

The Grove Patients Group
Sherborne
Minutes
6th.July 2022
5:30pm
(Meeting conducted via 'Zoom')

Present: David Bartle **(DB)**; Jane Carling **(JC1)**; Dr Rob Childs **(RC)**; Bruce Duncan (Chair – Apples PPG) **(BD)**. Gill Foott (Engagement and Communications Coordinator [PPGs]) **(GF)**; Karen Gough **(KG)**; Maria Heard **(MH)**; Roger Marsh (Chair) **(RM)**; Tony Meehan **(TM)**; Vicky Morland (Social Prescriber) **(VM)**;

Apologies: Chris Hardy (Chair – Yetminster PPG) **(CH)**; Sarah Garside **(SG)**; Alex Kimber (Managing Partner) **(AK)**; and Maira and Poppy (Sherborne Girls – students);

1. Previous Minutes – 25th.May 2022.

a. Matters arising:

- i Response re-meeting of Sherborne Area PCN Patient Group Chairs:**
Discussed with **(CH)**. **ACTION: CLOSED**
- ii Copy of PCN patient questionnaire to be provided to PPG:**
Copy circulated with meeting agenda. **ACTION: CLOSED**
- iii Determine patient distribution range for questionnaire (item ii above):**
This action was determined as not required as questionnaire was finally distributed by the Primary Care Network alone. **ACTION: CLOSED**
- iv) Arrange meeting of Sherborne Area PCN Patient Group Chairs:**
Agreed to progress this action. **ACTION: (BD)**
- v) Produce practice update article for July newsletter:**
News items produced and agreed with the Practice. **ACTION: CLOSED**
- vi) Practice telephone queueing system:**
Practice telephone system revised with queueing information – re-email from **(AK)** 26 May 2022. **ACTION: CLOSED**
- vii) Entry for General Practice Awards:**
Decision by the Practice not to put in entries for the 2022 awards. **ACTION: CLOSED**
- viii) Men's Shed information:**
(RM) reported that proposed meeting with Sherborne Town Council was postponed due to meeting members contracting Covid. New date to be arranged. **ACTION: (RM)**

2. Practice Update:

(RC) stated that the Covid virus was on the increase again, and that it was particularly high in the practice with more staff off sick than over the previous two years. Staff are not permitted to return to work until they have had two clear tests.

Did Not Attend (DNAs) were still a challenge, especially with nurse appointments.

Two more rooms at the practice are being refurbished and more desk space is being created to accommodate mental health workers and PCN staff.

Dr Ruth Spedding has started at the practice and is conducting four sessions per week.

As previously reported, two additional GPs will be starting work at the practice next month.

The practice is recruiting an additional pharmacist, healthcare assistant, and also a frailty nurse. The frailty nurse will be working out in the community.

The number of working hours in patient services is being increased, especially to cover the peak of Monday mornings.

The Covid virus was expected to peak in a further three to four weeks before subsiding.

Locally vaccinating for Covid has ceased, however an offer has been made to the PCN to future vaccinate clinically vulnerable patients, the housebound and those in care homes in the autumn. The PCN has declined to take up this offer at this time, but hope that an improved offer will be made. It appears that the intention is to create a national plan for Covid vaccination with larger centres offering the vaccination to all age groups, however **(RC)** was sceptical whether this would work effectively in the proposed timescale.

Discussion took place regarding the 2,500 survey questionnaires relating to extended hours sent out to patients from the PCN. **(RC)** agreed to forward the result to the PPG (See Attachment 'A').

As a result of the survey it had been agreed by the PCN that the following would be proposed to the Integrated Care Board (ICB): The Grove will provide extra evening appointments on Mondays through Thursdays; The Apples will provide a few extra evening appointments and a Saturday service; Yetminster will not conduct any additional hours, but propose along with the Apples to sub-contract the work to a company called Livi for live video consultations, pre-booked on a Saturday.

(MH) asked whether as the PCN were not intending to administer the autumn Covid vaccinations, where these would actually be administered. **(RC)** stated that at the present time this was an unknown, but it would probably be at similar centres to those previously used such as Haynes Motor Museum. He felt that the ICB were proposing this on the basis that they did not want the PCNs to be the main providers as this would detract from their everyday work. It was felt that if the vaccine was administered through larger centres patients would need support with transport to attend which could prove difficult.

(DB) raised the question of the administration of the flu vaccinations. **(RC)** felt that although it was not finalised, both the Grove and Apples may combine clinics at the Digby Hall, but Yetminster will administer their patients alone from their practice at Yetminster.

