

Minutes of Patient Participation Group Meeting held on

Tuesday, 28th September 2021

2 pm, via Google Meet

Present:

The Cranborne Practice:	Annie Morris Operations Manager (AM)	
Patient representatives:	Julie Saunders – Chairperson (JAS) Alan Prangley Jenny Harmer (JH)	Jackie Maynard Andy Saunders Mary Gane
NHS Dorset CCG (Clinical Commissioning Group):		
Apologies:	<p><i>From the Practice:</i> Jo Morris - Practice Manager (JM)</p> <p><i>From NHS Dorset CCG:</i> Gill Foott (Engagement and Communications Coordinator)</p> <p><i>From the PPG:</i> Neil Collier, Eileen Grant, Jean Mortimer, Robert Whitehead, Margaret Whitehead, Robbie Morgan, Doreen Fletcher, Kelly Mead and Donna Bines.</p>	

Agenda Item		Action Owner(s)
1	WELCOME AND APOLOGIES The Chair, Julie Saunders, opened the meeting and noted apologies (as above).	
2	MINUTES OF THE PREVIOUS MEETING & ACTIONS ARISING Julie Saunders advised that minutes from the previous meeting held in July were published and made available via email and FB Group on the Practice website on 5 th September. These were reviewed, and actions were noted as completed or were the topic of further updates and included in the relevant agenda points below. No further comments or suggested amendments to the July meeting minutes.	
3	PRACTICE UPDATES Winter Flu Clinic Status - Annie Morris reported that the first of this year's drive-through clinics on 19 th September was again a success. Just under 800 flu jabs were delivered on the day; unfortunately, there were about 100 "no shows", which is disappointing. Andy Saunders asked if there was any follow up as to why the patient did not attend. Annie advised that sometimes patients email or contact the Practice through the website over the weekend, and as the offices are closed, these communications aren't	

picked up until the next working day. Julie Saunders suggested some targeted communications around DNAs (or Did Not Attends) might help along with a message about how the Practice can be contacted on the day of the clinic through the Facebook page.

Annie confirmed that at the time of the meeting, the numbers booked at future clinics were:

- 3rd October – 9 am – 12noon - 658
- 17th Oct - 9am – 1.30pm – 1,012
- 24th October – 9 am and 12 noon - 470

She advised that further promotion of the clinic on the 24th had not been done because additional supplies are due on 18th October, but the supplier will not confirm a firm delivery date until the week before. *Post-meeting note: as of 13th October, all sessions were fully booked and at the time of publication of these minutes, the Practice is seeking additions vaccines from NHS central supplies.*

COVID Winter Programme Plan - Since the last meeting, it has been confirmed that the COVID Booster Programme is officially starting. Everyone over 50 or who has a health condition that puts them at higher risk from Covid-19 will be offered a booster.

Annie Morris confirmed that eligible patients would be invited to get a booster vaccine when it is their turn which is expected to be at least six months after a second dose. Booster vaccine clinics are being organised to be held at the St Leonards Hospital site starting mid-October.

Julie Saunders noted that she had received an invite by SMS text message from NHS England to book a vaccine appointment at a local pharmacy. Annie advised that the local vaccination centre at St Leonards can only administer the vaccine in line with supplies allocated to them on a week-by-week basis. Therefore patients may wish to take up the pharmacy offer, as there may be earlier appointment dates.

Booster shots are not the same as third primary doses. The Practice has been instructed as to which patients are eligible for a third primary dose, which is for those who are severely immunocompromised due to disease or treatment. These patients have been identified by Hospital consultants who are themselves guided by Public Health England and the Department of Health on eligibility criteria.

Appointment choice - Annie Morris reiterated that the Practice has offered face-to-face appointments throughout the pandemic but has started to offer patients the choice of face to face or telephone consultations when arranging an appointment over the phone. Julie Saunders suggested that

	<p>the Practice Appointment Request eForm could be updated to include an additional question to offer a similar option.</p> <p>Other Practice Updates</p> <p>Annie Morris provided an update on recent staffing changes. As previously confirmed, Dr Colin Davidson retired from the Practice on 30th September. Those patients for whom Dr Davidson is their named GP will be transferred to one of the remaining GP Partners. Alongside Dr Bruce Woollard and Dr Andy Levinson, Dr Davison has been one of the GP Partners who are ultimately responsible for running the Practice. Annie advised that with Dr Davison's departure From 1st October, Jo Morris, currently Practice Manager, has agreed to take on the new role of Managing Partner, and Dr Woollard will take on the mantle of "Senior Partner." The three Partners will make strategic decisions as a group, but Jo will have full responsibility for the Practice's day-to-day operational running.</p> <p>Other staff changes are</p> <p>Leavers – Sue Sanders retires on the 8th of October, Max Collier leaves the Reception team on 14th October, and Annie has recruited Any Ewens as a replacement – start date to be confirmed.</p> <p>New staff – Jonathan Stokes joined the HCA team on 20th September, while Hayley Carlisle joins the Nursing Team and Elinor Hardy starts on 8th November as Practice Nurse.</p> <p>Annie Morris also advised that the monthly Carers Group meeting are restarting after a long hiatus due to the pandemic. They are expected to resume from the first Monday in November – details to be posted on the Practice website Carers Support page:>></p>	<p>JAS/AM</p> <p>AM/JAS</p>
<p>4</p>	<p>PPG UPDATES</p> <p>Flu Clinic Traffic Marshall Recruitment</p> <p>Jackie Maynard confirmed that thanks to several PPG members and support from the Verwood Rotary Club, sufficient marshalling cover had been recruited, and rotas for October clinics had been published. Annie confirmed that Dan Scott was able to do marshalling on the 3rd and 17th sessions.</p> <p>Defibrillator listing</p> <p>Jenny Harmer confirmed that she had collated a list of known defibrillators in Verwood, though more may come to light over time. The list includes each defib postal location, the what3words app locator and when they are accessible. Julie Saunders has used the information Jenny provided to create an interactive Google map and PDF leaflet of the listings, and this was</p>	

