

The Grove Patients Group  
Sherborne  
Minutes  
9<sup>th</sup>.September 2020  
3:00pm  
(Meeting conducted using 'Zoom')

Present: David Bartle (DB), Jane Carling (JC1), Joan Cooper (JC2), Gill Foott (GF) (Engagement and Communications Coordinator [PPGs]), Alex Kimber (AK) (Managing Partner), Janet Little (JL), Linda Manaton (LM), Vicky Morland (VM) (Social Prescriber), Roger Marsh (RM) (Chair), Tony Meehan (TM)(Vice Chair) and Debbie Ryalls (DR) (Patient Services Manager).

Apologies: Bruce Duncan (Chair – Apples PPG), Dr Rob Childs, Sherborne Girls students (Issy, Charlotte and May), Vicky Russell and Penny Gardner.

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

**1. Previous Minutes – 3<sup>rd</sup>.June 2020**

**a. Matters arising:**

- i **Supply of face masks for the surgery:**  
TM confirmed that a further delivery of face masks had been supplied to the surgery. **ACTION: CLOSED**
- ii **Distribution of Who's Who with Sherborne Times:**  
TM stated that discussions on the subject had been held with the producer of the Sherborne Times but the costs would be in the region of £400. A further suggestion was made that Sherborne Town Council could be approached to seek distribution funding **ACTION: NOTED**
- iii **Distribution of North Dorset PPG Meeting Minutes 15 July:**  
RM reported that the minutes were distributed to PPG members by email on the 19<sup>th</sup>.August. **ACTION: CLOSED**
- iv **Carers Support Directory:**  
JC1 informed the meeting that although the directory was in a state of completeness prior to Covid-19, she was in the process of determining the updates that were required following the lockdown. **ACTION: JC1**
- v **Distribution of Health and Care Directory:**  
Several members at the meeting offered to help with further delivery to households in Sherborne of the directory. RM stated that although he had a list of areas that had yet to receive a copy the boxes were stored at the Shielings Day Centre which was closed. He agreed to attempt to recover them. **ACTION: RM**
- vi **Bereavement Group:**  
RM stated that he had circulated an update from JL on the project with the meeting agenda. However, JL gave a further more detailed report to the meeting. In addition JL stated that she had purchased a book relating to setting up self-help groups and she was willing to share this with interested PPG members. **ACTION: ALL TO NOTE**

1. **Bereavement Group – Financial Support:**

It was agreed that the project had yet to reach the stage where financial support was required. **ACTION: ALL TO NOTE**

2. **Bereavement Group – Yeatman Hospital:**

JL to hold further discussions with the Yeatman Hospital.

**ACTION: JL**

vii **Sherborne Girls – ‘Silver Lines’ Project:**

TM gave an update saying that the students had only just returned to school and through Mrs McIntosh they would be progressing this project. Further discussions between the School and the Practice are required to identify potential patients. DBS checks would be required etc. It was suggested that VM in her new role may wish to be kept aware of this.

**ACTION: NOTED**

viii **Sherborne Girls – Grove Identified Projects:**

TM stated the Silver Lines project would be the main focus this year other projects identified by the Practice for Sherborne Girls would not be taken up at this time. **ACTION: ALL TO NOTE**

ix **AGM Papers:**

RM stated that the Notice of AGM papers and agenda was sent out on 6<sup>th</sup>.September along with nomination papers. The Notice of AGM had been sent to ‘Virtual’ PPG members of which so far 3 wish to attend the meeting. Sarah Mackrell had been requested to place a copy of the AGM papers on the PPG notice board. RM requested that completed nomination papers should be returned to him. It was agreed that the PPG meeting to be held on the 21<sup>st</sup>.October prior to the AGM should be finished by 4.00pm thereby allowing the AGM to commence at 4.30 pm.

**ACTION: ALL TO NOTE**

2. **Practice Update – AK**

a) **General Update:**

AK stated that NHS England required GPs to conduct a telephone triage with each patient prior to inviting those that they require a face to face consultation to come to the Practice. This is resulting in an overload of the telephone system.

