

The Grove Patients Group
Sherborne
Minutes
21st.October 2020
3:00pm
(Meeting conducted using 'Zoom')

Present: David Bartle (DB), Jane Carling (JC1), Dr Rob Childs, Alex Kimber (AK) (Managing Partner), Linda Manaton (LM), Vicky Morland (VM) (Social Prescriber), Roger Marsh (RM) (Chair), Tony Meehan (TM)(Vice Chair), Alan Woodward (AW).

Apologies: Bruce Duncan (Chair – Apples PPG), Gill Foott (GF) (Engagement and Communications Coordinator [PPGs]), Sherborne Girls students (Issy, Charlotte and May), Vicky Russell, Janet Little and Penny Gardner.

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

1. Previous Minutes – 9th.September 2020

a. Matters arising:

- i **Message to patients to supply details to the Practice:**
RM reported that he had posted a suitable message on all the local Facebook groups requesting patients to supply update contact information. **ACTION: CLOSED**
- ii **Flu Clinic arrangements:**
RM reported that he had held a meeting on the 10th.September with Debbie Ryalls to discuss arrangements for volunteers. **ACTION: CLOSED**
- iii **Mental Health – Integrated Care Service:**
In the absence of Gill Foott TM reported that Gill had made contact with Keith Williams of NHS Dorset CCG but an offer of help by TM to publicise the Mental Health survey locally had not been taken up
ACTION: CLOSED
- iv **P&D Cards – Blandford Pharmacy:**
RM stated that he had submitted a letter of objection to NHSE as agreed at the last meeting. Subsequently letters of objection has also been submitted by the Blandford Medical Practice and Dorset Local Pharmaceutical Committee. Copies of the letters of objection had been circulated to PPG members on the 5th.October. **ACTION: CLOSED**
- v **eConsult Problems:**
 - a) **Accessibility via Grove website:**
AW agreed to give details of this subject under agenda item 5a.
 - b) **Raise PPG comments with CCG:**
In the absence of GF RM updated the meeting. He reported that GF had raised the issues with Chris Emblen – CCG Primary Care Team and had the following response *"Thank you very much for providing your valuable feedback which is crucial in informing the development of the eConsult process. Using eConsult is still often quicker than waiting on the phone or sitting in a waiting room and the questions can be answered at a time*

convenient to the patient i.e. in the evening. Alex is exactly right, at the moment there is no log in process so many of the questions asked are repeated every time. However, eConsult are working with the NHS to implement the NHS Login for patients that wish to use it, which will take away some of this burden. While the preliminary questions may seem unnecessary, they are often needed by the practice to decide on the right care to be offered and also to check for any 'red flag' conditions such as TIAs (Transient Ischaemic Attacks). After submitting an eConsult most patients are offered the chance to feedback via an email invitation, and 541 completed this feedback in Dorset last month. This feedback is looked at by the practices, the CCG and eConsult and these feed into the product development process. eConsult has evolved considerably and will continue to do so, and patient feedback is an essential part of this.

ACTION: ALL TO NOTE

vi **Provide AW with Grove website access problems::**

JC1 reported that details had been forwarded to AW. **ACTION: CLOSED**

vii **Circulate Apples PPG minutes:**

RM reported that these were circulated to PPG members on the 2nd.October. **ACTION: CLOSED**

2. Practice Update – AK

a) General Update:

AK stated that as of the morning of the meeting 2766 patients had received an influenza vaccination, which was carried out in a period of three and a half weeks. 5217 patients were eligible for a vaccination and that did not include the 50 to 64 year old cohort for which the Practice are awaiting guidance. About half the total vaccinations have been carried out to date with about a 75% take up. The Practice was awaiting for the next lot of over 65's year olds vaccine to be released from the Department of Health. The next clinic on the 14th.November is fully booked.

The Practice had two new apprentices starting. Harriett has just started and Annie is starting in two weeks time.

A new Health Care Assistant, Steph, is starting in mid November who will be with the Practice for six months.

There are two members of staff, a Practice Nurse and an Admin Assistant who will both be taking maternity leave at Christmas. Both positions will be covered by other members of staff. This has resulted in a requirement to recruit another member of staff for Patient Services.

Dr Childs also updated the meeting regarding what has been a difficult year for both staff and patients. He felt that both had done remarkably well in adapting quickly to change. Due to Covid-19 he stated that whereas the Practice was seeing about 30 to 40 patients per day the number had reduced to about one quarter with other patients being seen by remote consultations. The ability for the Practice to create a local Covid-19 'hot site' in such a short time with the help of local builders etc. was remarkable.

He felt that although initially patients feared attending the surgery due to the virus, the numbers of patients attending had now increased to normal levels but there was a fear that some patients who probably exhibit serious health conditions are still not presenting to their GP.

