

The Grove Patient Participation Group

Sherborne

Minutes

2nd.October 2023
6:00pm

Present: David Bartle (Vice Chair) **(DB)**; Joan Cooper **(JC)**; Jenny Davis **(JD)**; Karen Gough **(KG)**; Sarah Garside **(SG)**; Alex Kimber (Managing Partner) **(AK)**; Roger Marsh (Chair) **(RM)**; Tony Meehan **(TM)**; Vicky Morland (Social Prescriber) **(VM)**.

1. Introductions:

The Chair **(RM)** welcomed everyone to the meeting and explained that he had received apologies from various members including the students from Sherborne Girls School who had various academic studies taking place.

2. Apologies: Gill Foott (Engagement and Communications Coordinator [PPGs]) **(GF)**; Carol Foster **(CF)**; Dr. Charlie Middle **(CM)**; Amy; Jenny; and Sinali (Sherborne Girls – students).

3. Practice Update: (Managing Partner)

Practice Staff:

(AK) reported that the total staff level at the Practice had now risen to 80 including both healthcare and administration staff.

There had been two recent recruits to the patient services team. One member of the patient services team had changed roles and had started training as a healthcare assistant (HCA).

Another member of the patient services team has taken on a combined role to include being a care coordinator.

A new practice nurse has joined the PCN team. In addition a third pharmacist has been recruited to join the team. This meant that the The Grove has one of the biggest pharmacy teams of any practice across Dorset.

AccuRx Triage System:

The new system introduced in early September was working really well. However, Monday was still the busiest day with patients requesting appointments, but it was noticeable that more patients were using the online booking service which was easing the workload of patient services.

Patient Letter:

(AK) shared with the meeting a letter from a patient who had presented with a problem that was diagnosed as a possible cancer. Following a quick referral to hospital for tests the cancer was confirmed and treated in a very short time. The patient had written about his excellent experience in which his medical problem was dealt with and had given permission for his letter to be publicised. It was agreed that the subject would form an article in the forthcoming newsletter.

Action: (TM).

Associate GPs:

(JD) asked for clarification on the role of an Associate GP. **(AK)** stated that although the Practice did not have any Associate GPs. They were also known as Physician Associates and would have completed a medical degree and were qualified to treat patients to a similar level as a qualified nurse.

4. NHS Dorset - Engagement & Communications (PPGs)

Although **(GF)** was unable to attend the meeting as she had a previous engagement to attend the meeting of Gillingham PPG, it was noted that her most recent information updates had included the following:

- Dorset Council - Self-care and wellbeing apps for Young People

- Carers Rights Day is on Thursday 23 November 2023
- NHS England Latest News
 - Prescription saving scheme
 - Get your flu and COVID-19 vaccinations
 - Lung cancer checks

5. Health Champions:

Fibromyalgia Group:

(VM) reported that the new fibromyalgia support group was holding monthly meetings with each meeting attended by around 8 to 12 people, and with about 30 people registered within the group.

Bereavement Group:

The group continued to offer a worthwhile service and since the beginning of the year it had been attended by around 20 people.

Rendezvous Mental Health Support:

(VM) was working with the Rendezvous to recruit people who have a background in counselling and support to work with young people who have low level anxiety.

Carer Support Group:

(VM) stated that she was in the early stages of setting up a local carers support group. (KG) stated that she had experience of a group that functions in Yeovil at the Westland Leisure Club. As he lived locally to the club, (DB) agreed to visit to find out more details. **Action: (DB).**

Health Walks:

The walks are continuing to be held on a regular basis with help from the recently recruited walk leaders.

6. Military Veterans Support Group:

(VM) reported that the September meeting had been held as an informal meeting without a dedicated speaker. However, it was intended that a speaker from the Department of Work and Pensions would attend the October meeting.

7. Apples PPG Report

In the absence of the Apples PPG Chair an update had been provided by the Apples Medical Centre:

Staffing Levels:

The practice employs both an Advanced Nurse Practitioner (ANP) and a Nurse Practitioner (NP), both work in consultation with the GPs. Either the ANP or NP see the majority of the urgent same day patients who have an acute illness. However, those patients with Long Term Conditions still see either a GP or Long-Term Condition Nurse. With more patients being able to have consultations with either the ANP or NP this will release more pre-bookable appointments for the GPs.

The recent employment of a full- time Care Coordinator has helped by supporting the GPs with their administration work.

The Practice has always offered NHS Health Checks but due to the minimal number of staff available to conduct health checks an Health Care Assistant, who is also trained in weight management, has been employed to carry out this service.