3. Armed Forces Patient Participation:

(RM) and **(VM)** gave an update on the last meeting of the group which was held at Manor Court, Newland and was addressed by Barry Coupe – Chair of Blind Veterans UK. The next meeting was scheduled for the 16th. July, again at Manor Court, Newland.

4. Cancer Awareness/Support Group:

It was reported that monthly meetings of the group were continuing to be held at Manor Court, Newland. The meetings were organised by members of Stalbridge Cancer and Recovery Support (SCARS), and it was noted that the group were organising an open tea party for patients, families

5. Sherborne Orienteering Project:

(DB) reported that the project was nearing completion with an intended opening event on Saturday 30th.July at 2.00pm outside of Sherborne Library. The tasks to affix the QR code plaques at the various waypoint locations around the courses would be carried out on the 25th.July. Initial publicity had already been placed on the local Facebook groups and other outlets locally. He had contacted Jules Bradburn of Sherborne Markets, who was a financial backer of the project, to inform her of the opening date of the project.

6. PPG Activities Since Last Meeting:

- ICS Place Based Partnership – working group
- Sherborne Town Council Wellbeing Committee
- Dorset PPG – Webinar – Dorset Care Record
- Health Champions meeting
- Military Veterans Support Group meeting
- ICS Meeting with Rob Munro NHS Dorset CCG

- Sherborne Orienteering Project meeting
- North Dorset PPG Chairs meeting

7. Reports:

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

(RM) provided the meeting with the following update on the activities of the FOYH:

He stated that at its last meeting updates were received from the four outreach community projects that were being supported:

- Sherborne Abbey Primary School: Relax Kids which aims to support children good emotional health through relaxation, meditation etc.
- Sherborne County Primary School: Trauma Informed Schools project; Improving the health and wellbeing and ability to learn of the most vulnerable schoolchildren
- Gryphon School: Weatherproofing an outdoor healthy exercise area.
- Harbour Vale: Provision of outdoor exercise equipment.

b) Sherborne Town Council (STC):

(RM) stated that as of June Sherborne Town Council have reviewed their various committees and as such there is a new Wellbeing Committee. He was asked to join as the health representative, along with the Rendezvous, Tinneys Youth Centre, the Police, Head of the Gryphon School and Revd. Lorna Johnson - Salisbury Diocese Community Hub Project. The various representatives meet with the full council, but only the councillors have voting rights. The first meeting was held on the 6th June in the council chambers and the minutes of the meeting can be found on the council website at Page 15 Para.5 in the following link:

<https://sherborne-tc.gov.uk/wp-content/uploads/2022/06/STC-Agenda-20-June-2022.pdf>

c) North Dorset PPG Chairs Meeting Update:

(RM) stated that at its last meeting Melanie Wyles – Chair of Blandford Patient Group was welcomed to her first meeting with the group. Emily Nott – Care Co-ordinator from the Gillingham Practice and also Liz Rose – Social Prescriber from the Vale Primary Care Network – also attended the meeting. It was agreed that the meeting minutes would be circulated to the Grove PPG members for information. (See Attachment). **ACTION: (RM)**

d) Health Champions:

(VM) updated the meeting on the projects being undertaken by the health champions:

Meetings of the health champions are being held regularly every three to four weeks. Some new health champions have been recruited to help with various projects.

Some new projects are underway with the Chatty Café now meeting at The Pear Tree café every other week for lonely and isolated people to drop in for a chat with volunteers.

Work has begun on a re-issue update of the Sherborne Area Health & Care Directory for which there has been a promise of funding from the Sherborne Summer Festival for production costs. It was questioned whether there would be an on-line version as previously the students from Sherborne Girls School had taken this on as a project. It was agreed that further exploration regarding an on-line version would be held on the subject. **ACTION: (RM) and (TM)**

e) CCG PPG Lead Report:

First (GF) reminded the meeting that we were in the first few days of NHS Dorset and there is a new PPG website under development.

The last PPG webinar on the subject of the Dorset Care Record was very well attended.

There will be a new link to the PPG website that will be published in the fullness of time. **ACTION: (GF)**

The new Covid variants have necessitated the resumption of mask wearing in clinical areas.

