

The Grove Patient Participation Group

Sherborne

Minutes

13th. January 2025
6:00pm

Present: David Bartle (Vice Chair) (**DB**); Carol Foster (**CF**); Jenny Davis (**JD**); Gill Foott (Engagement and Communications Coordinator [PPGs]) (**GF**); Sarah Garside (**SG**); Alex Kimber (Managing Partner) (**AK**); Dr Rebecca Lye (**RL**); Roger Marsh (Chair) (**RM**); Tony Meehan (**TM**); John Williams (**JW**); and (Sherborne Girls – students).

1. Introductions:

The Chair (**RM**) welcomed everyone to the meeting, especially the students from Sherborne Girls who were attending their first meeting.

2. Apologies: Karen Gough (**KG**); and Vicky Morland (**VM**); (It was noted that Karen Gough reluctantly had to step down from the PPG due to health issues. The Chair hoped that we could welcome her back at a future date).

3. Health Related Talk: The meeting welcomed Dr Rebecca Lye who gave a talk on the insight into her working week as a Practice GP.

(The details of her talk will appear in the Winter/Spring 2025 edition of The Grove Newsletter).

The PPG Chair thanked Dr Lye for giving up her time and coming to the meeting to give a talk.

4. Practice Update:

(**AK**) updated the meeting on the recent staff changes associated with both the administration and clinical teams. Emma Willets has taken up the role of the Primary Care Network (PCN) Frailty Nurse; a new Practice Nurse has joined who looks after patients with respiratory problems; and Laura has joined as a new starter within the administration team.

Additionally, new starter Emma has filled the PCN Digital Care Co-ordinator vacancy.

The Practice is finding that floor space is at a premium and as such, a cupboard/toilet area has recently been converted into a telephone consulting room that can be used by various staff such as pharmacists, mental health workers and social prescribers for private telephone conversations with patients.

(**AK**) gave a rundown of appointment statistics for December 2024 as follows over 20 working days:

- 2,848 GP Appointments (13 as genuine emergency followed by direct referral to hospital)
- 1,005 Registered Nurse Appointments
- 1,520 Healthcare Assistant Appointments
- 182 Advance Nurse Practitioner Appointments
- 301 Social Prescriber Referrals
- 187 Pharmacist Referrals
- 140 Mental Health Referrals

Regarding Did Not Attend (DNA's) missed appointments, the total for the same period was 204, which equated to 3% of appointments being a waste of 60 hours clinical time, with just under 40 hours being associated with nursing work.

If the current DNA numbers were the same annually then they would equate to £12k wastage (equivalent to employing a part-time healthcare assistant).

More recently, a new analysis tool has been added to SystemOne that enables DNA levels to be predicted such that frequent causes can be identified.

5. NHS Dorset - Engagement & Communications (PPGs)

Due to the large amount of business to be discussed by the meeting, (GF) asked that the minutes just draw attention to the recent subjects contained in her weekly reports.

- i) StayWell Dorset – Manage your health from home this winter

- ii) South West Secure Data Environment – Become a Digital Critical Friend
- iii) Research priorities survey for those who are affected by Community Acquired Pneumonia

6. Health Champions:

In her absence (VM) reported that the Rendezvous in Sherborne was promoting a new Community Cuppa monthly session – Sarah Webster (PCN Manager) had asked to attend the event along with Practice staff to offer support, advice and to conduct on the spot BP checks. The event was being held on **Monday 20th January the at The Cheap Street Church Hall** and Social Prescribers, Emma Willett the new PCN Frailty Nurse plus 1 or 2 of the Pharmacy team would also be at Cheap Street Church from 10 am until 12.

In addition, there would be Wessex Water and Age UK, attending. PPG members were also requested to attend.

Action: PPG Members

(VM) also asked that a request be made for volunteers to help with both the 'Chatty Café' and the Health Walks.

Action: All to note

7. Military Veterans Support Group:

(RM) reported that at the November meeting Tim Anstee (Ukraine Freedom Company) gave a talk on the work of supplying aid to the front line of war-torn Ukraine. Following a request by members of how they could help, it was decided that an appeal should be made for Christmas gift boxes to be sent out on the next aid convoy on the 7th. December. Subsequently, an appeal was made resulting in a total of 87 gift parcels being donated by the veterans and also local residents.

8. PPG Newsletter:

It was reported that the winter/spring edition of the newsletter was in preparation with an intended publication date at the end of January/beginning of February.

9. Actions from the 4th. November 2024 Meeting:

i) Practice Website:

(AK) stated that the new Practice website had yet to be implemented to replace the existing website that does not meet at the accessibility requirements. Consequently, the members of the PPG were still requested to view and comment on the website from a patient's point of view once it becomes available.

Action: All PPG Members

ii) Regional Survey on Healthy Blood Pressure:

(RM) reported that he had circulated details with a link to the online survey at: <https://www.smartsurvey.co.uk/s/Dorset-BP/> by email on the 6th. November 2024. Members were reminded to complete the survey if they had not already done so.

Action: PPG Members

iii) 10 Year Health Plan for England.