Additional Clinical Facilities:

There is construction work ongoing to turn the lower ground floor of the building into a new clinical floor to include a treatment room, Nurse Practitioner consulting room, multiple purpose room plus a waiting room.

eConsult/NHS APP:

Patients are encouraged to use the eConsult triage service, available from the practice website. In addition patients are also encouraged to use the NHS App to find out their test results.

Patient Participation Group (PPG):

The PPG are holding quarterly meetings, with additional meetings depending on work currently being actioned for the surgery. Work is ongoing with the PCN Digital Champion to revise the Practice website.

Flu Clinics:

The Apples Medical Centre had conducted Flu Clinics at the Digby Hall on both the 22nd. and 29th. September.

8. Actions from 21st.August 2023 Meeting:

i) Special Newsletter on 'AccuRx':

It was agreed to produce an article on the subject for the next Newsletter. **Action: (TM).**

ii) Demonstration of 'AccuRx' to patients (JG)

It was considered that as the online version of the AccuRx triage system was fairly self-explanatory there was little need for a demonstration of the system to patients.

Action: Closed.

iii) Practice Tour:

A tour of the Practice for the benefit of PPG members took place on the 20th.September.

(AK) stated that a further tour could be arranged as required.

Action: Closed.

iv) The Sherborne Area Directory for Health & Care 2023:

A £300 donation had now been received from Sherborne Summer Festival, plus c£700 from Simon Digby Trust. Printing of the directory was now in hand. It was agreed that an item on the subject should be included in the next Practice Newsletter.

Action: (RM).

v) Issue Summer 2023 Newsletter:

The summer edition of the Practice Newsletter had been included on the Practice website, placed on Facebook Groups and sent by email to 'Virtual' PPG members. **Action: Closed.**

vi) Ideas for Health Talks (RM)

Subsequent to the previous PPG meeting Sarah Webster – PCN Operational Manager had been made aware of the subject and she felt that it would be a good way to engage with patients and promote a healthy lifestyle. She had stated that the PCN would like to set up a Diabetes Support Group, so a meeting would hopefully help to steer that in the right direction.

It was noted that there is a Pre-Diabetes Course running through 'Living Well, Taking Control' that would be a good source for resources and possibly a speaker.

It was agreed to set up a meeting between both (RM) and (SG) with Sarah Webster to progress the subject.

Action: (RM)

vii) Health Checks (RM)

It was noted that NHS Health Checks for patients had now been re-introduced.

viii) Armed Forces - Veterans Directory:

It was noted that the new version of the Directory had been added on the Grove website and also added to both the Apples and Yetminster Practice websites. **Action: Closed.**

ix) Secure parking for cycles the the Grove Medical Centre:

(AK) reported that secure stands had been procured and assembly was in hand.

Action: (AK)

x) Flu Clinics;:

It was noted that 1920 patients had attended the flu clining on the 16th.September at the Digby Hall and the next clinic was to be held on the 21st.October.

9. PPG Chairs Activities:

(RM) gave the meeting a report on his activities since the last PPG meeting;

- Relayed 15 Grove Facebook posts
- Given Health & Care Report to September meeting of Sherborne Town Council
- Sent various emails to 'Virtual' PPG Members

10. Any Other Business:

i) **Autumn Newsletter:**

The meeting discussed various items that would be suitable for the forthcoming Autumn Newsletter and a list was agreed. **Action: (TM)**

ii) **'Virtual' PPG Members survey re-AccuRx:**

Following discussion it was agreed to survey the 'Virtual' PPG members on their experience of using the AccuRx triage system. It was felt that the best time would be late October/early November by which time the system would have been in use for around two months. **(RM)** circulated a list of proposed questions for use by SurveyMonkey and asked the PPG members to come back to him with comments. **Action: PPG Members and (RM)**

iii) **Covid Vaccination Clinics:**

Although the Grove Medical Centre had opted out of providing Covid vaccinations for patients, the Apples Medical Centre had invited some patients of the Grove to attend the Apples clinics at the Digby Hall. In addition it was noted that there were other local sites that were providing this service for patients and appointments could be booked through the NHS119 system.

iv) **'Virtual' PPG Members:**

(SG) queried how the list of patients receiving emails was devised. It was explained that over time patients had been approached to give their permission to receive information emails from the PPG. Furthermore, from time to time other patients had requested to be added to the circulation list which numbers around 250.

It was agreed to add a note to the next newsletter stating that patients could be added to the list by emailing grovesherborneppg@gmail.com **Action: (RM)**

11) Date of next meeting:

MONDAY 4th.DECEMBER 2023 at 6.00 pm at the Grove Medical Centre