Most recently awareness information has been distributed regarding on-line scams.

f) CCG Public Engagement Group (PEG):

(RM) reported that at its latest meeting Frances Avis (NHS Dorset – Senior Public Engagement Lead) gave a presentation to introduce the 100 conversations project. This is the engagement approach to help develop the Integrated Care Partnership strategy. Dorset shall be interviewing

community members to understand their experiences and daily lives. Over 100 people with a wide representation of Dorset communities will have conversations with trained interviewers so their stories can help getting an understanding of community needs.

g) ICS Place Based Working Group:

(RM) reported that he had given a presentation to the working group on working with both health and local authority at neighbourhood level – proposed to use this as an example of neighbourhood community working together that could be used in other areas of Dorset.

8. PPG Projects:

July Newsletter:

It was reported that the 6-page newsletter was now complete and had been agreed by the Practice and as such would now be published to patients through the established outlets. **ACTION: (RM)**

9. Apples PPG Update:

(BD) reported that the next meeting of the group would be held on the 28th.July.

10. Yetminster PPG Update:

In the absence of Chris Hardy (RM) updated the meeting:

At its latest meeting the newly formed Yetminster PPG had agreed and noted the following:

- Surgery Tour and 'Meeting the Team'. Planned for next meeting.
- Working with the Practice on production of newsletter for patients
- Practice nurse retiring. Recruitment has been successful.
- Newly recruited Health Support Worker has started work.

11. Any Other Business:

a) Patient location information for GPs:

With GPs joining the Practice who are new to the area, help was requested from the PPG to establish whether local villages surrounding Sherborne have produced maps giving the location of residents properties. This would be particularly useful to the new GPs when making home visits. **(RM)** stated that he had contacted various parish council clerks in order to obtain information. He had already received some positive responses, but the action was still ongoing. **ACTION: (RM)**

b) Defibrillator awareness:

Discussion took place on the awareness of how to use a defibrillator. This had come about by a local resident having difficulties on the use of the equipment that was needed in an emergency recently. It was agreed to further investigate the subject. **ACTION (RM) and (VM)**

Further discussion took place on the method of promoting awareness on the locations of local defibrillators. **(RM)** reminded the meeting that he had produced a database containing information on the locality of all local equipment, but a method of publicising this information was still required.

ACTION: All to note

c) Coldharbour Hospital – Memorial Service:

(RM) reported that on the 5th.July he had represented the local health service at a short memorial service of wreath laying in Sherborne Cemetery in memory of the 30 patients who died in the fire at Coldharbour Hospital 50 years ago. The short service conducted by the Rector of Sherborne Abbey Revd. Martin Lee was also attended by the local Fire Service, Sherborne Town Council and local residents.

Date of next meeting: Wednesday 17th.August 2022 at 5.30pm.

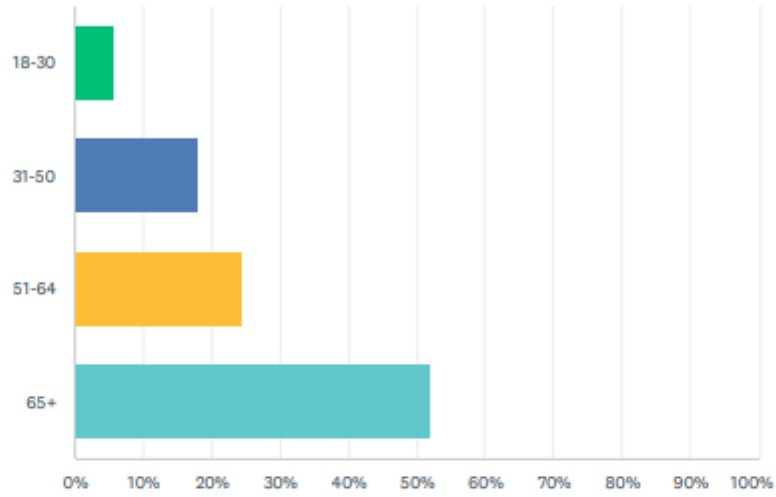
Future Meeting Dates: Wednesday 28th.September 2022

ATTACHMENT 'A'

Patient Survey: Extended Access

Q1 What is your age?

