

Minutes of Patient Participation Group Meeting held on

Tuesday 11th January 2022

2 pm, via Google Meet

Present:

The Cranborne Practice:	<i>From the Practice:</i> Jo Morris (JMo) - Practice Manager Annie Morris (AM) Operations Manager	
Patient representatives:	Julie Saunders (JAS) – Chair Alan Prangley Jenny Harmer	Jackie Maynard (JMa) Mary Gane Sylvia Cox
NHS Dorset CCG (Clinical Commissioning Group):		
Apologies:	<i>From NHS Dorset CCG:</i> Gill Foott (Engagement and Communications Coordinator) <i>From the PPG:</i> Andy Saunders, Lindsay Linford-Sainty, Richard House, Robert Whitehead, Margaret Whitehead, Neil Collier, Anne Farrugia, Jean Mortimer, Doreen Fletcher, Carole Anne Wade and Kelly Mead	

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 November were published and made available via email and FB Group on the Practice website on 31st December. These were reviewed, and actions 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 November meeting minutes were made.	
3	PRACTICE UPDATES <i>Winter Vaccination Programme –</i> Annie Morris advised that the Winter flu vaccination programme continues to tick over with occasional bookings. The flu season typically lasts through March, but vaccination requests tend to tail off during January. Annie advised that the launch of the Crane Valley Community Vaccination Centre (situated in the Bungalow next door to the Lake Road surgery branch) was a huge success. She advised that the timing for its mid-December	

opening worked well because the St Leonards vaccination site previously shared with Wimborne & Ferndown PCN practices has since closed, which would have meant patients having to seek COVID vaccine appointments at a national site.

The initial uptake for COVID vaccines at the site has been good. At the time of this meeting, booster doses were being offered to people aged 18+ and those at higher risk from COVID-19 who had had their second dose at least three months ago. Patients aged 16 and over were urged to book a 1st or 2nd dose at the clinic. However, it was noted that many were unable to do so given the required waiting period after a COVID-19 infection.

It is anticipated that younger age groups will be offered initial and booster doses as time goes on. *(Post-meeting note: Not long after this meeting, booster shots were offered to 16 and 17-year-olds. In February, the roll-out of doses commenced for children aged 5 – 11 who are clinically extremely vulnerable or live in a household with someone who is).*

Annie told members that the Crane Valley vaccination premises (the Bungalow) have two clinical rooms and a reception area. When not being used for vaccine clinics, the space is also being looked at with a view to holding other clinics such as spirometry testing.

Friends of the Cranborne Practice - Community Transport

Jo Morris provided an update on the status of Friends of the Cranborne Practice (FoTCP). For many years, under the FoTCP banner, Ann and Carl Walker have organised voluntary drivers to help patients get to GP surgery clinics, opticians, dentists and hospital appointments. Unfortunately, this service was suspended at the start of the pandemic. At the end of last year, Ann advised Jo that they had reviewed the situation as she and Carl can no longer continue with driving commitments on top of the organisation. It has therefore been decided to retire the FoTCP group. PPG members discussed the need for voluntary car schemes such as these and noted that others might exist, noting that the Verwood and Area Good Neighbours Scheme may offer similar support. Jackie Maynard offered to explore what other options for transport to medical appointments may be available in the area and will report back at the next meeting.

Other Practice Updates

Annie advised that Dr Ed Davis will be leaving the Practice at the end of February. She reminded members that patients may be offered an appointment with a locum GP or GP registrar from time to time. Locums are qualified doctors employed as and when patient demand requires. In addition, the Practice regularly has GP Registrars training at the practice. A Registrar is a fully qualified doctor undertaking specialist vocational training as a GP and generally is with a GP practice for six or twelve months.