<p>shared with the meeting participants. Members suggested a few more locations should be added, in particular those at local GP surgeries. Jenny agreed to follow up and add these to update the listing.</p> <p>In the meantime, Jenny advised the Group that she had come across a helpful website, www.thecircuit.uk, which is being developed in a partnership between Ambulance Chief Executives, Resuscitation Council UK, and St John Ambulance. The Circuit will act as a national database with the network giving access to all 14 ambulance services in the UK. The site includes instructions for how people register their equipment, how to maintain it and also a video produced by the British Heart Foundation for people to see how to use the equipment. Jenny suggests that this would be very useful to reference when publicising the listing.</p> <p>Once finalised, the map will be uploaded to the Community Interest area on the Practice website.</p>	<p>JH</p>
<p>DPEG debrief</p> <p>Julie Saunders advised that she is now a member of the Dorset Digital Public Engagement Group (DPEG), run by the Our Dorset, a partnership of Dorset NHS and Dorset Council working together to deliver Integrated Care Systems in the county. DPEG members' remit is to provide input to digital initiatives and proposals being considered by Dorset Health Services. Julie advised that the areas currently being looked at include</p> <ul style="list-style-type: none"> • Enabling technologies • Data and Intelligence • Software applications • Digital Access to services at home • Digital skills • Research, innovation, and partnerships. 	<p>AJS</p>
<p>Julie will keep members apprised of any developments!</p> <p>Patient Communications Feedback</p> <p>As part of the Cross PCN Network set up by Gill Foott, Julie Saunders advised that she gets to see example newsletters from other surgeries across Dorset. Also, Andy Saunders suggested that it is time to obtain patient feedback on the website now that it has been running for a few months. To be added to agenda for discussion at the next meeting. In the meantime, Annie Morris advised that the Practice had received positive feedback about the website since its re-launch in July.</p>	<p>JAS</p>

5	<p>ACTION PLAN UPDATES</p> <p><i>Online Services Promotion</i></p> <p>Julie Saunders reminded members of discussions about the responses and recommendations following the PPG survey on this topic. One of the agreed actions has been to promote available online GP services and the benefits that both patients and the Practice can gain by their use.</p> <p>Following the August PPG meeting, Mary Gane shared some thoughts that Andy Saunders converted into an animated video. Julie shared the video with the Group, and it was agreed that this would form part of the online promotional communications. The topic will be included in the next meeting agenda.</p>	JAS
6	<p>ANY OTHER BUSINESS</p> <p><i>Patient feedback on the Practice</i></p> <p>Julie Saunders advised members that a Friends and Family Test form had been included when the new website launched. The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided or where improvements are needed. However, this has had to be deactivated and removed from the Practice website because spammers misused it. It would appear there are no filters on the functionality. Andy Saunders has been asked to advise the website developer, My Surgery Website, of this feedback.</p> <p>Julie noted that the Practice previously obtained patient feedback from post-appointment text messages, but historically this had not been shared with patients. Julie proposed that an FFT form could be created for people to complete online. If created in Microsoft Forms, it would be quick and easy to collate and report feedback. Annie Morris agreed to try it out for a while by asking PPG members to test it. Julie will work with the Practice to set this up.</p> <p><i>General Practice Data for Planning and Research (GDPR)</i></p> <p>Alan Prangley asked what was happening with GDPR, as he had heard news reports that this had been postponed. Annie confirmed that this had been deferred to provide more time to speak with patients, doctors, health charities and others. Julie Saunders noted that the information on the Practice website would need to be updated to reflect this.</p> <p>Members raised no items.</p>	AJS AM/JAS AM/JAS
	<p>Date and Time of Next Meeting</p> <p>The next meeting is planned for Tuesday, 9th November starting at 2 pm.</p> <p>Participants can join through the Google Meet video call link: meet.google.com/oeb-jdzp-njn</p>	