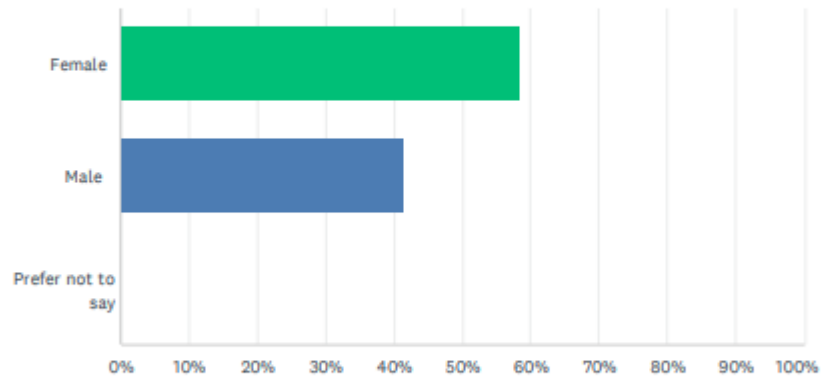
Answered: 543 Skipped: 0



ANSWER CHOICES	RESPONSES	
18-30	5.71%	31
31-50	17.86%	97
51-64	24.49%	133
65+	51.93%	282
TOTAL		543

Q2 What is your gender?

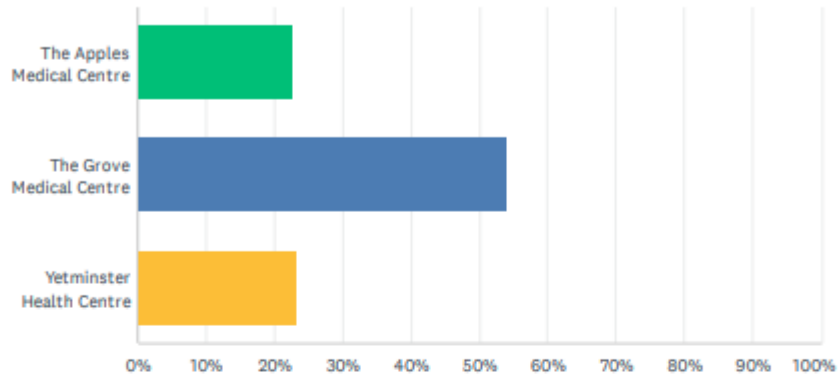
Answered: 543 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	58.38%	317
Male	41.62%	226
Prefer not to say	0.00%	0
TOTAL		543

Q3 Which Practice are you registered with?

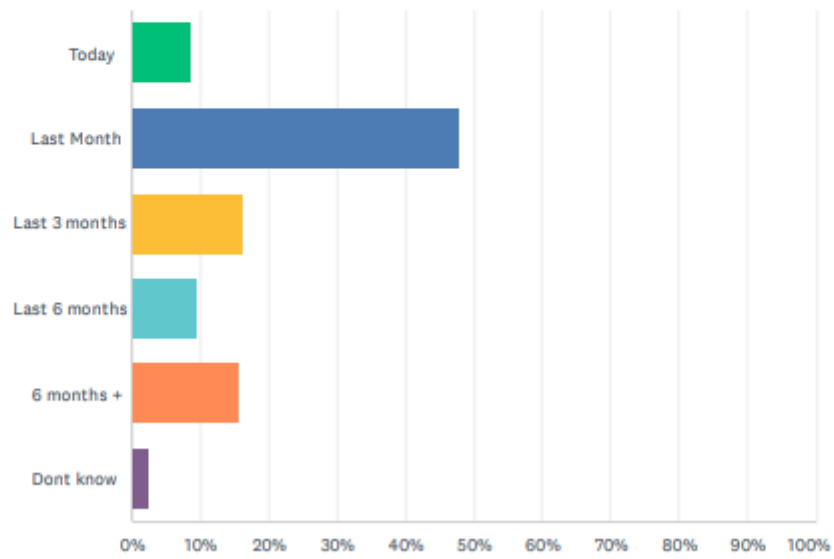
Answered: 543 Skipped: 0



ANSWER CHOICES	RESPONSES	
The Apples Medical Centre	22.65%	123
The Grove Medical Centre	54.14%	294
Yetminster Health Centre	23.20%	126
TOTAL		543

Q4 When did you last access the services at your surgery?

