

ANNUAL GENERAL MEETING
MINUTES
THE GROVE MEDICAL CENTRE PPG
27TH OCTOBER 2021

1. Present

David Bartle, Jane Carling, Joan Cooper, Roger Marsh, Tony Meehan, – the meeting was considered to be quorate.

In attendance – Gill Foott (Engagement and Communications Coordinator [PPGs]), and a number of Grove Medical Centre patients.

2. Apologies;

Sherborne Girls (Arabella and Emily), Dr Childs, Tony Gordon, Alex Kimber, Vicky Morland.

3. Review of previous AGM Minutes:

Minutes of the 2020 AGM had been circulated prior to the meeting.

The Chair (Roger Marsh) reflected on the points raised in the minutes and the actions taken by the Patient Participation Group (PPG) in respect of those points as follows:

- **Item 5: Resignations;**

There was an action on the Chair of the group to write a letter of thanks to resigning members Linda Manaton, Janet Little and Penny Gardner. This was carried out immediately following the AGM

- **Item 9: Any Other Business:**

- Following Dr Childs remarks on the importance of communications, as a Patient Group, the group had increased communications to patients by sending out emails to 150% more patients than the previous year. However, the PPG would welcome more patients supplying them with their email address such that they can improve on that figure. The PPG also publish information on 8 local Facebook Groups and to 16 Parish Councils by direct contact with parish council clerks.
- On the subject of communication, and on behalf of the patients, the PPG thanked Dr Rob Childs, who as Clinical Director for the Primary Care

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Network, has kept everyone so very well informed with his regular updates relating to the Covid Vaccination programme.

- Alex Kimber felt that it was very important that the Patient Group work with the social prescribers: During the past year the PPG has worked on an almost day to day basis with Vicky Morland and Vicky Russell. Vicky Russell had recently moved to work in the Blandford area, but a new social prescriber for our area who has special responsibilities for patients who are military veterans was about to take up the post, and the PPG looked forward to working closely with her.
- At the 2020 annual meeting there was considerable discussion relating to eConsult and its shortcomings identified both by users and receivers who considered that the process was not ideal. Subsequently, NHS Dorset Clinical Commissioning Group held a webinar on the subject in April and for information the following is a link to the question and answer session at that webinar:
<https://www.dorsetccg.nhs.uk/wp-content/uploads/2021/04/eConsult-QA-document-.pdf>

4. Reports:

a) PPG Chairman's Report:

As Chair of the Grove Patient Participation Group, first I would like to thank members of our group for their support over the past year. I thank them also for their enthusiasm in undertaking the various projects that support both the Practice and our patients.

I would also like to thank both Dr Rob Childs, and our managing partner Alex Kimber, for their ongoing support in what has been a very demanding year.

It was particularly pleasing to obtain the views of our younger patients through the work of our two Sherborne Girls students, Arabella and Emily, in their magnificent survey and subsequent thorough report on the use of eConsult. It is a credit to them both that Simon Longman – Head of Digital Commissioning for the Clinical Commissioning Group has agreed to use their report as part of Commissioning Group's future digital procurement activities.

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Obviously the Covid-19 pandemic has had a continued effect on our activities over the past twelve months.

At the time of last year's Annual Meeting we had commenced helping the Practice with the annual flu clinics which had to be conducted under Covid-19 safe conditions. These clinics continued until the middle of December.

No sooner had the flu clinics been completed when we joined members of the Apples Patient Participation Group, and the large number of community volunteers organised by Sherborne Area Community Kindness in volunteering at the 27 Covid-19 Vaccination Clinics held at the Digby Hall. These clinics were held on an almost weekly basis from early January until the end of July.

More recently we have called on volunteers once again, as from September we have commenced an ongoing programme of both flu and Covid booster vaccinations.

Our Covid-19 vaccination clinics have had the effect of giving our medical practices added prominence within our local community.

We have continued to publish information to patients using email, Facebook and also connecting with Parish Council Clerks, asking them to communicate information to our patients within their communities – by way of parish magazines for example.

