

The Grove Patient Participation Group

Sherborne

Minutes

4th.December 2023

6:00pm

Present: Jane Carling (**JC**); Gill Foott (Engagement and Communications Coordinator [PPGs]) (**GF**); Carol Foster (**CF**); Maria Heard (**MH**); Dr. Charlie Middle (CM) (Part time); Alex Kimber (Managing Partner) (**AK**); Roger Marsh (Chair) (**RM**); Vicky Morland (Social Prescriber) (**VM**); Amy; and Sinali (Sherborne Girls – students).

1. Introductions:

The Chair (**RM**) welcomed everyone to the meeting and explained that he had received apologies from various members mainly due to the inclement weather.

2. **Apologies:** David Bartle (Vice Chair) (DB); Jenny Davis (JD); Karen Gough (KG); Sarah Garside (SG); Tony Meehan (TM); Lorraine Wallington (**LW**); Jenny (Sherborne Girls – student).

3. Practice Update: (Managing Partner)

Practice Staff:

Firstly, (**AK**) reported that Dr Hobbs had completed her enhanced supervisor training such that the Practice can take on another GP Registrar.

The Practice continues to be extremely busy with Monday 27th. November being the busiest Monday ever with 1400 telephone calls over a five-hour period. Interestingly, only 147 calls resulted in a patient being triaged, 110 of those being triaged before 11.00am. The remainder of calls related to requests for sick notes or repeat prescriptions etc. The message really needs to be to patients – do not telephone early first thing on a Monday morning unless the need is urgent. At present 29% of the workload was coming in to the Practice on a Monday.

It was noted that about 50% of requests are being made online with younger people being much happier to make requests by this method. In addition there has been a greater uptake by men now using the online system.

Additionally, the Accurx triage system has been slightly re-jigged based upon the experience gained from the first two months use since its introduction. Amendments have been made based upon when and what types of requests are made during a week. This has resulted in knowing how many patients require same day or second day appointments or longer etc. Two GPs are now performing the triage function at the busier times and this has made a huge difference. All patients, even those with long-term conditions, now go through the same triage system and this has ensured that all those who need to be seen urgently are catered for.

4. NHS Dorset - Engagement & Communications (PPGs)

(**GF**) reported on the following:

- i) Dorset Diabetes website: A Service User virtual on-line event via Microsoft Teams on 12 December @ 11.30am-12.30pm with members of the public to walk through the site and gather feedback on the look, feel, and relevance of the content. Anyone interested in taking part, should contact Cheryl Carter by email at cheryl.carter@nhsdorset.nhs.uk
- ii) Carers Support Christmas Event: This was being held on the 8th. December at Shaftesbury Town Hall from 2pm to 4pm. It was hoped that local carers and their families will join for refreshments, seek out information about services that may be able to support them, and also to enjoy a performance from Shaftesbury Community Choir!
Contact: poppyc@carersupportdorset.co.uk
- iii) Health and Care Events: The recent event held in Blandford had 87 people attend and the feedback received was very positive. Another similar event was being held on Thursday 7th. December at The Spire in Poole from 12.30-6.30pm

5. Health Champions:

Fibromyalgia Group:

(VM) reported that the new fibromyalgia support group was holding monthly meetings with each meeting continuing to be attended by 10 to 12 people, and with now about 40 people registered within the group.

Bereavement Group:

The group continues to meet twice a month, once on a Thursday and also a Sunday afternoon.

Chatty Café:

This group continues to meet every Monday at the Pear Tree café with around 12 people attending.

Health Walks:

The group continues to meet every Friday afternoon with around 15 people taking part. Recently a poster had been posted on local Facebook Groups to advertise the regular walks.

Carer Support Group:

(VM) stated that she was still in the early stages of setting up a local carers support group. However, there was an existing group in Blandford with which she was going to make contact in order to find details of how they function. The action from the previous meeting to determine whether a group existed at the Westland Leisure Club had confirmed that it still operated.

(JC) reminded the meeting that in the past she had looked at information for carers and she was still interested in the subject. It was agreed that both (VM) and (JC) would liaise on the subject.

