.	<b>Minutes of Meeting held on 19 November 2024</b> The Minutes of the meeting held on 19 November 2024 were approved. The approved version would now be added to the PPG page on the Practice website.	MB/NR
5.	<b>Matters arising not covered elsewhere on Agenda</b> <b>5.1 Promoting awareness of services available at Swanage Hospital</b> Natasha confirmed that the pull-up banner about services provided at Swanage Hospital, produced by the Friends of Swanage Hospital, is now being displayed in the	

	<p>Waiting Room at the Surgery. She agreed to also check that the two slides about accessing services at Swanage Hospital were also being displayed on the screens in the Waiting Room at the Surgery.</p> <p><b>5.2 Organising a Health Awareness Event</b></p> <p>Margaret drew everyone's attention to the draft notes of the Purbeck PPG Chairs meeting held on 14 January (circulated ahead of the meeting), which included an update from Anna Darling, Clinical Director of Purbeck Primary Care Network (PCN), on the Purbeck Integrated Neighbourhood Team (INT). Following a very well attended engagement event on 4 December, six initial priorities have been agreed for the INT - including communication and engagement. The plan is to organise engagement events across Purbeck later in the year, working in partnership with PPGs. PPG members were very enthusiastic about helping to organise an event in Swanage and suggested that The Focus Centre might be a suitable venue. Margaret reported that the Swanage and Purbeck Development Trust (SPDT) is also planning an engagement event in the Spring - and PPG members wondered whether a joint event could be held. Margaret agreed to discuss this further with Anna Darling and Ali Tuckey, CEO of SPDT.</p>	<p>NR</p> <p>MB</p>
6.	<p><b>Treasurer's Report</b></p> <p>Karen confirmed that she had closed the PPG's Bank Account In person on 10 January - Lloyds Bank was in the process of sending her a cheque made out to Swanage Medical Practice for the final amount left in the PPG's account, which she will then pass on to Natasha in person. Margaret thanked Karen for taking this process forward.</p> <p>Natasha agreed to keep a spreadsheet showing expenditure against the PPG's funds and to share this with PPG members at subsequent meetings.</p>	<p>KW</p> <p>NR</p>
7.	<p><b>Surgery Report</b></p> <p>Natasha gave the following update:</p> <ul style="list-style-type: none"> <li>• Dr Heard is retiring in June 2025 - the Practice is currently recruiting a new Partner.</li> <li>• The Practice still has a lot of unused flu vaccine - Margaret confirmed that she had included messages in the SPDT Newsletter, the Studland Parish News and The Dubber encouraging those eligible to receive the flu vaccine, who have not yet been vaccinated, to contact the Practice to make an appointment. Meanwhile, the Practice has ordered a smaller number of doses for the 2025/26 Flu Campaign.</li> <li>• Natasha asked if PPG members had received any feedback about the Practice's decision to invite people requiring annual blood tests to have these done during their month of birth since April 2024. No feedback had been received - and Natasha confirmed that this initiative does seem to be going well. The Practice is currently running 12 phlebotomy clinics / week (these include emergency slots for patients requiring blood tests on the day) - but is only funded to run 8-9 clinics / week. It has, inevitably, being necessary to undertake more blood tests during the first year of this new initiative to avoid any patients waiting too long for a blood test, but the Practice still anticipates that it will need to run 11 clinics / week from April 2025. As part of the BMA campaign to reduce the amount of unfunded secondary care work undertaken in primary care, the Practice has decided to reduce the number of blood tests instigated by secondary care clinicians it does at the Practice. This means that some patients will now have to go to Poole Hospital to have their blood tests.</li> <li>• The Practice continues to roll out the one-off RSV Vaccination Catch-up Campaign for those aged 76-79 on 1 September 2024 - in addition to inviting all those turning 75 between 1 September 2024 and 31 August 2025. Those turning 80 before 31 August 2025 are being invited first, followed by those aged 76-78. In future years, the RSV vaccine will only be offered to those turning 75 on or after 1 September each year.</li> </ul>	

