

# The Grove Patient Participation Group

## Sherborne

### Minutes

26<sup>th</sup>.June 2023  
6:00pm

**Present:** David Bartle (Vice Chair) **(DB)**; Joan Cooper **(JC)**; Jenny Davis **(JD)**; Gill Foott (Engagement and Communications Coordinator [PPGs]) **(GF)**; Sarah Garside **(SG)**; Karen Gough **(KG)**; Maria Heard **(MH)**; Alex Kimber (Managing Partner) **(AK)**; Dr. Rebecca Lye **(RL)**; Roger Marsh (Chair) **(RM)**; Tony Meehan **(TM)**; Vicky Morland (Social Prescriber) **(VM)**; Lorraine Wallington **(LW)**; Jenny; and Sinali (Sherborne Girls – students).

#### 1. Introductions:

The Chair **(RM)** welcomed everyone to the meeting and then gave an update on activities that had taken place since the previous PPG meeting on the 9<sup>th</sup>.May:

- (RM) attended 3 meetings of the Urgent Care Transformation Team
- (RM) attended 2 meetings with Chris Spackman – Vice Chair (DCA) on Hospital Discharge Project (See agenda item 10 i)
- Volunteers helped at two Covid Vaccination Clinics at the Grove Medical Centre.
- (RM) had meeting with Ian Gall (Sturminster Newton PPG Chair) to discuss Dorset GP Alliance Report.
- (RM) attended North Dorset ARRS Network meeting at Stalbridge.
- (DB) attended North Dorset PPG Chairs meeting.
- (RM) attend Sherborne PCN Health Champions meeting.
- (RM) gave health report the June meeting of Sherborne Town Council.
- (RM) attended Yeatman Hospital stroke rehabilitation unit presentation. (See agenda item 10 ii).
- (GF), (DB) and (RM) met with Lauren Vaughan (Yetminster Health Centre) to discuss reinvigorating Yetminster PPG. (See agenda item 10 vii)
- (TM); (AK); (JC); (DB) and Sherborne Girl students worked on Newsletter articles. (See agenda item 8).
- 13 different Facebook posts made covering Practice statistics, health notices and job vacancies.

2. **Apologies:** Jane Carling **(JC1)**; Carol Foster **(CF)**; Dr. Charlie Middle **(CM)**; Amy (Sherborne Girls student).

#### 3. Practice Update: (Managing Partner)

##### Staff Changes:

**(AK)** reported on the fact that the Practice was still continuing to be extremely busy. Subsequent to the last PPG meeting the Practice and the PCN had recruited new personnel.

- Ellie and Lewis had joined the patient services team, and Victoria had joined the administration team.
- T and Debbie had been recruited as PCN Pharmacy technicians
- James had joined as an administrator within the PCN team supporting all three practices in the network.
- Jasmine and Mandi, previously worked within the patient services team and now had new posts of Care Coordinators, this role is a new role funded through the Sherborne PCN to provide support to the GPs in helping getting patients the right care and support they need from the right person and help untangle any small knots within the system.
- Dr Aimee Barnes will be away from the practice on maternity leave from the end of August for approximately one year. The Practice will be joined by Dr Jonathan Tham who will be joining in mid-September and will be looking after Dr Barnes' patients during that time.

**'Accurx' triage system:**

(AK) then went on to provide the meeting with a visual presentation about 'Accurx', stating that it was the intention of the Practice to replace 'eConsult' with this triage model which is an easy-to-use platform where patients and healthcare professionals communicate. It was noted that the system could be used by a third person on behalf of those less able to complete the application.

Initially the system would be introduced around mid-July and from September it was intended that the Practice will be changing the way they handle the 'same day' triage and the Patient Services will be asking exactly the same questions as those posed by 'Accurx'. Also, from that date the duty GP will be sat alongside the Patient Services team such they can triage patients as the 'Accurx' submissions from patients arrive. It was anticipated that the use of this system will have a dramatic effect on reducing waiting times for those patients who telephone the Practice for an appointment.

It was agreed that a special edition newsletter would be produced solely for the purpose of informing patients about the new system. **Action: (AK); (TM) and (RM)**

In addition, it was proposed that a demonstration of the system would be held at a future date in the waiting room to show patients how to use 'Accurx'. **Action: (AK)**

**Green Impact for Health Toolkit:**

(RL) had joined the meeting to provide information on the work that had been carried out by the Practice to reduce its carbon footprint. Subsequently, the Practice was now the number one in Dorset for being the '**greenest practice**'. Work by the Practice had taken place regarding the type of inhalers used by patients. Traditionally the inhalers being used were of the 'metered dose' type which one shakes and then one inhales the spray that is emitted. It was known that this type of inhaler accounts for 3% of the carbon emission across the whole of the NHS. Also, the carbon emission from one inhaler is equal to the same carbon emission from a car being driven for 175 miles.