Action: (VM) and (JC)

6. Military Veterans Support Group:

October Meeting - Andrew Kerr - DWP Armed Forces Champion who talked about specific benefits and aspects of pensions.

November Meeting - Chris Denman - Assessor, Partnership & Outreach Coordinator Ridgewater Energy who talked about Healthy Homes Dorset

7. Apples PPG Report

In the absence of the Apples PPG Chair an update had been provided by the Apples Medical Centre:

Workforce:

The Practice was now up to full workforce strength.

Appointments:

The same day availability appointments were manageable. The current situation for routine telephone call appointments and routine Face-to-Face appointments with the GP were around 4 weeks.

Additional Clinical Facilities:

The construction work to provide a new clinical area in the lower ground floor of the building was on track to be completed in early December. Once complete this would allow an increase in the number of nurse appointments being available. The building would also provide a facility to house PCN employees.

Flu Clinics:

The Apples Medical Centre conducted Flu Clinics at the Digby Hall with a very good take up.

Covid Vaccination Clinics:

Although the Grove Medical Centre had opted out of providing Covid vaccinations for patients, the Apples Medical Centre along with Yetminster Health Centre held clinics at the Digby Hall at which patients of the Grove also attended.

Patient Participation Group (PPG):

The Annual General Meeting of the PPG is scheduled to take place in December. Monthly Apples Soundbites to patients continue and they contain simple updates sent via SMS including appointment information on premises and workforce information etc. Also the PPG has reviewed the Practice website and rearranged the lay-out and can be viewed at:

<https://www.sherborneapples.co.uk/>

eConsult/NHS APP:

Patients are encouraged to use the eConsult triage service, available from the practice website. In addition patients are also encouraged to use the NHS App to find out their test results.

8. Actions from 2nd.October 2023 Meeting

- i) Patient Letter:
It was agreed that the subject would form an article in the forthcoming newsletter.
Article on Page 4 of the Newsletter **Action: Closed**
- ii) Carer Support Group:
(KG) stated that she had experience of a group that functions in Yeovil at the Westland Leisure Club. As he lived locally to the club, **(DB)** agreed to visit to find out more details.
Established that group still exists. **Action: Closed**
- iii) Special Newsletter on 'Accurx':
It was agreed to produce an article on the subject for the next Newsletter.
Contained on Pages 2 & 3 of the Newsletter **Action: Closed**
- iv) The Sherborne Area Directory for Health & Care 2023:
It was agreed that an item on the subject should be included in the next Practice Newsletter.
Item contained on Page 1 of the Newsletter **Action: (Closed)**
- v) Ideas for Health Talks
It was agreed to set up a meeting with Sarah Webster to progress the subject.
(SG) and **(RM)** met with Sarah Webster (PCN Operational Manager) on 16th.November.
Agreed to arrange talk for early March for patients identified as pre-diabetes. **Action: Closed**
- vi) Secure parking for cycles the the Grove Medical Centre:
Secure stands had been procured and assembly completed. **Action: Closed**
- vii) Autumn Newsletter:
The meeting discussed various items that would be suitable for the forthcoming Autumn Newsletter and a list was agreed.
Newsletter published on the 8th.November containing agreed items. **Action: Closed**
- viii) 'Virtual' PPG Members survey re-Accurx:
Following discussion it was agreed to survey the 'Virtual' PPG members on their experience of using the Accurx triage system. It was felt that the best time would be late October/early November by which time the system would have been in use for around two months. **(RM)** circulated a list of proposed questions for use by SurveyMonkey and asked the PPG members to come back to him with comments.
Survey produced using MailChimp and sent to 'Virtual' PPG members on 28th.October – Results discussed under agenda item 9. **Action: Closed**

ix) 'Virtual' PPG Members:

It was agreed to add a note to the next newsletter stating that patients could be added to the list by emailing grovesherborneppg@gmail.com

Note contained within the article on Page 5 of the Newsletter.

Action: Closed

9. 'Virtual' PPG Members Survey on Accurx Triage System

A copy of the survey results had been circulated with the meeting agenda. The results showed a high number of patients were satisfied with the new triage system. Patients were also asked for their comments and as a result some minor adjustments had been made to the system. Following discussion it was agreed that the survey was a worthwhile exercise. However, as the system had only been in place for two months at the time of the survey, it was agreed to conduct a similar exercise in early 2024.

