

The Grove Patients Group  
Sherborne  
Minutes  
17<sup>th</sup>.August 2022  
5:30pm  
(Meeting conducted via 'Zoom')

**Present:** David Bartle **(DB)**; Gill Foott (Engagement and Communications Coordinator [PPGs]) **(GF)**; Alex Kimber (Managing Partner) **(AK)**; Roger Marsh (Chair) **(RM)**;

**Apologies:** Jane Carling **(JC1)**; Dr Rob Childs **(RC)**; Karen Gough **(KG)**; Chris Hardy (Chair – Yetminster PPG) **(CH)**; Tony Meehan **(TM)**; Vicky Morland (Social Prescriber) **(VM)** and Maira and Poppy (Sherborne Girls – students);

**1. Previous Minutes – 6<sup>th</sup>.July 2022.**

**a. Matters arising:**

- i **Arrange meeting of Sherborne Area PCN Patient Group Chairs:**  
Meeting scheduled for 28<sup>th</sup>.September **ACTION: CLOSED**
- ii **Men's Shed information:**  
**(RM)** reported that he, **(JC1)** and Steve Shield (Sherborne Town Council – Town Clerk) had visited the Men's Shed at the Balsam Centre, Wincanton on the 28<sup>th</sup>.July to gain information. Suggested a visit also be made to the Men's Shed at Gillingham. There is a need to determine a suitable secure location for a similar facility in Sherborne. **ACTION: (RM)**
- iii **Circulate minutes of North Dorset PPG Chairs Meeting:**  
Circulated as Attachment 'B' of the July PPG meeting minutes. **ACTION: CLOSED**
- iv) **Investigate online version of Health & Care Directory:**  
Work in progress. **ACTION: (RM)/(VM)**
- v) **Provide link to NHS Dorset PPG website:**  
Still be progressed. **ACTION: (GF)**
- vi) **Publish July Newsletter:**  
Newsletter published 7<sup>th</sup>.July (Facebook/email/Practice website etc.) **ACTION: CLOSED**
- vii) **Produce patient location information:**  
Information relating to Stourton Caundle, Poyntington; Longburton; Chetnole & Stockwood sent to **(AK)** on 19<sup>th</sup>.July. Updates to be forwarded when as/when responses received from Parish Council Clerks. **ACTION: (RM)**
- viii) **Defibrillator Awareness**  
Three new defibrillators located in Sherborne (Two at Sherborne Castle and one outside of Cheap Street Post office). **ACTION: CLOSED**

**2. Practice Update:**

**(AK)** updated the meeting stating that the Practice had been selected for a pilot scheme to promote breast cancer screening to older patients who attend the nurse clinics for cervical cancer screening.

Dr Rob Childs has now stepped down as Clinical Director of the Sherborne Area Primary Care Network (PCN) as he is leaving the Practice at the end of September. Dr Charlie Middle will become the senior partner and will also be attending future meetings of the Patient Participation Group.

The Practice has 7 new starters in the near future including Dr Aimee Hobbs who is joining the Practice on the 24<sup>th</sup>.August and Dr Adam Wood joining on the 5<sup>th</sup>.Septemeber. Also a new mental health worker will be joining on the 5<sup>th</sup>.September.

From the 5<sup>th</sup>.September the Practice will be amending its appointment structure. There will be three face to face sessions in the morning, lunchtime and late afternoon/evening. This has been achieved by the recruitment of additional GPs and it will also offer patients more choice of appointment times.

Across the PCN the position regarding Saturday appointments was still to be agreed as there were both IT and SystmOne issues to be resolved.

**(DB)** questioned the level of 'Did Not Attend' (DNA) being experienced. **(AK)** stated that they were still experiencing around the 10% level, mainly in nursing appointments, but no specific reason could be attributed to the cause, however, GP DNAs had been much reduced.

### **3. Armed Forces Patient Participation:**

Next meeting scheduled for the 16<sup>th</sup>.September at Manor Court, Newland.

