

The Grove Patient Participation Group

Sherborne

Minutes

21st.August 2023
6:00pm

Present: David Bartle (Vice Chair) **(DB)**; Gill Foott (Engagement and Communications Coordinator [PPGs]) **(GF)**; Carol Foster **(CF)**; Sarah Garside **(SG)**; Karen Gough **(KG)**; James Griffen (PCN Administrator) **(JG)**; Maria Heard **(MH)**; Alex Kimber (Managing Partner) **(AK)**; Roger Marsh (Chair) **(RM)**; Dr. Charlie Middle **(CM)**; Meg Yates **(MY)**.

Meg Introductions:

The Chair **(RM)** welcomed everyone to the meeting, especially both **(JG)** and **(MY)** who were attending their first meeting.

- 1. Apologies:** Tony Meehan **(TM)**; Vicky Morland (Social Prescriber) **(VM)**; Amy; Jenny; and Sinali (Sherborne Girls – students).
- 2. Practice Update: (Managing Partner)**
(AK) reported on the fact that the Practice was still continued to be extremely busy.

With three members of staff having left the Practice due to personal circumstances the replacements had been recruited in both the patient services and administration teams.

Dr Aimiee Barnes was now on maternity leave and on a short-term basis Dr Cleaver had returned to the Practice to replace her until mid September when Dr Jonathan Tham would be joining the Practice until Dr Barnes returned.

Another GP trainee will be joining the Practice in January 2024. Also the Practice will shortly be hosting a series of student GPs.

Work was underway to make an additional consultation room in the area of the existing blue waiting room. It was intended that Dr Hobbs would be located within this new consulting room.

(AK) also informed the meeting that the Practice had recently begun to use the NHS Dorset Cancer software 'C-the-Signs', a tool for the GPs to use when they have patients with certain symptoms to put their referral through to the most appropriate department and then for the administration team to be able to monitor those referrals and their progress and outcomes.

3. NHS Dorset - Engagement & Communications (PPGs)

(GF) updated the meeting on the various ongoing activities and campaigns across Dorset. These included:

- Hypertension (High Blood Pressure) Campaign Photoshoot and Case Studies
- Dorset Council's Housing Strategy
- Bournemouth University / University Hospitals Dorset Diabetes research trial
- Dorset Council's capital funding relating to community projects
- How well do you know the NHS? – an online course hosted by The Kings Fund.

4. Health Champions:

In the absence of **(VM)** the meeting was updated on the fact that with the exception of the 'Listening Ear' project at the Gryphon School, which had paused during the summer recess, all existing groups were continuing.

In addition, the new fibromyalgia support group had held three meetings with around 12 people attending each meeting. Also they had formed a WhatsApp group.

5. Military Veterans Support Group:

(RM) reported that the July meeting involved Chris Gooding, one of the veteran members, who had those present doing a series of chair based exercises. In addition (JG) gave the members information on the use of the NHS App.

The August meeting was taken up with a presentation by Vikki Andrews (NHS Dorset Cancer Care Partnership) on the subject of bowel cancer and the importance of the FIT Test (Faecal Immunochemical Test).

6. Apples PPG Report

No report

7. Actions from 26th.June 2023 Meeting:

i) Special Newsletter on Accurx:

(AK) presented the meeting with draft copies of a newsletter for patients entitled 'Changes to GP Appointment Booking from 4th.September 2023' that was dedicated to provide information on the introduction of the 'AccuRx' appointment booking system. It was noted that the existing use by patients of 'eConsult' would no longer be available.

It was the intention of the Practice to circulate information of this newsletter by both email and text, but prior to carrying this out members of the PPG were asked to review its contents.

It was agreed that PPG members would forward any comments to the Chair by email not later than end of day on Friday 25th.August such that the comments could be collated and forwarded to (AK).

ACTION: All

To enable this it was agreed that the Chair would send copies to those members not present at the meeting.

ACTION: (RM)

(AK) also presented the meeting with a paper containing a series of short messages to be posted on the Grove Facebook Group and website at various intervals to give information on the subject. It was agreed that the Facebook posts would be re-posted on all other local Facebook Groups.

Action: (RM)

ii) Demonstration of Accurx to patients:

At the previous PPG meeting it was discussed that the Practice might provide patients with a dedicated one-off demonstration of the 'AccuRx' booking system. However, it was now felt that it would be better to provide an ongoing demonstration on a laptop computer for a limited time period when they attended the Practice.

Action: (JG)

iii) Practice Tour:

It was still intended to conduct a tour for PPG members once the schools had returned from the summer recess.