Action: (RM)

10. PPG Chairs Activities:

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

- Attended working group meeting on patient hospital discharge.
- Took receipt of Health & Care Directories at the surgery.
- Attended North Dorset PPG Chairs meeting.
- Delivered health directories to sheltered housing areas and out to villages
- Attended NHS Dorset Public Engagement Group meeting.
- Attended two meetings of the Military Veterans Support Group.
- Presented health report to two meetings of Sherborne Town Council
- Held photo shoot at the surgery to publicise health directory.
- Held meeting with Alex concerning patient survey
- Took part in meeting to discuss health talk and health fair.
- Met with Somerset PPG Chairs and NHS Somerset regarding stroke service reorganisation.
- Talked about health on Abbey 104 last Thursday
- Interviewed by Dr Jill Wales of Northumbria University on our work with Military Veterans

11. Any Other Business:

i) Health Checks:

General discussion took place around the fact that Public Health Dorset were concentrating efforts across the County to carry out health checks on those aged 40 to 74 years of age.

ii) Health Talks:

It was proposed that early March 2024 would be a suitable time to start a series of health talks – probably use Raleigh Hall

Meeting timed for 6.30pm to 8.00pm.

Target people identified as Pre-diabetes

Practice to identify and send out invites.

Speaker from Diabetes UK – Contact Keith Harrison

(RM) stated that he had requested an item on the subject be placed on the agenda of the next Apples PPG meeting with a view of a joint action by both PPGs to organise the event.

It was agreed that both **(RM)** and **(SG)** should progress this activity.

(AK) suggested that a talk on 'sleep' by Dr Jonathan Tham could be a further suitable subject.

Action: (RM) and (SG)

iii) Health Fair:

Following discussions with Sarah Webster (PCN Operations Manager), the date of the 14th.May 2024 had been decided upon to hold a Primary Care Network – Health Fair at the Digby Hall between 11.00am and 6.30pm. It was requested that the PPG advise on the suitable health and care organisation that should be invited to attend.

(RM) reported that he had requested this subject to be included in the agenda for the next Apples PPG meeting.

Action: (RM)

iv) Military Veterans Health Directory:

(RM) reported that with the help of Nicky Murdoch MBE the directory had been updated and the new version was now included on the websites of all three practices with the Sherborne PCN.

v) Dorset Homes Upgrade Grant (HUG):

It was stated that at the latest meeting of the Military Veterans Support Group a talk was given by Chris Denman for Ridgewater Energy of the free home energy saving improvements that were available to Dorset residents. Copies of the literature were distributed to meeting members.

vi) Home Visit vaccinations:

(RM) reported that some patients had questioned whether whilst making a visit to a housebound patient to administer a vaccination why another elderly patient within the same household could not receive a vaccination at the same time.

It transpired that Dorset Healthcare arrange the vaccinations for housebound patients and their process was quite rigid. This is frustrating for the Medical Centre as they agree that it could be better co-ordinated. If it is known by the Medical Centre that a housebound patient is to receive a vaccination and there is another elderly patient within the same household, then if the Practice is advised of this then they would endeavour to conduct that additional vaccination at the same time.

vii) Health and Care Directory:

4,000 printed copies of the Directory had been obtained with funding from the Sherborne Summer Festival and The Simon Digby (Sherborne) Memorial Trust, and they were in the process of being distributed. Additionally an online version had been published on the three practices websites of the Sherborne PCN and also the website of Sherborne Town Council. **(RM)** stated that the directory was not easily to be found on the Grove website and **(AK)** advised him to ask the Practice to investigate the website to improve accessibility of the directory.

Action: (RM)

11) Date of next meeting:

MONDAY 22ND. JANUARY 2024 at 6.00 pm at the Grove Medical Centre

Future Meeting dates:

MONDAY 4TH. MARCH 2024 / MONDAY 22ND. APRIL 2024 / MONDAY 3RD. JUNE 2024

All at the Grove Medical Centre at 6.00pm