There is a backlog of patients to be seen who have long-term health conditions, however some consultations are being conducted by phone calls which is proving successful.

Any procedures that involve aerosols are prohibited at present.

Staff related changes have involved Dr Srinkhala Limbu joining the Practice for a 6 month period. She is in her first post following qualification and is under the supervision of Dr Nick Berry. Dr Amy Barnes is now on maternity leave. Dr Dangerfield has stepped up from 5 to 7 sessions (4 days per week). Dr Chris Cleaver is joining the Practice to work on Thursdays and Fridays to cover maternity leave for 6 months. Two other members of staff will be taking maternity leave near the end of the year. The Practice is looking to recruit another Health Care Assistant to help with the phlebotomy backlog and also another Practice Nurse. The Practice is also forward looking at non-clinical staff replacement as about 20% of staff are aged over 60 and will be coming up to retirement. Two apprentices are being recruited for one-year

training across all non-medical staff areas. The Practice are also looking at increasing their training of existing staff with a person in training as a dispenser, a receptionist in training to become a Health Care Assistant, a Practice Nurse in training to become an Advanced Nurse Practitioner, and an Health Care Assistant has just applied to become a Practice Nurse.

Regarding the PCN, Vicky Morland has joined recently as a Social Prescriber and funding has been released for a Pharmacist and Pharmacist Technician to help with medication enquiries and problems that patients may have with their medication.

DB questioned the fact that he had reports of patients having to wait a long time for a connection when phoning the Practice and he asked if the phone system could be modified to inform patients of their position in the queue. Unfortunately this was not possible and AK stated that the phones tended to be particularly busy at the start of the day especially on Mondays. The average waiting time was one to two minutes. She stated that the practice had received over 75,000 telephone calls over the Covid-19 lockdown period. AW stated that he had difficulty in cancelling an appointment by telephone.

RM asked if it would be useful for the PPG to put out a message asking patients that requiring to cancel an appointment to do so by replying to the original text message appointment that they had received. Also a message to inform patients to supply their mobile phone number and email address to the Practice if they haven't already done so. **ACTION: RM**

**b) Flu Clinic:**

Regarding volunteers to help at the forthcoming flu clinics, RM reported that 19 people had come forward to help and he would meet with DR to determine the details of help required. **ACTION: RM/DR**

**3. Mental Health:**

**a) Mental Health – Integrated Care Service:**

RM informed the meeting that the 'Our Dorset' survey had been published on the future of Mental Health services in Dorset. This has now been posted on all the local Facebook groups in Sherborne and surrounding villages. In addition TM reported that details had been published on the Friends of the Yeatman Hospital (FOYH) website. This was also a subject in which the FOYH are researching and developing a mental health project at present. Details of the survey had also been sent to the offices of the local MP.

TM also informed the meeting that he was hoping to produce a local publicity item on the subject, but was awaiting contact with the Keith Williams of NHS Dorset CCG. GF agreed to follow this up. **ACTION: GF**

**b) Dr Liz Long – Press Release:**

TM informed the meeting that he had prepared and issued a version of Dr Liz Long's letter entitled "Health Hints – Summer 2020".

**4. PPG Activities Since Last Meeting:**

- Attended PPG Chairs Meeting – presentation by Emily Brown – Help & Care Self-Management Coach.
- Attended FOYH Executive Committee Meeting.
- Submitted PPG report to Sherborne Town Council 20 July meeting.
- Helped Yetminster Medical Centre identify publicity contacts.

- Published various healthcare items on Facebook groups and Parish Councils.
- Prepared and circulated Primary & Community Care – August update.
- Attended regular Health Champions update meetings.
- Identified volunteers for Flu Clinics
- Attended the Apples PPG meeting.

## 5. Reports:

### a) Yeatman Hospital:

#### i) Stroke Unit:

TM reported that the Yeatman Hospital was now operating a stroke rehab unit which may become permanent.

#### ii) Minor Injuries Unit:

TM also reported on the fact that during Covid-19 lockdown the MIU at the Yeatman Hospital had been moved to the Westminster Hospital in Shaftesbury and at present there was no update on when it would return to Sherborne.