The Practice had signed up to the 'Green Impact for Health Toolkit' in order to improve its carbon footprint. (RL) along with the respiratory nurse and pharmacist had been working to determine a suitable dry powder inhaler as an alternative. Many patients have now been moved across to this alternative type of inhaler.

**4. NHS Dorset - Engagement & Communications (PPGs)**

(GF) updated the meeting on a Pan-Dorset NHS Dorset event in Swanage on the 29<sup>th</sup>.June that will be an opportunity to find out the changes that are happening to the health service across Dorset.

In addition (GF) also stated that a new Covid-19 vaccination research hub had been established where a new vaccine to protect against multiple Covid variants was being trialed and there was an invite for volunteers to take part in the study if they are aged 18 years and over and also have had a Covid vaccination booster.

Members were also reminded that those aged 75 and over along with those aged 5 years and older with a serious health condition had until the 30<sup>th</sup>.June to obtain a Covid booster vaccination.

**5. Health Champions – (Vicky Morland)**

(VM) updated the meeting on the fact that a new support group had started for those suffering fibromyalgia. Eight people attended the first meeting of the group which was being held on the third Tuesday of each month in the Digby Hall.

Additionally (VM) reported that she has had several additional volunteers to help with the 'Listening Ear' project at the Gryphon School.

**6. Military Veterans Support Group**

There was no meeting during June as the date clashed with the Trooping of the Colour. However the next meeting would be held on the third Saturday in July and will involve one of the veteran members who is running exercise classes.

## 7. Apples PPG Report

No report

## 8. Actions from 13<sup>th</sup>.March and 9<sup>th</sup>.May 2023 Meetings

### i) Practice Tour:

It was agreed that this would now take place in September.

**Action: (AK)**

### ii) The Sherborne Area Health and Care Directory 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. To date £300 had been promised from the Sherborne Summer Festival and a grant application had been submitted in March to the Simon Digby (Memorial) Trust for the balance, for which a response was still awaited.

**Action: (RM)**

### iii) Put Martin Yelling ('Stormbreak') in contact with Dr. Aimee Barnes.

It was reported that this had been carried out.

**Action: Closed**

### iv) Newsletter:

Various articles for the summer edition of the newsletter had been completed but additional articles were in preparation and it was hoped to issue the newsletter in early July.

**Action:(TM) (RM) (AK)**

## 9. Future Health Talks:

The meeting agreed in principle that it would be helpful if talks on health related subject could be organised locally for patients to attend. Following discussion (SG) volunteered to investigate suitable subjects and format and (MH) agreed also to help with an aim of bring suggestions to the next PPG meeting.

**Action: (SG) (MH)**

## 10. Any Other Business:

### i) Hospital Discharge Project:

(RM) reported that he had attended two meetings with Chris Spackman (Vice Chair – Dorset Community Action) who was initiating a pilot project in Sturminster Newton whereby volunteer help could be organised that would offer help to patients recently discharged from hospital. Once a framework and system had been established then this could be rolled out across other local areas. It was intended to hold a small workshop on the subject in Sturminster Newton on the 18<sup>th</sup>.July.

### ii) Yeatman Hospital Stroke Rehabilitation Unit:

(RM) reported that he had recently attended a presentation by Louise Clark (AHP Lead for Stroke Services / Head of Occupational Therapy DCH) held at the Yeatman Hospital where details were presented on the future development of the now permanent facility at the hospital.

### iii) PCN Wellbeing Walk-in Clinic:

Discussion took place on the subject without a formal conclusion. It was agreed to discuss the subject further at the next meeting.

**Action: All to note.**

### iv) Additional Consultation Room:

(AK) informed the meeting that the Practice intended to turn the 'Blue' waiting room into an additional consultation room. This would then enable the Practice to resume GP training again.

### v) Dr Charlie Middle:

(AK) also informed the meeting that on the 1<sup>st</sup>.July Dr Middle would have been with the Practice for 25 years and it was planned to hold a small event to celebrate this.

**vi) Orienteering:**

**(DB)** reported on the partial success of the recently held open event around the Sherborne course(s). It was rather disappointing that more people did not turn up to take part. It was felt that maybe a future similar event could be held during an afternoon rather than the middle of the day.

**vii) Yetminster Patient Participation Group:**

**(DB) stated that** following the meeting with Lauren Vaughan at Yetminster regarding the reinstatement of the PPG at their Practice, he felt that we could help by inviting Lauren to sit in as an observer at our next PPG meeting. This was agreed. **Action: (RM)**

**10) Date of next meeting:**

**MONDAY 21<sup>ST</sup>.AUGUST 2023 at 6.00 pm at the Grove Medical Centre**