### **4. Cancer Awareness/Support Group:**

Meetings continue to be held at Manor Court, Newland.

### **5. Sherborne Orienteering Project:**

It was reported that the new Sherborne orienteering course was officially opened outside of Sherborne Library by the Deputy Town Mayor Cllr. Matt Hall on the 30<sup>th</sup>.July. (DB) stated that returnable weatherproof maps of the course were available at Sherborne Library, Sherborne Town Council Office in Newland, and Muntanya outdoor clothing shop in Newland. It was noted that many of the course maps borrowed from the library had failed to be returned. A decision had been made to produce a further batch of printed paper maps.

It was agreed to put out information on local facebook group regarding returning maps on completion of the course by users.

**ACTION: (RM)**

### **6. PPG Activities Since Last Meeting:**

- Health Champions meetings 13 July/10 August
- Sherborne Abbey School/Trinity Manor Care Home - Listening to pupil reading.
- Military Veterans July meeting
- Dorset Council – People & Health Scrutiny Committee – 'Somerset Hyperacute Stroke Case for Change' Fit for my Future
- Met with Bruce Duncan/Chris Hardy to discuss PCN Chairs meeting.
- Men's Shed visit (already mentioned).
- Orienteering project meeting
- ICS Place Based Partnership Working Group
- FOYH Trustees meeting
- ICS Public Engagement Group

### **7. Reports:**

#### **a) Yeatman Hospital – Friends of the Yeatman Hospital (FOHY):**

Supporting the local schools and the Rendezvous on mental health projects  
Four new trustees

The FOYH received the donation of a lutyens bench and water feature from Graham Pay and his family in memory of his wife Mary who was a specialist cancer care and palliative care nurse. Mary played a very major role in developing these services across West Dorset for some 20 years from 1990 to 2010 while working for the Weldmar

Hospice Care Trust. Both the bench and water feature have been placed in the Ada Kearvell garden at the Willows.  
Annual meeting of the FOYH scheduled for the 14<sup>th</sup>.September at the Digby Memorial Church Hall, Sherborne.

**b) Sherborne Town Council Wellbeing Committee:**

Next meeting scheduled for the 5<sup>th</sup>.September.

**c) North Dorset PPG Chairs Meeting Update:**

Next meeting scheduled for the 12<sup>th</sup>.September.

**d) Health Champions:**

Sherborne Area Health & Care Directory: This is being updated with the help of the Health Champions.

Chatty Café: From the 5<sup>th</sup>. September, this will be every Monday at the Pear Tree Café, from 2pm to 4pm

New Projects:

There's a lot of interest in having a Bereavement Support Group so this project is being progressed.

Health Champions are working with the Rendezvous to see if volunteers can help provide emotional support to the young people who attend there. This is in addition to the 'Listening Ears' scheme which will be based at the Gryphon comprehensive school, as there will be young people who don't attend school who would benefit hugely from it.

Volunteers are being sought to assist with reading to primary school children.

Publicity about Health Champions:

A basic leaflet showing all the open groups (eg ones that anyone can attend) is being produced to hand out at the forthcoming flu clinics and to ensure all surgery staff have a copy. A large version of this will be for display at all of the flu clinics.

Individual posters for each group have been produced as well, for display on town noticeboards etc.

There's been some publicity about the Chatty Café in the Blackmore Vale, and The Conduit magazine has also been asked to include details of the Chatty Café, the Wellbeing Walks and the Military Veterans Group in their listings. Facebook is also being used to promote the activities of the Health Champions.

**e) CCG PPG Lead Report:**

First **(GF)** reminded the meeting about the NHS England PPG Energisers Group and encouraged as many active PPG members as possible to sign up for their events, the details of which have recently been circulated in her weekly update.

**(GF)** reminded the meeting of the Dorset Community Foundation's new Dorset Welcome Fund that supports local community groups offering activities and services to welcome and support refugees of any nationality who are arriving, residing or settling in Dorset.