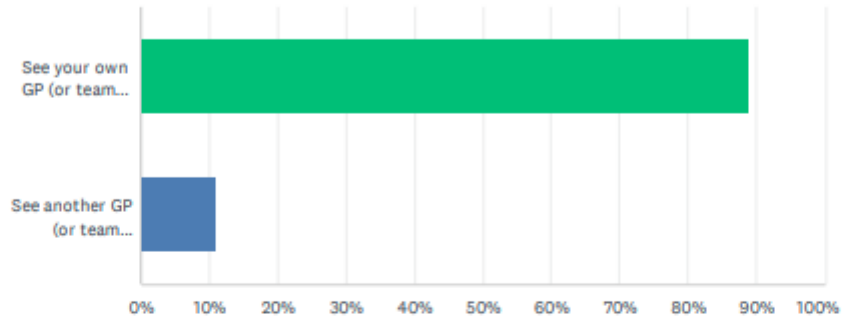
Answered: 543 Skipped: 0



ANSWER CHOICES	RESPONSES	
Today	8.47%	46
Last Month	47.70%	259
Last 3 months	16.21%	88
Last 6 months	9.58%	52
6 months +	15.65%	85
Dont know	2.39%	13
TOTAL		543

Q5 The practices are considering extending their opening hours and appointment availability, if possible, without affecting the current working day. Would you rather? (select one option only)

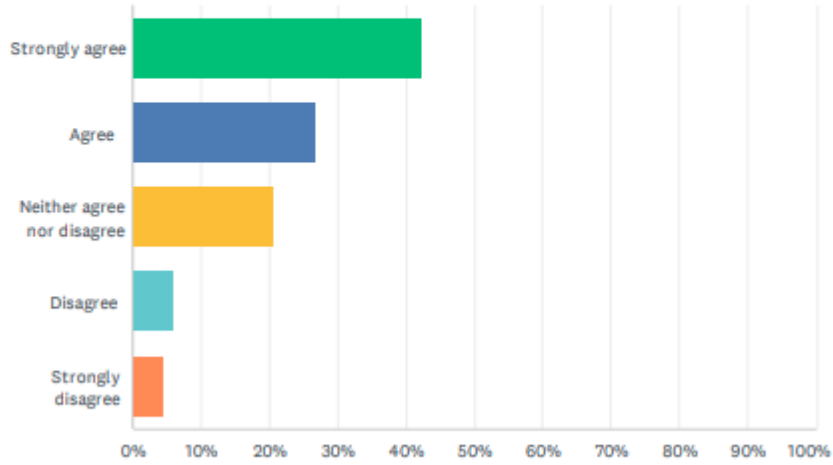
Answered: 543 Skipped: 0



ANSWER CHOICES	RESPONSES	
See your own GP (or team member) at your own practice on a weekday evening	88.95%	483
See another GP (or team member) at another practice on a Saturday	11.05%	60
TOTAL		543

Q6 I wouldn't want the offer of evening/ weekend appointments to reduce the availability of services during the day:

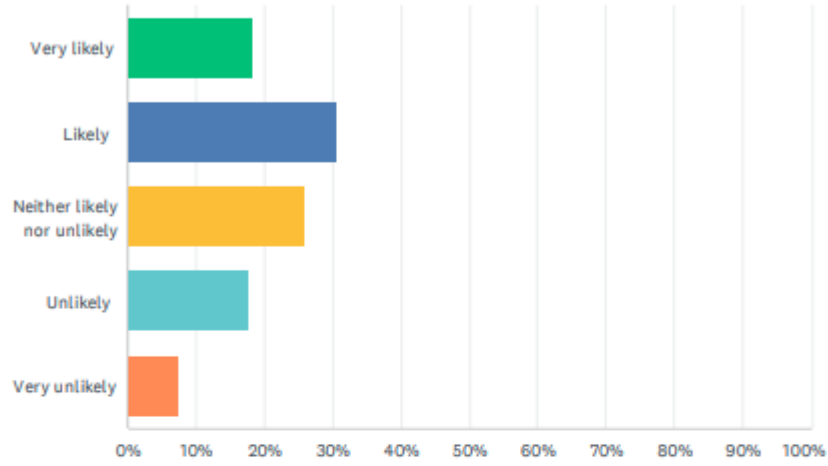
Answered: 543 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	42.17%	229
Agree	26.89%	146
Neither agree nor disagree	20.63%	112
Disagree	5.89%	32
Strongly disagree	4.42%	24
TOTAL		543

Q7 How likely would you be to use these extra evening / weekend appointments?