We have had exceptionally good feedback from patients regarding the regular updates produced by Dr Childs in relation to the Covid-19 vaccination programme.

In addition we have produced four editions of the Practice Newsletter over the past twelve months. These have contained regular articles such as 'A View from the Waiting Room' by our group member Joan Cooper – for which we thank you Joan.

My thanks also go to Tony Meehan who has worked at editing our news contributions.

At this point I would like to remind the meeting of the objectives of our Patient Participation Group:

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This is to work in partnership with the Practice to:

- Help patients take more responsibility for their health.
- To contribute to the continuous improvement of services and quality of care
- To foster improved communication between the practice and its patients
- To provide practical support for the practice and help to implement change

The last point, if you remember, was very important over a twelve months ago with the merger of both Newland and Bute House to form the Grove Medical Centre.

Now I'd like to move on to our year's activities:

As a patient group we have not held face to face meetings during the year, but we have continued to meet on a regular basis using 'Zoom' video conferencing media. It may not have been ideal but it has had the benefit of reducing travel, thereby reducing our carbon footprint!!

We have again enjoyed the continued support of the Practice staff, both medical and non-medical, under what has been difficult times for the whole team here at the Grove.

I'd like to thank both Rob and Alex for keeping us updated and involved in the workings of the Practice and also Gill Foott as our Patient Group Co-ordinator who has produced regular updates from the Clinical Commissioning Group, which gives us an insight into the bigger picture.

As your Chair, since September 2020 I have produced a regular report for Sherborne Town Council on our activities. I have also attended the monthly council meetings.

In March I attended a special meeting of the Council to speak about the need for additional medical facilities in the town as part of the review of the local plan.

In addition I attended the Town Council's Annual Meeting in April at which I gave an annual report on our group's activities.

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Personally I feel that in the light of the 'Health & Care Bill – 2021' which is at the committee stage in Parliament at the moment, it is important that we keep healthcare prominent in local government as part of the 'Our Dorset – Integrated Care System'.

In April we welcomed guest speaker Nicky Murdoch MBE - Independent Chair of the Armed Forces Public Patient Participation Involvement Group. Nicky gave our group a presentation on her work in relation to military veterans.

As the Grove Medical Centre is 'Veteran-Friendly Accredited' we have been working to support the Practice and our patients who have served in our Armed Forces. We have produced a 'Military Veterans and Family Health' Directory for patient information which can be found on the Practice website.

In addition our member Tony Gordon has taken on a specific project relating to military veterans. This is particularly important as part of a national pilot project we now have the support of a link worker especially assigned to work with military veterans.

At the end of September we held our first support group meeting for military veterans, and I'm pleased to say that we had 30 ex-service members join us. We have now planned a second meeting, of what we hope will become a regular support event. This second meeting is being held next Saturday.

Cancer support - as your Chair, I have been working with the Sherborne Area 'Health Champions', and in July we arranged for Macmillan Cancer Support to give a 'Cancer Awareness' presentation.

From that stemmed the proposal to set up a cancer support group in Sherborne. We held our first meeting of the group yesterday. This was a scoping event at which we canvassed opinions on the support required locally for those, not only suffering from cancer, but also for their families and carers.

On the health promotion front, our vice-chair David Bartle is leading a project to establish an orienteering course within the town. This has financial backing by Public Health Dorset and David has secured additional funding from the Sherborne Market and Sherborne Town Council. The aim of the project is to encourage healthy outdoor activity for all ages and abilities. We are now proceeding to the planning stage on this project.

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Close ties have been maintained with the Apples Patient Group, with representation at each other's meetings. As Chairs of both groups we have been working with representatives from Yetminster to set up a Patient Participation Group at the Yetminster Health Centre, but we still need patients of that practice to come forward.

Close ties have also been maintained with the Friends of the Yeatman Hospital and regular updates are provided to our group by Tony Meehan.

We continue to work closely in partnership with our Social Prescriber Vicky Morland, who provides us with updates at our meetings.