The draft Pharmaceutical Needs Assessment (PNA) 2022 has been produced by Public Health Dorset for Bournemouth, Christchurch and Poole (BCP) Health and Wellbeing Board and Dorset Health and Wellbeing Board. The document can be found on the Public Health Dorset website - Pharmaceutical Needs Assessment (PNA) - Public Health Dorset - Dorset Council – where there is also a link to submit consultation responses.

The consultation is open until the 20th September 2022.

See: <https://www.publichealthdorset.org.uk/our-plans/pharmaceutical-needs-assessment-pna>

**f) ICS Public Engagement Group (PEG):**

A presentation by Jim McMahon on the work of the Digital Public Engagement Group was received and reviewed by the PEG and several useful suggestions were made.

Future work for the PPG to run a patient awareness on the digital project.

**g) ICS Place Based Working Group:**

Presentation on 'Stormbreak' working with GP practices and schools regarding young peoples mental health issues was made to the group.

Signing up PCNs across Dorset – Working in Noth Dorset from January 2023

**(RM)** forwarded the 'Stormbreak' information to Sarah Webster – Sherborne Area PCN Operations Manager.

**8. Apples PPG Update:**

**(See Attachment 'A')**

**9. Yetminster PPG Update:**

- Next scheduled meeting at the end of August.

**10. Any Other Business:**

**a) Flu Clinic Volunteers::**

**(VM)** Appealing to previous volunteers from the Covid Clinics.

**b) Appointment Date Range (Online dropdown list):**

**(RM)** stated that he had received questions from patients regarding the booking of flu clinic appointments online. It appeared that the link in the text message sent to patients directed them to book online, but some patients did not understand that the appointment date dropdown box had to be opened and the appropriate dates of the clinic selected to make a timed appointment. **(AK)** stated that the text message sent out to patients was limited in its contents, but this problem would be looked into for the future. **ACTION: (AK)**

**c) Practice Familiarisation Visit:**

It has been suggested that a tour of the Grove Medical Centre should be planned for those members who have recently joined the Grove PPG. A suitable date to be arranged.

**ACTION: (AK) (RM)**

**d) Patient Access to Prospective Medical Records:**

**(RM)** stated that prior to the meeting he had circulated PPG members with information on the subject. It was noted that this access by patients to additional information on their health record would be introduced from November 2022.

**e) NHS GP Patient Survey 2022:**

Results showed much improvement from the previous survey.

- The biggest improvement was 'Easy to get through to this GP practice by phone' – improved by 15%
- Both 'Satisfied with the appointment offered' and 'The healthcare professional was good at treating the patient with care and concern' – both improved by 8%
- 'Good overall experience of making an appointment' - improved by 7%
- 'The healthcare professional was good at listening to the patient' – improved by 6%
- 'Helpfulness of receptionists at the GP practice' – improved by 5%
- 'Satisfied with the general practice appointment times available' and 'The healthcare professional was good at giving the patient enough time' – both improved by 4%
- 'The patient was involved as much as they wanted to be in the decisions about their care and treatment' – improved by 3%
- 'The patient's need were met' – same result as 2020
- 'The patient had confidence and trust in the healthcare professional they saw or spoke to' – declined by 1%
- 'Offered a choice of appointment when last tried to make a general practice appointment' – declined by 2%
- Overall experience – improved by 3%

**Future Meeting Date: Wednesday 28th. September 2022  
(Time and venue to be advised).**

## Attachment 'A'

### The Apples Medical Centre - Patients Participation Group (PPG) Mins

Date: Thursday 28<sup>th</sup> July 2022

Time: 12:20pm

Location: The Apples Medical Centre,

#### Attendees:

(CC) Chris Cain - Pt

(BD) Bruce Duncan – Chair/Pt

(TB) Tony Bishop - Pt

(VM) Vicky Morland – Social Prescriber (SP)