#### iii) Yeatman Hospital Matron:

TM reported on the position of the Matron at the Yeatman Hospital following a replacement for Matron Ann Hiscock who had taken up a new position within Dorset Healthcare. The position has been temporarily filled by Matron Helen Hunt who is also Matron of Blandford Hospital.

### b) Sherborne Town Council:

A PPG update report had been made to the 20<sup>th</sup>.July meeting of Sherborne Town Council and was presented to the meeting by Cllr Jane Carling (JC1).  
Note; It is intended to make this a regular feature.

### c) North Dorset PPG Chairs Meeting Update:

Round table update from the various North Dorset PPG Chairs.

Report back from the CCG Public Engagement Group meeting held on the 4<sup>th</sup>.August 2020.

Discussion on relationship between PPG and Health Champions.

Update on 'With You Dorset Campaign'

### d) Health Champions:

VM stated that as she had now joined the PCN as a social prescriber she had become involved with the Health Champions and was hoping to provide a link with those people that had volunteered with Sherborne Viral Kindness.

TM also informed the meeting that 'Sherborne Community Kitchen' was now set up as its own independent charity and had moved from the Digby Hall to the Raleigh Hall in Digby Road.

## 6. PPG Projects:

### a) Review of the Grove PPG:

AW reported that he and JL had arranged to meeting for Tuesday 15<sup>th</sup>.Septemeber with Donna Adams from the Practice to discuss the operability by users of the Grove website. He requested that should any PPG members wish to make an input on the subject that they contact him prior to the meeting. **ACTION: ALL TO NOTE.**

AW also stated that whilst he was at the Medical Centre he would look at the PPG notice board to determine what it actually contained.

**b) Orienteering Project:**

DB reported that since the previous meeting he had been in contact with Laura Everett-Coles (Public Health Dorset) to monitor the progress of establishing an orienteering course in Gillingham such that a similar course might be established in Sherborne at some future date. The purpose of the course was to encourage people of all ages and abilities to take part in a healthy outdoor activity.

**c) Carers Support:**

See discussion under item 1 a) iv above.

**7. Apples Update:**

In the absence of BD there was no update, but RM stated that he had attended the recent Apples PPG meeting held on the 24<sup>th</sup>. August and would circulate the minutes when available.

**ACTION: RM**

**8. Any Other Business:**

**a) P&D Cards – Blandford Pharmacy:**

Following information forwarded to the PPG from AK regarding a business under the name of P&D Cards wishing to set up a virtual pharmacy in Blandford whereby they would become agents for online dispensing of patients medication. It was felt that this operation would be similar to that offered by Pharmacy2U. The general feeling of the meeting was that this would be an erosion of existing high street pharmacies where one could seek health advice from a trained pharmacist. There was fear that if approved this type of operation could be established elsewhere in the locality in the locality resulting in a reduction of existing establishments. It was agreed that a letter of opposition should be sent to the relevant required address of NHS England.

**ACTION: RM**

**b) eConsult Problems:**

Both JC1 and JC2 raised concerns that had been reported to them from patients regarding the use of eConsult. AK explained that it was a national system of which although useful the Practice had no control over. AW offered to look at accessibility of the system through the Grove website as part of his forthcoming meeting with Donna Adams.

**ACTION: AW**

In addition GF agreed to raise the concerns of members with the CCG. **ACTION: GF**

**c) The Grove website:**

JC1 raised a question regarding the ease of access on the website and she agreed to forward information to AW for discussion at the forthcoming meeting between AW/JL and Donna Adams.

**ACTION: JC1**

**d) Health Walks:**

LM raised the fact that local health walks in Sherborne, of which she was a leader, had yet to restart and in light of the latest Government restrictions that had just been announced they were unlikely to start in the near future.

**e) Sherborne Area Health & Care Directory:**

TM confirmed that the FOYH would distribute a copy of the directory with their November newsletter.

**9. Date of next meeting:**

**Wednesday 21<sup>st</sup>.October at 3.00 pm. using Zoom video conferencing.**

**Followed by the Annual General Meeting at 4.30 pm**