8.	<p><b>Taking forward our 2024/25 priorities</b></p> <p><b>8.1 Reviewing the Practice Website</b></p> <p>Margaret had now finished collating PPG members' comments on, and suggested amendments to, the Practice website. She had also ensured that all the comments on the Practice website received in the last Practice Survey had also been incorporated. She thanked Anne for going through an earlier version of this document and spotting some typos - an amended version had been circulated ahead of the meeting. PPG members agreed to let Margaret know whether there were any other comments / proposed amendments they would like to make.</p> <p>A number of issues had been raised about the information included on other websites referred to on the Practice website - for example, some information on Dorset HealthCare's website is out of date. All agreed that, on the Practice website, it was better to give links to other relevant websites - rather than reproduce information on the Practice website which would need to be continually updated. However, it was agreed that every opportunity should be taken to raise concerns about the quality of information included on other websites referred to on the Practice website.</p> <p>Sally raised a specific issue with the online self-referral form for physiotherapy, a link to which is included on the Practice website - it only allows you to refer yourself for one problem when many people are experiencing more than one problem. Margaret agreed to follow up this concern.</p> <p>Meanwhile, Natasha had already started going through all the comments and would be working with colleagues at the Practice to address the issues we have raised.</p> <p>Some PPG members had also commented on design and layout of the website, which they felt could be improved - particularly the layout of the home page and the simplification of the tiles on the homepage. Natasha agreed to investigate the feasibility and cost of changing the design of the website.</p>	<p>All</p> <p>All</p> <p>MB</p> <p>NR</p> <p>NR</p>
9.	<p><b>Taking forward other recommendations arising from the Patient Survey</b></p> <p><b>9.1 Disabled Parking Bays outside the Surgery</b></p> <p>Margaret had not yet heard the outcome of discussions about this issue, which was due to be raised at the next meeting of Swanage Town Council's Car Parks Working Party. She agreed to contact the Council again.</p> <p><b>9.2 Triaging appointment requests</b></p> <p>Natasha reported that the Practice was considering introducing triage for requests for emergency / on the day appointments. PPG members were reassured that patients who do not have access to a smartphone/computer would still be able to phone the Practice to request an appointment - one of the Receptionists would complete a triage form on the patient's behalf. Meanwhile, the Practice was already making eConsult more accessible on the Practice website and promoting its use - including recommending its use as an alternative option when people are phoning for an appointment.</p> <p>It was noted that very positive feedback had been received at Wareham Surgery following the introduction of Total Triage for all GP appointments (see notes of Purbeck PPG Chairs meeting held on 14 January 2025, which had been circulated to PPG members ahead of the meeting). Total Triage was also due to be introduced at The Wellbridge Practice from 27 January 2025 - Digital Champions will be at the Surgery to support people with using apps and completing online forms.</p> <p>Margaret also drew everyone's attention to the <a href="#">Patients Association Webinar on Digital Access in Primary Care</a>, which included a piece about introducing Total Triage at a GP Practice in NE London, using Klinik (starting at 14 mins 15 secs).</p>	<p>MB</p>

	<p>Concern was expressed by some PPG members about the increasing shift from analogue to digital, one of the three proposed shifts to be included in the new NHS Plan (due to be published in May), as many people do not have access to a smartphone/computer or do not know how to use a smartphone. Margaret agreed to raise these concerns at the workshop about the NHS Plan being organised by NHS Dorset the following day, which she was due to attend.</p> <p><b>9.3 BP Measuring Area and Health Kiosk</b></p> <p>Natasha reported that she had already installed a new chair in the BP Measuring Area in the Waiting Room (redeployed from elsewhere in the Surgery) and that she had ordered a new desk. She had also ordered new cuffs for the BP Measuring Device (the existing device is serviced annually and does not need to be replaced at the moment). All agreed that it would also be a good idea to order disposable arm sleeves for patients to use when using the BP Measuring Device (this would address concerns raised by some patients in the Patient Survey). PPG funds will be used to pay for all these items. The weighing scales currently in place also do not need to be replaced at the moment - they are also recalibrated regularly.</p> <p>Natasha had also been looking at height measuring devices to enable patients' BMI to be calculated. Margaret had raised concerns about the ability of patients to use some devices without help, as many are designed for a health professional to use when measuring a patient's height. Natasha agreed to look into this further.</p>	<p>MB</p> <p>NR</p> <p>NR</p>
10.	<p><b>Feedback from other meetings attended by PPG members</b></p> <p><b>10.1 University Hospitals Dorset Engagement Event at Wareham Town on 21 Nov</b></p> <p>Catherine attended this meeting which she had found disappointing. There had been formal presentations, focusing mainly on the new developments at Poole and Bournemouth Hospitals - rather than opportunities for more informal discussions with UHD representatives, which was what many attendees had expected.</p> <p><b>10.2 Developing the Purbeck Integrated Neighbourhood Team (INT) - held on 4 Dec</b></p> <p>Margaret had attended this event, the first engagement event to be held since Purbeck had been identified as one of the locations for the first wave of INTs in Dorset. The event, which was held at Furzebrook Village Hall, was very well attended. During the Purbeck PPG Chairs meeting held on 14 January, Anna Darling, Clinical Director of Purbeck PCN, had given an update on actions taken following the event - including the initial priorities agreed for the INT (see notes of this meeting circulated to PPG members ahead of the meeting).</p> <p><b>10.3 Meeting with Matthew Bryant, CEO Dorset HealthCare - held on 17 Dec</b></p> <p>Margaret had attended this online meeting with Matthew Bryant, when the main issue discussed was how best to promote the benefits of using NHS 111. A further meeting is planned to discuss the referral process from Primary Care to Secondary Care - including Outpatient Clinics at Swanage Hospital.</p> <p><b>10.4 Wellbeing Swanage Advisory Committee - meeting held on 7 Jan</b></p> <p>Margaret reported that the refurbishment of The Focus Centre is progressing well. SPDT will be recruiting 3-4 volunteers to work in the Welcome Lounge. The Family Hub is thriving - see all the services being offered <a href="#">here</a>. SPDT is working with Help &amp; Care to open an Access Wellbeing Hub at The Focus Centre in the Spring - similar to the one at the Dolphin Centre (see <a href="#">here</a> for more information). Dani Jackson-Orchard, Purbeck's Social Prescriber, is now providing sessions at The Focus Centre.</p> <p><b>10.5 Purbeck PPG Chairs - meeting held on 14 Jan</b></p> <p>Margaret drew everyone's attention to the draft notes of this meeting, which had been circulated to PPG members ahead of the meeting.</p>	