As your Chair I want us to continue with these links as we go forward as part of the integrated care system.

Finally, as your Patient Participation Group we have produced an annual report of our activities which will get a full circulation both to patients and also to Sherborne Town Council.

b) Practice Report:

Note: Due to the fact that Dr Childs was conducting Covid vaccinations at the clinic he was unable to attend the meeting to make a report.

5. Resignations:

The Chair reported that he had received resignations from both David Crothers and Jean Batemen. Both were thanked for their contributions to the group. It was noted that Jean Batemen wished to continue with her involvement with the cancer support group.

6. Election- Re Election:

- a. Chairperson: Roger Marsh
- b. Deputy Chairperson David Bartle

It was proposed by Tony Meehan and seconded by Jane Carling that both be re-elected en bloc.

The meeting voted to confirm both appointments, which will run for one year.

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7. Retiring Members:

None

8. New Members:

The Chairman reported that two patients had expressed a wish to join the group and he would pursue this.

9. Any other business:

- a) Gill Foott, in her position as Engagement and Communications Coordinator [PPGs] gave to meeting an explanation of her role. She explained that with a colleague they support the many Patient Participation Groups across Dorset. She said it was a requirement by the NHS that all medical practices should have patient groups, however the groups in rural areas tend to meet face to face (including via video conferencing), but in the urban areas they tend to fulfil the requirement by having 'virtual' groups where the practices just communicate with their patient list, thereby being rather less active.
- b) Following a patient request, Tony Meehan updated the meeting on the position of the Minor Injuries Unit (MIU) at the Yeatman Hospital stating that although DHCT has reintroduced a walk-in service, this did not necessarily mean that patients would be seen immediately. Patients would be triaged and either redirected to a more appropriate service, or have to wait for treatment dependent upon the workload at the time. He stated that the Friends of the Yeatman Hospital still wished to receive comments on patient's experience of the MIU and these could be made via: <https://friendsoftheyeatman.org.uk/miu-have-your-say/>
- c) Discussion took place on the subject of 'virtual PPG' members. It was explained that 'virtual' members were patients who regularly receive information from the Practice and the PPG. From time to time they may be asked for their views on a particular subject or asked to fill in a questionnaire relating to their experience of function that the Practice performs. Tony Meehan also remarked that the PPG welcomed patient's requests for certain subjects that they would like covered within the practice newsletter.
- d) A patient stated that he was speaking on behalf of all patients by expressing thanks on how well the vaccination clinics had been in Sherborne had been conducted. He felt that compared to some other areas we were fortunate in having such an excellent service. In addition he stated that he had personally written a letter of thanks to Dr Childs. The PPG www.thegrovemedicalcentre.co.uk

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Chair stated that as volunteers they had received many messages of thanks and these had been passed on to the staff of the practices. David Bartle observed that with the three practices of the Primary Care Network (both clinical and non-clinical) working together at the vaccination clinics this had resulted in staff getting to know one another and as volunteers being patients of all three practices they had got to know one another better.

- e) Jane Carling stated that she had received comments from patients who had attempted to book an online appointment for a Covid booster vaccination only to find that there were no appointments available. Tony Meehan explained that he had the same problem and on telephoning the Practice it was explained that by scrolling down the online page more appointment slots could be found.
- f) Another patient raised the fact that she had received her Covid booster vaccination but the details had not appeared to have been recorded on the NHS App. The reason for this omission was unclear.
- g) A further patient remarked on the recorded telephone message when contacting the Practice that it stated that '*your agent will be with you soon*'. It was felt that the use of the word '*agent*' was a rather strange word!

The Chair thanked those for taking part in the meeting which closed at 6.30pm.



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Dr Aimee Barnes, Dr Nick Berry, Dr Rob Childs, Dr Sally Dangerfield, Mrs Alex Kimber, Dr Ruth Lawes, Dr Liz Long
Dr Charles Middle, Dr Matt Phelan, Dr Katie Thomas