JMa

	<p>Finally, Jo Morris was concerned that Patients may have seen news reports of some health services affected by COVID related staff shortages. She reiterated to PPG members that everyone at The Cranborne Practice continues to work at full capacity for their patients, with no health services cancelled or on hold.</p>	
<p>4</p>	<p>PPG UPDATES – ACTION PLAN REVIEW</p> <p><i>Cross PCN PPG Chair Networking</i></p> <p>Julie Saunders reminded the group that Gill Foott periodically organised a meeting of PPG chairs from Christchurch, Poole and East Dorset. This enables PPGs to share what’s going on and identify best practices for re-application locally. Recent discussions have included the use of social media in patient communications. Protection of personal patient data concerns some PPG representatives in Christchurch and Bournemouth. Julie advised that at the most recent (November) meeting, she shared the work Jenny Harmer had done on collating details of a Cranborne and Verwood area Defibrillator location map. The next meeting is planned for Thursday 24th February. As Julie couldn’t attend, members were asked to contact her to represent the PPG at this meeting.</p> <p><i>DPEG debrief</i></p> <p>Julie Saunders provided a debrief of the activities being considered by the local Digital Public Engagement Group (DPEG), an Our Dorset initiative. Our Dorset is a partnership of health and social care organisations working together. Julie shared details of two activities about which PPG members may be interested to learn more. The first is that Our Dorset will be offering an online survey to understand Dorset residents’ experiences and preferences when accessing digital healthcare services. It is planned to promote the survey over the remaining weeks in January. Julie advised that she will let members know when she is made aware the survey has commenced. <i>Post-meeting note: Communications about this survey have started to be disseminated and are being shared with members via email and the PPG Facebook Group.</i></p> <p>The second activity is a procurement exercise that is being carried out by the NHS Dorset Clinical Commissioning Group (CCG) IT team. The exercise is underway as the eConsult contract for GP online consultation services will expire at the end of March. There are four providers on the shortlist, one of which is eConsult. Just before Christmas, Julie was asked (as part of her DPEG membership) to provide patient input to the options. PCNs have been asked to provide their feedback as well. Julie will report progress on this initiative at the next PPG meeting.</p> <p>In the meantime, Julie advised that she was aware that the Our Dorset team is considering using an app for digitally confident people who leave the hospital to monitor their health after discharge. However, members raised</p>	<p>All</p> <p>JAS</p>

	<p>concerns that this could put additional pressure on the GP surgery if patients who return home from the hospital experience any problems.</p> <p>Patient Communications and Feedback</p> <p>Julie Saunders confirmed that plans were on track for another Practice newsletter to be published in the coming weeks. Julie also confirmed that a survey to obtain patient feedback on the Practice website was currently being developed. <i>Post-meeting note: The Practice newsletter was published on 2nd February, and the Practice website survey was opened on 9th February.</i></p> <p>Action Plan Review</p> <p>The Action Plan was reviewed, and comments/updates were noted. The document will be updated and circulated before the next PPG meeting.</p>	JAS
5	<p>ANY OTHER BUSINESS</p> <p>Alan Prangley asked whether there were any updates on the availability of the Waitless App. In November, Alan had tried to access this app and seen that it was no longer available in our area. Julie Saunders advised that she had asked NHS Dorset CCG's Lead for Digital Access to Services @Home for confirmation of the status of this app but had not received a response. However, Jo Morris confirmed that the Waitless app was only available on a pilot basis and was not being used.</p> <p>Jackie Maynard asked to note her thanks for the excellent services the Practice provides. She advised that the care provided by the Practice is far superior to that which her son is experiencing from the surgery he uses.</p> <p>Julie Saunders noted that the 2022 annual GP Survey has commenced. Ipsos MORI carries out the survey on behalf of NHS England. It allows patients to provide feedback on their experiences of their GP Practice and is mailed to randomly selected patients registered with GP Practices throughout England every January. Practices are not told who the surveys are being sent to and have no say on who gets one.</p> <p>Julie encouraged any patient who receives one to take the time to complete it, either by post or using the online option.</p>	
	<p>Date and Time of Next Meeting</p> <p>The next meeting is planned for Thursday 3rd March starting at 2 pm.</p> <p>Participants can join through the Google Meet video call link:>></p> <p>https://meet.google.com/vey-siqq-ahc</p>	