Answered: 543 Skipped: 0

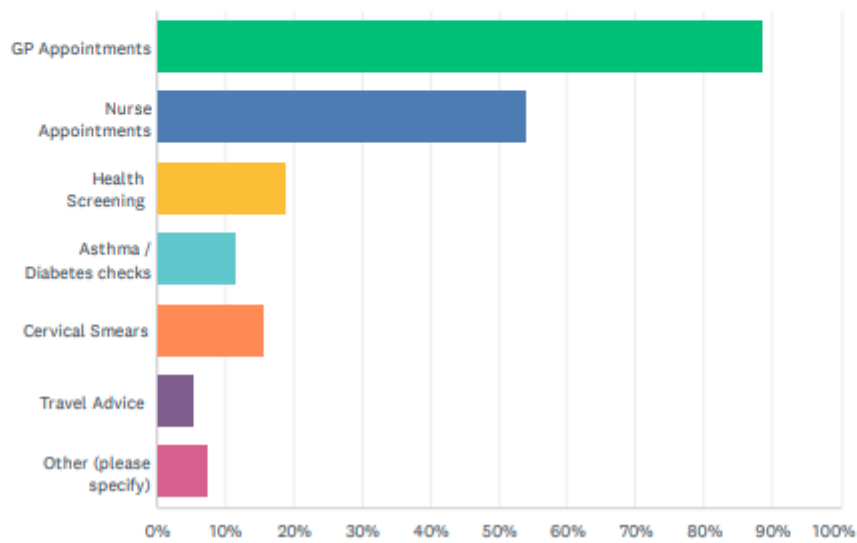


ANSWER CHOICES	RESPONSES	
Very likely	18.23%	99
Likely	30.76%	167
Neither likely nor unlikely	25.97%	141
Unlikely	17.68%	96
Very unlikely	7.37%	40
TOTAL		543

Patient Survey: Extended Access

Q8 What types of appointments would you like to be available in the evenings/ weekend? Select one or more:

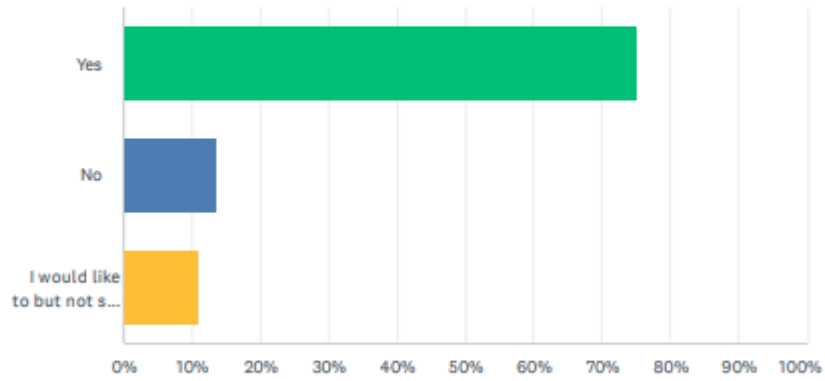
Answered: 543 Skipped: 0



ANSWER CHOICES	RESPONSES	
GP Appointments	88.77%	482
Nurse Appointments	53.96%	293
Health Screening	18.97%	103
Asthma / Diabetes checks	11.42%	62
Cervical Smears	15.65%	85
Travel Advice	5.34%	29
Other (please specify)	7.37%	40
Total Respondents: 543		

Q9 Are you able to access the NHS app to access services, such as booking appointments or ordering prescriptions?

Answered: 543 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.32%	409
No	13.63%	74
I would like to but not sure how / not tried it yet	11.05%	60
TOTAL		543

ATTACHMENT 'B'

North Dorset PPG Chairs meeting – 27 June 2022

Via Zoom

Notes of Meeting

Present:

Tony Bishop (TB)

Gill Foott (GF)

Ian Gall (IG)

Chris Hardy (CH)

Mark Hebditch (MH)

Roger Marsh (RM)

Emily Nott (EN)

Liz Rose (LR)

Melanie Wyles (MW)

Stalbridge community representative

Engagement & Communications Coordinator, Dorset CCG

Chair, Sturminster Newton & Marnhull PPG

Chair, Yetminster PPG

Chair, Gillingham PPG

Chair, Grove PPG, Sherborne

Care Coordinator, Gillingham Medical Practice

Social Prescriber, The Vale Primary Care Network

Chair, Blandford Practice PPG

Apologies:

Robert Cobb (RC)

Bruce Duncan (BD)

Chair, Shaftesbury & Fontmell Magna PPG

Chair, Apples PPG, Sherborne

1. Welcome and Apologies

Apologies were received from RC and BD. LR attended the meeting at the suggestion of Keith Harrison.