(SR) Sue Ripley - Pt

(DH) Dy Hart - Pt

(IM) Irene Miller - Pt

(SG) Simon Galvin - Pt

(PWG) Pam Winter-Goodwin - Pt

(JW) John Williams – Pt

(PJC) Philippa Cannings – Practice Manager

(CM) Dr Chris Minton – GP/PCN Clinical Director

#### Apologies:

Roger Marsh – Chair of TGMC

Keith Harrison – Social Prescriber/Digital Champion

Jill Warburton – Social Prescriber

Gill Foott – Dorset NHS (Ex CCG)

Sue Greenwood - pt

#### 1.0 Brief note from the chair:

01/07/2022 – ICB (Integrated Care Board) taken over from CCG, so Health, Social providers, and volunteer sectors all on one board i.e. Police, Fire and Rescue service, GPs, Councils etc

Email sent to PPG from Gill Foote (CCG as was) – Dorset wide, Wessex patient care records WDC, information is now critical but covers Dorset and Hampshire – what about Somerset? This covers the NHS App for patients and will operate from 1 Nov 2022.

#### 1.1 Discussion with Dr Chris Minton (PCN Clinical Director)

Practice needs the help of the PPG to pass on messages to the patients with regards to the pressures of Primary Care, demand on time and services – this can be actioned via the PPG Newsletter. BD stated that the PPG should also look after the Practice members eg doctors and nurses etc where required. An example of this was the recent NHS GP Contract 2022/2023 – see below - which added many hours to the surgery appointments.

#### 1.2 The different current and future roles of the PCN: Primary Care Network alongside the existing with term clinical care/health-

- Social Prescribers (Nonclinical need i.e. assisting in benefit forms/social groups for target cohorts/patients that require social needs)
- Mental Health workers
- Frailty Nursing team
- Clinical Pharmacist
- Pharmacy Technician
- Sarah Webster – PCN Co-ordinator

Patients need to be aware of the new roles and to change the mindset that they can be signposted to other health/social providers

### **1.3 Role of PPG within PCN:**

All three surgeries within the PCN to work collaboratively, integrated care across the PCN, to ensure all common interests can be delivered.

**1.4 BD** – communicates with local MP Chris Loder, Practice to utilize this connection to inform the MP of any current Primary Care matters e.g. Extended Access (NHS GP Contract 2022/23) would like surgeries to work 8am to 8pm weekdays and 9am to 5pm on Saturdays)

Practice to kick back re hours – CM in negotiation with ICB, PPG to give back-up going forward.

Similar issues with MIU, which has limited opening hours, a poor link with 111, and no marketing for such an excellent service. Loder is informed.

### **1.5 Referral processes:**

Practice needs to improve processes for signposting the patients to the other providers without blocking up the phone lines, taking up Receptionists time.

Slow progress, starts with the Receptionist, GPs to inform patient of other services whilst in consultation.

**1.6 TB** - Discussed how bigger practices work, they become big PCN hubs, this has a knock-on effect to loss of continuity that Sherborne Patients prefer, as well as being less efficient, but could also have more services to offer

**1.7 SG** – Suggested having a list of services on the Practice Website, prompted via Social media

It was noted that before Covid most patients came to the surgery, but now the use of Social Media/Website is important

## **2.0 Agenda:**

### **1. Plans for joint PCN PPG/Practices PPGs – BD**

- Send BD Sarah Webster email address
- PPG to combine with the other three practices (The Grove, Yetminster Health Centre, and Apples) forming a PCN PPG, regular meetings with the Chair from each PPG
- Practice own Apples PPG to only meet approx. three times a year, unless urgent matters arise
- Each surgery to have their own Patient Group, objective of the group is to look after their own surgery, two-way conversation between practice and patients

### **2. Social Prescriber update – VM**

Support patients not clinical, more social needs for example:

- Debt Housing problems
- Extra Benefits
- Lonely isolated
- Can support patients
- Health Coach
- Carers Case Worker (once a month based at The Grove, open to all PCN Carers, bookable through own practice)
- Being discharged from Hospital

How do patients access the Social Prescriber?– patients need to be referred by the practice, any staff member can refer to SP – Workforce may recognise patterns/flag up triggers in the amount of times they contact the surgery/or matters the patient wants to discuss

What services are in Sherborne? – so many services but not reaching the patients – VM is putting together a leaflet/Directory showing the support groups in Sherborne – VM to share with PJC for the Newsletter (Newsletter to go out on 01/09/2022). There has been a Directory completed and published in 2018, which Sherborne TC supported.