11.	<b>Friends of Swanage Hospital - Update from Peter Smith</b> Peter gave the following update: <ul style="list-style-type: none"> <li>Following the receipt of a large legacy, the Friends of Swanage Hospital has been asked by the Charity Commission to put more robust governance mechanisms in place - and is also now subject to greater scrutiny by the Charity Commission.</li> <li>There had been no further progress with the redevelopment of what used to be the Endoscopy Suite at the Hospital.</li> <li>For reasons which were not entirely clear, it had not yet been possible for the Friends to agree with Dorset HealthCare to have the pull-up banner about services provided at the Hospital displayed in the Reception area at the Hospital every day - unlike the Surgery, where the duplicate banner is now on display all the time. Margaret passed on the positive feedback Sarah had sent her about the banner ahead of the meeting.</li> <li>The number of people attending the Swanage MIU has increased. It was noted that the NHS continues to recommend that people ring 111 when they sustain a minor injury to ensure they are seen in the most appropriate location - for residents of Swanage and the surrounding area, this will be at Swanage MIU if this is deemed to be clinically appropriate and if the MIU is open. On Dorset HealthCare's website, it says that "If you turn up unannounced at an MIU during its opening hours, you will be assessed - but you could be directed elsewhere or given an appointment later that day or the next" (see: <a href="https://www.dorsethealthcare.nhs.uk/miu">https://www.dorsethealthcare.nhs.uk/miu</a>).</li> <li>Peter also confirmed that, as far as he was aware, Deborah Straw was still the Matron for both Swanage Hospital and Wimborne Hospital.</li> <li>Peter also reported that cataloguing of the Hospital's Archive was progressing well - and that this should be on the Friends website soon.</li> </ul>	
12.	<b>Practice Website - Review of issues highlighted by the PPG</b> The issues of community interest highlighted by the PPG on the Practice website were reviewed, as the PPG does at every meeting. It was agreed to continue highlighting: the Cost of Living Crisis, the PPG, Wellbeing Swanage and Mental Health.	
13.	<b>Speakers at future PPG meetings</b> David Sale, Volunteering and Community Services Officer at South Western Ambulance Service will be joining us at our next meeting on 11 March 2025.	
14.	<b>Any other business</b> <b>14.1 Share for Better Care Week: 24 February to 2 March</b> The aim of this event is to help more people share their experiences of NHS and Social Care to help identify what's working well and areas for improvement. <b>14.2 Updates for Community newsletters</b> Margaret was now providing updates for The Dubber, as well as the SPDT Newsletter and the Studland Parish News. From February 2025, she would also be contributing to the Swanage Parish Magazine - she thanked Margaret Griffin for putting her in touch with the new editor.	
17.	<b>Dates of future meetings</b> <div style="display: flex; justify-content: space-around;"> <div>11 March 2025</div> <div>13 May 2025</div> <div>8 July 2025</div> </div> <div style="display: flex; justify-content: space-around;"> <div>9 September 2025</div> <div>11 November 2025</div> </div>	

*Mrs Margaret Broadhurst (Dr Margaret Guy), Chair*