2. Introduction to Melanie Wyles, Chair of Blandford PPG

The meeting welcomed MW to her first meeting. MW gave an overview of the Blandford PPG's focus, one of which was recruiting more members. The practice was also very busy with recruitment but there were still some vacancies. The PPG was working with the practice on a new telephone system which it was hoped would help to alleviate complaints. This should be installed towards the end of July. The practice and PPG were working hard on rebuilding the relationship between patients and the practice. There is also some great work going on with the social prescribers.

3. Round Table Updates

Sherborne – update provided by RM

Following his previously submitted report, RM said he had received an email from the practice's Managing Partner advising that GP recruitment had been very successful so far. RM mentioned problems GPs new to the area had had when making remote house calls, often to villages where the houses had no numbers. During Covid-19, parish councils had worked on formulating village maps, so RM had asked for copies and had received three already. In some villages a village map is kept in the local phone box, which had been very useful for new GPs.

Following the last Chairs' group meeting BD and RM had written to the MP about the GP contract changes, no reply had yet been received. RM said that the Sherborne Area PCN had sent out a questionnaire via text to 2,500 patients aged over 18 and selected at random, asking their views for example on whether they felt there was a need for extended hours and what would they like any extended hours to be used for. He said that the Grove PPG was meeting on 6 July, and it would be interesting to hear patients' views.

RM said that the Town Council had set up a Wellbeing Committee, with RM as one of the lay members. In response to a question from TB as to whether the Town Council was aware of the upcoming changes within the NHS, RM said he had given a presentation about the ICS.

RM said that the Grove PPG has recruited three new members to the PPG.

Blackmore Vale Partnership (Sturminster & Marnhull / Shaftesbury & Fontmell Magna) - Update provided by IG

IG provided the above report. His practice was struggling to recruit GPs and the number of GPs at the practice had reduced from 18 to 14. The practice had recruited a Mental Health Practitioner who would be working on setting up a Youth PPG.

Following the merger of two practices it had been decided to keep the identity of the two practices, and this would continue. The PPG steering group meets every six weeks. IG said that now NHS rules are relaxing it's important to get back to meeting face to face, particularly helpful for those members not online. The PPG was looking at ways of reengaging with the wider PPG group, for example the hiring of an external room with a larger space to accommodate more people and to allow social distancing where people require.

RM commented on the proposed practice open day. His practice had done something similar when the practices merged, and a useful by product was that conversations were had during the session which were instrumental in identifying patients' views.

CH asked how funding was obtained when hiring a public venue for a face-to-face PPG meeting. IG said that his practice was happy to pay this cost. CH said his PPG had considered hiring an external venue but was interested to hear how others funded this.

In response to a question from LR about the 100 Conversations project, IG said this was still in the planning stages. Personnel was likely to come from the VCSE cohort and some ICB staff will be trained up.

Stalbridge – update provided by TB

TB said he had attended a meeting arranged by the Stalbridge Town Council, where he was able to report on the car scheme and the NHS changes from 1 July. He will continue to provide the Town Council with relevant information. After two years of liaising with the Council he had now been formally invited to the meetings.

The Car Scheme was receiving more requests from patients needing assistance in getting to appointments. Unfortunately, some of the volunteer drivers had experienced a few problems with parking fines, Yeovil Hospital had issued fines which TB was currently appealing. These fines had been issued to drivers even when they had parking permits. This was understandably putting off the volunteer drivers.

Gillingham – update provided by MH

MH responded to TB's points about the difficulties experienced by the Car Scheme volunteer drivers. Parking had been a significant issue, but no fines had yet been received. A member of the Car Scheme committee had done a lot of work on venue instructions for drivers as it seemed all hospitals had different procedures. This had so far proved successful in that no fines had been issued. Numbers of patients requesting assistance from the Car Scheme were increasing, however the number of volunteer drivers weren't increasing at the same pace, so the Scheme was only able to offer assistance to medical appointments rather than social trips. Longer term fuel costs will cause issues.

The Scheme would be having a recruitment drive in the Autumn as it was proving difficult to attract new drivers. Financially the Scheme was in a good position and able to manage the drivers' costs fairly well so far, but HMRC were continuing to insist on a 45p per mile payment, despite the fuel crisis.

The new GP contract was discussed at the last PPG meeting. Consultation with patients is important but the practice were the ones having to manage the situation. In previous years, Saturday morning clinics hadn't been well attended. Many staff don't want to work on Saturdays after already working a full week and GPs are already overstretched. It was felt that the contract changes would undermine quality of care rather than enhance it.

