

The Grove Patients Group
Sherborne
Minutes
16th.July 2020
3:00pm
(Meeting conducted using 'Zoom')

Present: David Bartle (DB), Jane Carling (JC1), Joan Cooper (JC2), Penny Gardner (PG), Alex Kimber (AK) (Managing Partner), Janet Little (JL), Linda Manaton (LM), Roger Marsh (RM) (Chair), Tony Meehan (TM)(Vice Chair) and Vicky Russell (VR) (Link Worker).

Apologies: Bruce Duncan (Chair – Apples PPG) and Alan Woodward.

The Chair opened the meeting by welcoming everyone to the second 'virtual' meeting of the group.

1. Previous Minutes – 3rd.June 2020

a. Matters arising:

i. Community Garden project:

RM reported that he had forwarded the details of the Co-op Community Grant Scheme to VR **ACTION: CLOSED**

ii Supply of face masks for the surgery:

TM stated that a quantity of 50 face masks had been obtained via the Friends of the Yeatman Hospital and that they had been provided to patients at the Practice for a donation. It was agreed to determine whether a further quantity could be sourced. TM confirmed with AK that a further delivery of face masks had been ordered. **ACTION: TM**

iii Practice Newsletter:

It was reported that the Summer 2020 edition of the newsletter was published on the 26th.June. AK stated that 100 copies had been printed and were made available for patients attending the surgery. **ACTION: CLOSED**

iv Cares Support Directory:

RM stated that he had forwarded an updated version of the booklet 'If Only I'd Known That' to JC1 and PG in support of their ongoing work relating to carers support. **ACTION: NOTED**

v Distribution of Who's Who with Sherborne Times:

TM stated that discussions on the subject were ongoing. **ACTION: TM**

vi Survey by Sherborne Girls:

A copy of the survey had been distributed to PPG members which showed the comparison of results obtained in 2020 compared to those in 2018. It was felt that various questions in the survey had become outdated as the original survey was conducted prior to the Practice merger; therefore the results had limited use. **ACTION: NOTED**

vii Circulation of patient survey results:

RM stated that the results of the survey conducted by NHS Dorset CCG on patient's experiences of Primary Care services during the ongoing Covid-19 pandemic had been circulated. **ACTION: CLOSED**

2. Practice Update – AK

It was reported that the Practice was getting back to some form of normality following the initial Covid-19 restrictions. Not many patients are being seen face to face. Patients that are visiting the Practice are attending for clinical reasons and by appointment only. All clinicians are wearing full PPE and areas have to be cleaned after each patient's visit. This also requires careful management of patients to ensure that visitors are kept to a minimum at any one point in time.

The Practice has been broken down into three zones, namely,

Red Zone: Where patients who have potential Covid-19 symptoms. Patients are kept to one room and go in and out of separate doors.

Amber Zone: Where non-Covid-19 symptomatic patients and members of the public access.

Green Zone: Non-clinical staff area upstairs in the building where and are in separate bubbles.

Recent Practice meeting was held using MS Teams with 55 participants.

A recent staff survey was carried out and the results showed that generally the staff were very happy with working at the Practice and also working within teams they were in. There were only a couple of comments from the survey that required the Practice can look at.

The National GP Patient Survey had been published recently and the Practice felt that their results were better than expected following the reorganisation due to the merger. Out of nearly 12,800 patient of the Practice there were 126 responses (just under 1%). The results showed the Practice to be above the CCG average in all but two categories which were related to the telephone system and also the ability of patients to see a particular doctor. Comparison was made with the Apples and Yetminster practices, both of whom did well. Comparison with the Milborne Port Practice showed that the Grove is performing well above them. (See: <https://www.gp-patient.co.uk/report?practicecode=J81078> Alternatively see the attached PDF for actual results).

Flu clinics were being planned for September/October when the first batch of vaccines arrive. Department of Health have still yet to decide on what cohort of patients are to be vaccinated this year. Vaccine was ordered last December so quantity based upon best guess. Various options being considered for the flu clinics as there will be no walk-in service and social distancing will be a requirement. External locations – such as the Digby Hall were being considered as a possible venue. PPG members help would be most welcomed by the Practice.

ACTION: ALL TO NOTE

JC1 questioned what was being done within the Practice regarding patients that had been referred to a hospital waiting list and were having their appointments delayed due to the Covid-19 pandemic. It was felt that the patients being on the waiting list that is controlled by the hospital can best be encouraged to contact the hospital direct. This was confirmed by AK who stated that patients had to contact the hospital direct to confirm that their appointments were still in the diary.

ACTION: ALL TO NOTE

3. PPG Activities:

RM reported on the following activities that had taken place since the previous meeting:

- Contact had been made with Elizabeth Bentley who had a child with Down syndrome. Elizabeth had expressed a wish to join the PPG at some future date. It was noted that she was involved with the 'Ups and Downs – southwest' group that meets at the Youth Club in Tinneys Lane. The members of the PPG felt that her experience would be an asset to the PPG.
- Two additional patients had been added to the 'Virtual' PPG members list to whom information was circulated.
- RM had produced a step by step guide for patients on the use of the accuRx video consultation system and this had been published on all the local Facebook groups.
- The letter of thanks from NHS Dorset on the 15th.June had been widely circulated.
- A poster advertising the PPG had been produced and placed on the new PPG notice board in the entrance to the Practice.
- A link had been forged with Nicky Murdoch MBE the Chair of the 'Armed Forces Public Patient Participation Involvement Group'. It was noted that Nicky is a patient of The Grove Medical Centre.
- A report on the recently held BCP/Dorset Council 'Joint Health Scrutiny Committee' meeting had been produced and circulated to PPG members.
- A report to Sherborne Town Council on the activities of the PPG had been produced for their full council meeting on the 20th.July.
- RM reported that he had a useful telephone conversation with Steve Shield – Clerk, Sherborne Town Council on working together with the council on health issues relating to the local community.