Social Prescribers link in with the Health Champions (group of volunteers)

- Chatty café
- Military Veterans
- Many more

### **3. CPCS (Community Pharmacist Consultation Service)**

New service: practice can refer patients for minor matters eg. . insect bites/hay fever/colds etc refer to local Chemist (Abbey Pharmacy)

### **4. Christopher Cain - Grace Care Consulting – National group**

35yrs experience of people who need care/support immediately i.e. discharge from hospital, gardeners, talking to partners/family etc leading on to keeping people independent  
Free service - Back up services CAB, could link in with SP?

### **5. Practice Update: PJC**

#### **Workforce/Vacancies:**

Dispensary Assistant – currently advertised

Since Jan 2022 trying to recruit a Salaried GP or Nurse Practitioner - pending

#### **Patient Registration: 5718**

Dispensing Registration: 2045 (35% of patient population)

Under 18: 817

Over 18s: 4901

#### **Flu 2022/2023 Plans**

Two clinic dates both at the Digby Hall: same module as Covid vaccination clinic – looking for volunteers to help with the car parking:

BD – volunteered for both days

IM/DY – 11<sup>th</sup> Nov

PWG/SR – any date (inside)

Friday 30<sup>th</sup> Sept 8.30am to 1pm over 65s

Friday 11<sup>th</sup> Nov 8.30.am to 1pm At Risk (pending 50-64yrs pts)

**Covid Autumn Booster** – PCN has not signed up to provide the vaccine

#### **Newsletter – Distribution plans/Items – deadline 1<sup>st</sup> September 2022**

Newsletter to be distributed to patients over 18 who have an email address recorded/Website/Social media (link to the practice website). NB opt out clause to be given to patients.

#### **Contents:**

**Article from Bruce**, explaining about the PPG, changes to the PPG/PCN, how the joint PPG would work,

**Patient info:** Workload, methods of contacting the surgery, Reception signposting patients (Community Pharmacy Consultation Service) new option 3 for Prescription line, recruitment, NHS APP and Patient access to records changing from 1st Nov 2022 and GP Patient survey result

**New Patient questionnaire:** additional question to be added; they will receive the practice Newsletter unless opting out by ticking this box

#### **General:**

Practice looking for a volunteer to do our Flowerpots/Hanging baskets

Cake Stall – looking for volunteers to do a cake stall in September, baked/sale – PWG, SR, IM & DM all volunteered (PJC to contact in Aug)

#### **AOB**

Keith Harrison – book for the next meeting, explain his new Digital Champion role.

**Actions/Ideas:**

- PJC to shared Sarah Webster's email with BD
- VM to send leaflet/directory of services to PJC to be included in the NL
- PCN roles to be included on the Practice TV screen
- Draft NL to be shared with the PPG for approval/amendments – mid Aug
- NL to be emailed to all patients/advertise on Social Media/Website – 1<sup>st</sup> September 2022
- Flu – Volunteers Digby Hall 30<sup>th</sup> Sept and 11<sup>th</sup> Nov 8.30am to 1pm
- Cake Stall – Volunteers (date tbc) in September
- Gardner – Volunteers Hanging baskets/Flowerpots
- Website – amend SAF to APPLES Practice Patient Group as header with better profile and content
- Practice Meet the Team event – Date tbc, poss early November to show case the practice, workforce and services offered
- Sherborne Services Event – combined with Town Council, date tbc (March 2023)
- VM & CC to communicate
- BD to contact Local MP with regards MIU issues
- Amend the New Patient Questionnaire to include opt out box to receive NL