(RM) reported that he had circulated details with a link to the online survey at:

<https://change.nhs.uk/en-GB/> by email on the 6th. November 2024. Members were reminded to complete the survey if they had not already done so.

Action: PPG Members

iv) PPG Newsletter:

Regarding a previous action asking the Student members of the PPG to produce a short article on the health matters that were important to them, this action was still under discussion with Amanda Mackintosh

Action: (TM)

v) PPG Engagement with Young People

The original action to produce health related information on the Practice website that could be used by students moving on into employment or further education was still under consideration. However, it was felt that as it was proposed to hold a young person's health fair at The Gryphon School in March, that the production of a document containing useful information would be more appropriate. (AK) informed the meeting that this task would now be carried out by Emma the new PCN Digital Lead.

Action: (AK) and (RM)

vi) 'A View from the Waiting Room' – Future articles:

It was agreed that until the position changed use would be made of some previous articles updated. It was noted that an existing article had now been updated and adapted for the forthcoming newsletter.

Action: Closed

vii) NHS Dorset – Post Covid Service:

(RM) reported that information on the service had been circulated with the minutes of the 4th. November 2024 PPG meeting.

Action: Closed

viii) Lord Darzi Report on Health and Care:

(RM) requested that all PPG members should complete the survey, the details of which had been previously circulated.

Action: All Grove PPG members

ix) Wootton Grove bus stop:

(AK) stated that two posters advertising the new bus stop had been provided to the Practice.

Action: Closed

x) Review of Grove PPG Terms of Reference (ToR):

(RM) stated that the proposed revisions to the ToR had been circulated to PPG members.

Action: Closed

10. PPG Chairs Activities:

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

14 Nov – Attended Health Inequalities Conference in Bournemouth

16 Nov – Military Veterans Support Group

18 Nov – Sherborne Town Council Meeting

20 Nov – Took part in Collaborative Meeting – Ian Bartle

28 Nov – NHS Dorset Public Engagement Meeting

29 Nov – Collected Ukraine Christmas Parcels

30 Nov – Delivered Ukraine Christmas Parcels

5 Dec – Meeting with Sarah Webster PCN Manager

11 Dec – Meeting with Somerset PPG Chairs

14 Dec – Military Veterans Support Group

18 Dec – North Dorset PPG Chairs Meeting

3 Jan – Met with Tony to discuss Newsletter

7 Jan – Students visit to the Grove

9 Jan – Meeting at Sturminster Newton on hospital discharge project

11 Jan – Meeting with Somerset PPG Chairs

(RM) reflected on the Health Inequalities Conference held in Bournemouth on the 14th. November at which he and Jill Warburton – PCN Health Inequalities Lead attended.

11. Review of the 'Terms of Reference'

The members agreed unanimously with the proposed amendments to the existing Terms of Reference.

12. Any Other Business:

i) Re-useable insulin pens:

A suggestion had been made as to whether re-usable insulin pens could be prescribed in an effort to support a green Practice. It was agreed to investigate.

Action (AK)

ii) Bookable appointments:

It was noted that some patients were still attempting to book appointments on line and bypassing the triage system, then complaining because they could not obtain an appointment for several weeks. It was agreed that this was still a problem of patient education.

iii) Pharmacy Telephone:

It was noted that opposed to popular belief the telephone system did contain a message regarding pharmacy hours for patients phoning the pharmacy.

iv) Integrated Neighbourhood Team (INT):

It was noted that the rollout of Integrated Neighbourhood Teams had suffered delay whilst problems in the areas across Dorset that were being trialled were overcome.

v) Sherborne Area Directory for Health and Care:

(RM) informed the meeting that he had updated the online version of the Directory and the updated version was now on The Grove and Apples websites. Also the website of Sherborne Town Council along with having been posted on all the local Facebook groups.

vi) Carers Clinic:

It was agreed to contact Sarah Whittle to establish details of the Carers Clinic.

Action: (RM)

vii) NHS Somerset – Stroke Service:

(RM) reported that the Secretary of State for Health and Social Care had agreed with the decision by NHS Somerset Integrated Care Board to close the Hyper-acute Stroke Unit at Yeovil District Hospital and concentrate the service on Musgrove Park, Taunton. (RM) along with Somerset PPG Chairs were meeting with NHS Somerset on Wednesday 15th. January to discuss the subject. Also, a meeting with Dorset County Hospital had been requested.

viii) Communicating with patients:

(RM) reported that he had arranged a meeting with both Donna and Hayley of the Grove Medical Centre to discuss more ways of reaching patients with information.

ix) Pharmacy First:

It was noted that both (RM) and (SG) would be attending The Grove staff meeting on the 16th. January where a presentation on 'Pharmacy First' was being made.

x) NHSQuicker App:

(DB) stated that this App gave details of current waiting times at both Emergency and Urgent Treatment Centres across Somerset. (GF) stated that she had investigated this, and established that it was a pilot scheme in the NHS Somerset area, mainly in east Somerset. However, it appears that NHS Somerset had retained the App, but a similar facility had never been rolled out across NHS Dorset.

11) Date of next meeting:

MONDAY 3RD. MARCH 2025 ~ 6.00 pm at the Grove Medical Centre