4. Reports

a. Review of The Grove PPG;

This action was in abeyance, however it was noticed that a new dedicated PPG notice board was now situated in the entrance to the Practice. **ACTION: AW/JL**

b. Yeatman Hospital:

TM updated the meeting on the involvement of the Friends of the Yeatman Hospital (FOYH) in that Matron Ann Hiscock had moved to a new position within NHS Dorset and her position had been filled at the hospital had on a temporary basis by Matron Helen Hunt who was also the Matron at Blandford Hospital.

It was noted that the MIU at the Yeatman Hospital had been temporarily closed as a result of Covid-19 and the staff moved to the Westminster Hospital at Shaftesbury.

There was still ongoing concern following last year's withdrawal of three of the clinics operated at the Yeatman Hospital by Yeovil District Hospital and also the need to appointment of a full-time Matron.

Two new trustees had joined the executive committee of the FOYH.

The FOYH have been supporting local community projects, both the Sherborne Viral Kindness – Community Kitchen and in addition 'Emotionally Connected Sherborne' through the Rendezvous with mental health becoming a prominent

ongoing problem. The role of the FOYH may become more community health related in the future.

c. Sherborne All Together Better project:

The meeting by TM and RM with the Mayor and new Town Clerk to discuss next steps was still to be held following the Covid-19 lock-down.

d. North Dorset PPG Chairs Meeting:

The minutes of the Zoom meeting held on the 15th.July would be circulated when available.

ACTION: RM

e. Health Champions:

Regular fortnightly meetings were being held using 'Zoom'. It was noted that several volunteers helping the Sherborne Viral Kindness project were returning to work following the Covid-19 lockdown and there was a need for Health Champions to continue the work. This has started to happen with help in the delivering meals and telephone befriending contact.

Furthermore the Health Champions are looking at setting up a cancer support group locally.

5. PPG Projects

a. Carers Support:

The Carer's Support directory was basically complete; however in the light of the Covid-19 events and the findings by Sherborne Viral Kindness it required reassessment which was ongoing.

ACTION: JC1/PG

b. Who's Who 2020

Although The Sherborne Area Directory for Health and Care had been widely distributed prior to the Covid-19 lock down there was still a wide area of Sherborne that hadn't been covered. It was agreed that an action to re-assess the areas of Sherborne still to be covered when deliveries had ceased due to the Covid-19 lock down such that local distribution could resume. **ACTION: RM**

c. Bereavement:

JL had produced an update on her thoughts regarding the bereavement group project. This had been circulated to PPG members prior to the meeting. There was wide support for the work JL had been conducting and the general feeling of the meeting was that the project should be taken forward on a joint basis between both the Grove and Apples PPGs, and the local Health Champions. TM suggested that as the project will require financial support that appeals should be made to other social support groups and funeral directors and he would help JL with this.

ACTION: JL/TM

AK suggested that TM should approach the Bereavement Café at the Yeatman Hospital for their involvement/support.

ACTION: TM

d. Listening Table:

This project was still on hold due to Covid-19.

ACTION: ALL TO NOTE

e. Sherborne Girls:

TM reported that he had held a recent meeting with Amanda McIntosh at the school with the purpose of discussing the future involvement of the students on the PPG. He had taken ideas provided by the Practice that the students as

members of the PPG could work upon in the future. Further discussion with the school on the subject was ongoing.

TM stated that the students had been working on a project called 'Silver Lines' they had identified vulnerable senior citizens and they telephone them once a week as a befriending service as part of their Duke of Edinburgh's Award scheme. A proposal will be made to the Practice via TM for the Practice to identify vulnerable patients who would benefit from this project. **ACTION: TM**

TM reported that the proposal submitted by AK to Sherborne Girls had received a positive initial approach – TM to keep AK advised on any progress. **ACTION: TM**

6. Local observations from Covid-19

General discussion took place regarding what will be considered as the new normal. JC1 raised the concern that should there be a second wave of the Covid-19 pandemic how would it be controlled locally due to our close proximity to Somerset. RM stated that this subject was raised at the recently held BCP/Dorset Council Health Scrutiny meeting and Public Health Dorset stated that they had very good communication links with Somerset and had taken this fact into consideration.

JC1 was concerned about the fact that during the recent lockdown many vulnerable people had been identified and that there must be plans in place to help these people in the future especially where mental health issues were concerned.

ACTION: ALL TO NOTE

- 7. Apples Update:** In the absence of the Apples PPG Chair it was agreed to circulate the minutes of the latest PPG meeting when available. **ACTION: RM**

8. AOB:

- a. **AGM Preparation:** It was agreed that the AGM should be held on the 21st.October 2020 and that nomination papers be produced and issued at least 6 weeks prior to the AGM. **ACTION:RM**
- b. TM asked if it was possible for him to put out a version of the letter from Dr Liz Long entitled 'Health Hints – Summer 2020' as a press item. AK suggested that TM contact Dr Liz Long directly to discuss. **ACTION: TM**
- c. As a result of a question from a patient it was established that the correct email address for The Grove Medical Centre was that shown by the 'Contact Us' feature on the practice website.
- d. Following the issue of the letter from Dr Liz Long in which it recommended patients to purchase an upper arm blood pressure monitor device, a suitable model was recommended and the information subsequently passed to the patient concerned.

Date of next meeting:

It was felt that holding a meeting via Zoom digital platform had been successful and as such it was agreed to hold a further meeting by the same method on:

Wednesday 9th.September at 3.00 pm.