

Cranborne Practice: Patient Participation Group



Minutes of Patient Participation Group Meeting held on Tuesday 5th January 2 pm, via Google Meet

Present:

The Cranborne Practice:		Joanne Morris (JM) Practice Manager
Patient representatives:	Julie Saunders (JAS) - Chair Alan Prangley Robert Whitehead Richard House Vanessa Curtis Lesley Ralph	Jackie Maynard Andy Saunders Margaret Whitehead Sylvia Cox (tentative) Jenny Harmer Carole Aisthorpe-Buckley Peter Aisthorpe-Buckley
NHS Dorset CCG (Clinical Commissioning Group):	Gill Foott - Engagement & Communications Coordinator	
Apologies:	<i>From the PPG:</i> Jean Mortimer, Mary Gane, Neil Collier, Doreen Fletcher, Jan Connolley, Andy Perry, Peter Aisthorpe Buckley, Sandra Hodgkyns, Elaine and Ray Peachey. <i>From the Practice:</i> Annie Morris (AM) Operations Manager	

1	WELCOME AND APOLOGIES The Chair opened the meeting, welcomed all participants including PPG members Lesley Ralph, Carole Aisthorpe-Buckley and Peter Aisthorpe-Buckley who joined the video group for the first time. Apologies noted (as above).	Action Owner(s)
2	MINUTES OF THE PREVIOUS MEETING The Chair noted previous minutes were published and made available via email and FB Group on the Practice website on 20th December 2020. Updates to actions noted on those minutes included: Use of TV screens at other Practices and who could help us learn how to use them. Andy Saunders gave a verbal update on progress made since the last meeting. He has discovered that they were installed by a company that is now dormant. He has tracked down one of the previous Directors and arranged for a transfer of ownership. However, we need to get inside the box to get at the technology! To date, he has been unable to access the unit as he did not have the appropriate tools. Andy is currently waiting for the Practice to organise the necessary access.	AM

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	<p>In the meantime, Andy has asked the Practice to consider using the unit to integrate and embed community engagement and practice involvement. The PPG Action Plan has been updated accordingly.</p> <p>Other action points (Patient feedback survey on Winter Flu Clinics and reformatting of Action Plan) are addressed in Items 3 and 5 respectively later in these meeting notes. There were no further comments or suggested amendments to the November meeting minutes.</p>	
<p>3</p>	<p>PATIENT FEEDBACK ON FLU CLINICS</p> <p>Vanessa Curtis led the presentation of the Winter Flu Clinic 2020 survey results. These clinics were delivered as drive-through appointments at the Lake Road Surgery in Verwood with PPG volunteers from The Practice Patient Participation Group supported staff by directing traffic into and out of the drive-through clinic site.</p> <p>Vanessa advised that the survey was carried out from mid-November until mid-December. Over 100 responses were received, with patients providing feedback on the clinics held Between October and December 2020. Feedback was overwhelmingly positive: Most comments were complimentary and appreciative, with a couple of suggestions put forward for consideration. These were summarised in a report shared with the Group.</p> <p>The improvement opportunities noted in the report were discussed, and members agreed that relevant objectives or tasks would be added to the PPG Action Plan.</p> <p>A copy of the Winter Flu Clinic 2020 summary report can be found by following this link:>></p>	<p>JAS</p>
<p>4</p>	<p>COVID VACCINATION PROGRAMME</p> <p>Jo Morris advised that the programme had commenced w/c 15th December starting with patients aged 80 and over. The vaccine is being offered at the area vaccination centre at St Leonard's Hospital in Ferndown. The centre is jointly run by GPs in the Crane Valley, Ferndown and Wimborne Primary Care Networks (i.e., Verwood, West Moors, Ferndown and Wimborne).</p> <p>Vaccine supply will largely shape the weekly immunisation delivery of between 1,000 – 1,200 doses per day. Jo confirmed that Annie Morris from the Practice is overseeing St Leonards' operations with support from several Practice admin team members. Other Practice staff at Cranborne and Lake Road remain focused on delivering clinical services at the surgeries.</p> <p>Having initially been advised that second doses should follow three weeks after the first, the Joint Committee on Vaccination and Immunisation (JCVI) guidance has changed. They now recommend an interval of up to 12 weeks to ensure that as many people as possible in the top priority groups should</p>	

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	<p>sequentially be offered a first vaccine dose.</p> <p>Jo advised the Group that they would continue to work their way through the priority groups in line with the Government Health Authorities' advice.</p> <p>At the time of the meeting, appointments were being offered by letters being sent to patients. PPG members offered help to deliver these letters by hand to speed up delivery and save the Practice postage expense. <i>Post-meeting note, since then the Practice is now using text messages where possible and only telephoning or sending letters when required.</i></p> <p>Jo advised that the situation was fast-moving and vaccination programme arrangements were continually changing outside of their control. PPG members suggested that communications were crucial in these circumstances, and Andy Saunders recommended that a central point of information be offered to avoid the spread of disinformation. <i>Post-meeting note, since the meeting PPG members have helped the Practice set up a Community COVID-19 Information telephone line (01202 283695) and a dedicated webpage with frequently asked questions – both a regularly maintained.</i></p>	
5	<p>ACTION PLAN REVIEW - NB Jo Morris had to leave the meeting at this point</p> <p>PPG Members approved the updated format of the Action Plan and reviewed the content. The main points from the discussions were:</p> <p>Collate and publish service feedback on Practice and PPG websites. – while feedback has been received on flu clinics, general feedback on routine healthcare appointments is not currently published. Julie advised that Annie Morris had provided some information, but her efforts have understandably been focused on leading COVID vaccination clinics. The Action has been re-prioritised accordingly.</p> <p>Arrange training on how to use a defibrillator - Jenny continues to collate information on defibrillation equipment locations. Southwest Ambulance has advised her that a Demo has been scheduled for 3rd July 2021 subject to COVID restrictions.</p> <p>Encourage patients to sign up to GP Online Services – Alan Pranglely asked about the Practice's position on online services. He raised this because it was previously noted in the Action Plan that PPG members had been advised at the last meeting that eConsult was not particularly "practice friendly." And some patient experience has been mixed. Gill Foott reported PPG members would shortly be offered the opportunity to participate in an eConsult-led webinar to provide feedback on their service. The Group discussed how patients could be encouraged to sign up for online services. Richard House suggested that some GP Practices do this as part of the Registration process as a default. In the meantime, further discussion on this item will be</p>	

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	carried over to the next PPG meeting to discuss with Jo. Julie Saunders will add the topic to the next meeting agenda.	JAS
6	ANY OTHER BUSINESS No items raised.	
	Date and Time of Next Meeting The Group agreed that the next meeting would be Thursday 18th February at 2 pm. For the foreseeable future, PPG meetings are being held by video call rather than face to face as it is still not safe to do so in a way that engages as many PPG members as possible.	