Action (AK)

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

(RM) updated the meeting on the fact that it was still intended to obtain 3000 printed copies at a cost of c£1,000. He reported that a cheque was awaited from David Birley for the £300 promised by the Sherborne Summer Festival and that the grant application made to the Simon Digby (Memorial) Trust for the balance, had now been approved. Once the monies had been received it was intended to go ahead with the obtaining printed copies of the directory

Action: (RM)

v) Issue Summer 2023 Newsletter:

(RM) reported that the 8-page newsletter was published on the 5th.July. He stated that this was the eleventh newsletter published since the formation of the Grove Medical Centre.

vi) Ideas for Health Talks:

(SG) was thanked for the excellent paper that she had produced on the subject that gave details on the various health talks given to similar patient groups across Dorset and the fact that there was a clear need for such talks locally. The paper produced by (SG) had been

circulated to members prior to the meeting. This aided the discussion and the following course of action was agreed:

- The talks would be both informative and a discussion
- The initial talk would require a good speaker
- The initial talk would be on the subject of diabetes
- The initial talk would be targetted at patients identified as pre-diabetes
- Diabetes Nurse should be available at the initial meeting
- The talks would be open to patients across the whole Sherborne PCN
- Funding for room hire would be sought from the Sherborne PCN

Following discussion the initial actions were agreed:

- Discuss the subject with both the Apples and Yetminster Practices. **Action: (RM)**
- Contact Keith Harrison (Diabetes UK) to identify a possible speaker. **Action: (RM)**

vii) **Invite Lauren Vaughan (Yetminster) to Grove PPG Meeting:**

(RM) stated that as agreed he had sent an invitation by email along with a copy of the meeting agenda, but no response had been received.

8. PPG Chairs Activities:

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

- Meeting with James Griffen and Vicky Morland to discuss digital communication with patients prior to the Military Veterans Support Group Meeting.
- Discussed Military Veterans Support activities with Clare Troke (Canford Heath Practice).
- Took part in two Urgent Care Transformation meetings.
- Attended 'Our Dorset' Public Engagement Group meeting in Dorchester.
- Attended Military Veterans Support Group meetings.
- Attended North Dorset PPG Chairs meeting.
- Gave a health report to Sherborne Town Council at their July Council Meeting.
- Took part in workshop relating to support for patients following discharge from hospital.

9. Any Other Business:

i) **GP Patient Survey 2023 Results:**

Discussion centred around the fact that it was felt that the survey was fairly meaningless in that the sample number of patients invited to take part in the survey was very small relative to the total number of patients of the Practice. Furthermore, the number of patients who actually took part in the survey was only a fraction of those invited. This favoured the Practices with smaller patient numbers.

Notwithstanding this it was agreed that the survey was useful in that it showed trends.

Regarding The Grove it was noted that fewer patients were satisfied with their ability to make an appointment easily by phone, but the Practice had been pro-active with the introduction of the 'AccuRx' GP Appointment Booking System as a method of improvement.

ii) **Patient allocation to GP Team:**

(RM) raised the subject of patients needing to know to which GP team they had been allocated. After discussion it was felt that there was no need to inform patients as they would normally be seen by a member of the allocated team to which they had been identified.

iii) **Health Checks:**

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

(JG) informed the meeting that Sherborne Library was holding an event during the first week of October and it was agreed that the PPG might consider attending the event. **(RM)** agreed to further discuss the subject with **(JG)**. **Action: (RM)**

iv) **Learning from Patient Safety Events (LFPSE):**

(RM) enquired whether the Practice had signed up to the new NHS 'Learning from Patient Safety Events' as it was the intention by NHS Dorset that all PCNs would sign up to the new

standard reporting system by the end of September 2023. The Practice confirmed that they were now operating in accordance with this new system.

v) Healthwatch feedback from Primary Care in relation to the Integrated Care System:

It was noted that **(RM)** had circulated this document to PPG members for information only.

vi) Armed Forces Veterans Directory:

(RM) reported that he had asked Nicky Murdoch MBE if she would review the existing Directory produced by the Grove PPG as it was noted that several changes had occurred relating to the services provided by the support groups listed in the Directory. This task had now been completed and it was agreed to replace the previous version on the Grove website and also add it to both the Apples and Yetminster Practice websites. **Action: (RM) and (JG)**

vii) Transfer of Patient Records:

Following a query on the subject it was noted that the Grove Medical Centre operated the Patient Records Movement Process known as GP2GP.

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

Following a request from a patient requesting that secure cycle parking could be investigated for the Grove Medical Centre, especially for the security of parking electric bicycles, it was agreed that the Practice would investigate providing two Sheffield Cycle Stands close to the entrance of the building. **Action: (AK)**

ix) Sherborne Times in the waiting room:

It appears that the offer by the Sherborne Times to place copies of the monthly publication in the waiting room had yet to occur.

x) Flu Clinics:

It was noted that car park volunteers were required for the Digby Hall car park on both the 16 September and 21 October. This to be arranged. **ACTION (RM) and (VM)**

11) Date of next meeting:

MONDAY 2nd.OCTOBER 2023 at 6.00 pm at the Grove Medical Centre