Ongoing issues mean that many patients are still having to be consulted remotely and it doesn't really save any time as when patients do have a face-to-face consultation as it takes longer because of wearing and changing PPE and cleaning etc. This in turn is leading to pressure on appointments.

Dr Childs also gave an update on the latest Covid-19 situation which at the time infections were relatively low in the local area.

A general discussion ensued regarding the appointment system and the use of the various remote consultation platforms.

b) Flu Clinic:

The Practice wished to relay their thanks to all the volunteers who had helped out with patient parking at the flu clinics. RM stated that there were additional volunteers to help out at the forthcoming flu clinic on the 14th.November.

3. PPG Activities Since Last Meeting:

- Grove PPG members had helped out at the Apples flu clinics both at the Terrace car park and the Digby Hall.
- Members had attended a three module training course on wellbeing.
- Submitted PPG reports to Sherborne Town Council for September and October meetings.
- Published various healthcare items on Facebook groups and Parish Councils.
- Attended North Dorset PPG Chairs meeting.
- Prepared and circulated Primary & Community Care – October update.
- Attended regular Health Champions update meetings.

4. Reports:

a) Yeatman Hospital:

i) Minor Injuries Unit:

TM reported on the fact that during Covid-19 lockdown the MIU at the Yeatman Hospital was still operating out of the Westminster Hospital in Shaftesbury with no update on when it would return to Sherborne.

ii) Stroke Unit:

TM also reported on the position of the Stroke Unit being on a six month trial and was proving to be very successful.

iii) Outpatient Clinics:

Discussions are ongoing regarding the reinstatement of some clinics that were withdrawn at the Yeatman Hospital which were operated by Yeovil District Hospital.

iv) The new Matron:

TM reported that Helen Hunt, the new Matron, had settled in well.

b) Sherborne Town Council:

A PPG update report had been made to both the September and October meetings of Sherborne Town Council and was presented to the meetings by Cllr Jane Carling (JC1).

c) North Dorset PPG Chairs Meeting Update:

RM reported that a presentation was made by Becky Varndell – CCG Engagement & Communication Team on the Mental Health Integrated Community Care project.

Blackmore Vale Practice was involved in a project to set up the Vale Pantry, a charitable organisation similar to a food bank, where members paid an amount per week and could then choose what they needed from the pantry. The project had initial funding for one year and it was hoped the pantry would be open by the last week of October.

Discussed PPG/PCN relationship and this topic would be subject to further discussion at a future meeting.

d) Health Champions:

VM gave an update on the work of the 'Sherborne Community Kitchen'.

In addition JC1 stated that there was a move in Sherborne to set up a community fridge similar to that already operating in Frome.

VM stated that although many of the people that volunteered through Sherborne Viral Kindness had returned to work, however what was found was that when an appeal was made for volunteers to come forward for specific tasks there were several people that made offers of help.

5. PPG Projects:

a) Review of the Grove PPG:

AW reported on the meeting that had taken place with Donna Adams at the Practice to discuss possible changes to the website to make some functions more obvious and easier to access especially for booking appointments. The result was partially successful in that there were some areas that could be modified and others not

Dr Childs commented on the different types of appointments with varying durations that are required by patients and although booking appointments by telephone could sometimes be frustrating it ensured that the patient received the right type of appointment with the correct health clinician.

b) Carers Support:

JC1 gave a status report on the compilation of the Carers Directory. She said that much work had taken place to enquire of various organisations of the support that they presently offered. The Directory was now complete and she intended to seek a meeting with Keith Harrison, Vicky Morland and Vicky Russell to reach a consensus on how the directory can be best used.

ACTION: JC1

c) Bereavement:

It was felt that the work carried out to date on the bereavement support project could best be taken forward within the 'Sherborne Area Community Kindness' Group.

ACTION: ALL TO NOTE

6. Apples Update:

In the absence of Bruce Duncan (Chair – Apples PPG) there was no meeting report.

7. Any Other Business:

a) Autumn Newsletter:

RM reported that the Autumn Newsletter was partially completed in that it included items on PPG activities and also the regular 'View from the Waiting Room' by Joan Cooper, however the information from the Practice was required as well as an update on information for the back page. It was agreed to aim for a publication date of the 15th.November.

ACTION: RM/TM

b) PPG Members Retiring:

RM reported that he had received notification from Linda Manaton, Janet Little and also Penny Gardner that they all wished to step down from the PPG. RM reflected on the contributions that all three had made to the PPG and put on record the sincere thanks by the group for the time that they had devoted to it. He wished to write to each of them to express the thanks of the group.

ACTION: RM

8. Date of next meeting:

Wednesday 9th.December at 3.00 pm. using Zoom video conferencing.