MH said that three new members had joined the PPG steering group. This came about after validation of the virtual database to ensure it was GDPR compliant.

The practice now had veteran friendly accreditation with a named GP with prior experience in the field now responsible for veterans. This had been publicised via Facebook.

LR said there had been a Carers Support meeting at the library recently. The Carers Register had been updated and now stood at over 600. LR completed a carers education course in conjunction with Dorset Council, and the Health Champions would be supporting the regular carers' meetings going forward.

MH said that the new Practice Manager was very proactive in publicising key practice data on Facebook, for example the number of DNA appointments, number of prescriptions, number of appointments held, and phone calls received by the practice. This data would help the public to understand practice pressures. The practice was also involved in another new initiative called Active Practice Trailblazers which was being led by Active Dorset. This project was introduced to the PPG at the last meeting and steering group members were very enthusiastic.

Major problems were being experienced with local pharmacies as one company ran three of the pharmacies in the town. Patients were experiencing delays in obtaining their prescriptions, long queues, and the pharmacy incorrectly the practice. An area manager had been appointed and hopefully these issues will abate.

The PPG steering group was now back meeting face to face with more open PPG meetings planned in the future. The PPG and practice were looking at venue hire to hold a combined AGM and celebration of volunteers event, possibly in September. This would be a celebration too of the practice and was likely to be an open event with presentations from staff and an opportunity to network.

In the practice waiting room the displays had been greatly improved with an open invitation to community groups to display their information. The practice website was much improved from the past, the practice is willing to listen to the patient voice and update the website more regularly, which although time intensive does have a positive spin off.

RM and IG commented their practices both updated Facebook regularly with relevant patient information.

Blandford – update provided by MW

MW asked about database compliance with GDPR, saying that she had found it difficult to get a message out to invite patients to join the PPG. IG commented that if a patient had given permission for their

contact information to be used, this was only for medical reasons and couldn't be used by the PPG for recruitment. However, his PPG had talked to vaccination attendees about the PPG when sitting down after their jabs. RM said for the past five years the PPG had recruited directly via email from a register that patients had asked to go on to so that they could get PPG information.

MW felt it would be a good idea for the practice to publicise data, for example KPIs, social prescribing data such as the number of referrals, age and demographic information etc, as patients would find this information very useful.

MW her PPG had a severe lack of members, so the PPG had really focused on recruitment and now four new names had been put forward. She was sorry to note poor attendance at the PPG's AGM. The local councillor was very interested in the PPG. Fewer complaints had been received by the practice and a replacement for a retiring GP was starting in the autumn. The practice had also appointed a mental health professional, a young person's adviser, different admin staff and staffing was now levelling out. The new practice management structure was going well. There had been massive difficulties with the practice's phone system but a new system was in place so improvements should be seen.

MW said she was very happy to be at the Chairs Network meeting and had been very grateful for the time and day meeting change. She would like the PPG to focus on how patients can help themselves and how they can take back control. 80% of a patient's issues are non-medical with only 20% being medical, so it would be interesting to see how the PPG can work with the social prescribing team.

The local council had offered the town Corn Exchange for an open meeting in September to try to attract new PPG members.

In response to a question from RM about previous pharmacy problems, MW said that the practice has its own dispensary plus there are two Boots branches in the town.

Yetminster – update provided by CH

CH said the next PPG meeting was to be held the following day and GF had been invited. The PPG was hoping for a report from the surgery and some feedback on the issues they are being faced with so that the PPG can understand how it can support the surgery.

The PPG would be looking at health and wellbeing issues and how it can raise awareness out in the community. There is a need to get the message out and let patients know how the surgery works. GPs are looking to find alternative ways of helping the 80% of issues that aren't medical, but which are still practice attenders.

CH said the Social Prescriber will be explaining how social prescribing works. The PPG had suggested a couple of initiatives to the practice. A new member would soon be joining the PPG.

4. Any Other Business

In response to a question from TB, GF outlined the changes at the CCG from 1 July including GF's new email address gill.foott@nhsdorset.nhs.uk

RM raised the issue of medicine waste awareness. Often with patients who have electronic repeat prescribing set up, they may have a short-term medication change but this does not change at the pharmacy resulting in medicine being issued and then wasted. The only easy way of not wasting the unwanted medication was not to leave the pharmacy before checking what had been issued and giving back anything not required.

5. Date of Next Meeting

Following discussion the date agreed was Monday 12 September 2022 from 4.00-6.00pm via Zoom (link to follow).