



Minutes of Patient Participation Group Meeting held on
Tuesday the 12th of April 2022
2 pm, via Google Meet

Present:

Agenda Item	Action Owner(s)
1	WELCOME AND APOLOGIES <p>The Chair, Julie Saunders, opened the meeting and noted apologies (noted above). Annie Morris - Operations Manager, had been expected to attend the meeting, but a last-minute issue prevented her attendance.</p>
2	MINUTES OF THE PREVIOUS MEETING & ACTIONS ARISING <p>Julie Saunders advised that minutes from the previous meeting held in March were published and made available via email and FB Group on the Practice website on the 4th of April. These were reviewed, and items were noted as completed or were the topic of further updates and included in the relevant agenda points below.</p> <p>No further comments or suggested amendments to the March meeting minutes were made.</p>
3	PRACTICE UPDATES <p><i>Vaccination Programme</i></p> <p>Jackie Maynard shared her understanding of this programme, as she provides admin support to the Crane Valley PCN (Primary Care Network) clinics. Jackie advised that since the March meeting, the Spring Booster programme had commenced. It is understood that future clinics will be administering the Moderna vaccine for eligible patients aged 18 and over, as this is what is now being supplied to the vaccination site. In addition,</p>



	<p>COVID vaccination clinics may be held as drive-throughs if there are sufficient bookings. Other clinics for 5 – 11-year-olds and 12 – 17-year-olds will be organised when supply dates are confirmed.</p> <p>Other Practice Updates</p> <p>In the absence of Practice representation to do so, Julie Saunders advised that she has been recruited to the Crane Valley PCN as a Data & Digital Care Coordinator. She stated that the new job role is to ensure that new digital healthcare technology and the associated new ways of working are maximised by patients and staff in the GP Practices and the network. Julie advised that her work was with the PCN, not directly with the Practice. Nevertheless, Julie asked if members were happy for her to continue as Chairperson of the PPG, and this was supported.</p> <p>The other agenda topic regarding how the Practice intends to handle the continuing high demand for GP appointments was postponed to the next meeting.</p>	
4	<p>PPG UPDATES</p> <p>Action Plan items</p> <p>Julie Saunders advised that the PPG Guide to GP Online Services has been completed and includes a table of what services are available through the various apps and websites. The next step is to distribute it. A web version PDF of the leaflet has been uploaded to the Practice website, and Andy Saunders is leading the activity to get it printed for distribution as an A5 leaflet.</p> <p>Julie also confirmed that the Patient Transport Assistance leaflet was completed and uploaded to the Practice website. In addition, it had been emailed and shared with PPG members, including those in the FB Group. Julie Saunders thanked Jackie Maynard and Andy Saunders for their work in pulling this together. Julie advised that the availability of the service is being promoted on social media. Members were asked to consider sharing printed copies with friends, neighbours and family members for whom it may be relevant. Members are also encouraged to display the guide on notice boards in community group venues.</p> <p>Andy Saunders leads a sub-group working to simplify posters in the surgery waiting rooms. The Group was advised that members have counted over a hundred posters displayed in each surgery waiting room. Andy has suggested that these are replaced by no more than ten key message posters in size A3 and that PPG members should propose the topics with a view to which subjects would provide the most favourable outcomes for the local communities. Feedback is awaited from the Practice.</p>	AJS All AJS

	<p>Jenny Harmer advised that another defibrillator has been located in Woodlands, and details will be provided to update the map and list. In addition, a defibrillator demonstration is expected to take place at Dewlands Park, but details are still awaited.</p> <p>Cross PCN PPG Chair Networking & DPEG updates</p> <p>Julie Saunders reminded members that DPEG stands for Digital Public Engagement Group. She advised that there are no updates about the Digital Healthcare Survey as it is understood that the survey has been extended. The DPEG meeting scheduled for the 30th of April has been postponed until the 4th of May.</p> <p>Integrated Care System</p> <p>Gill Foott advised that the changeover from the Clinical Commission Group to the Integrated Care Board would happen from the 1st of July, subject to the necessary Government legislation being enacted. Julie Saunders reminded the Group that information on the anticipated changes is available on the Our Dorset website through this link:>> https://ourdorset.org.uk/</p> <p>Patient Feedback Survey</p> <p>Julie Saunders shared the survey results, to which only 32 responses were received. Feedback will be collated into a report to be shared at the next meeting.</p>	JH/JAS
5	<p>ANY OTHER BUSINESS</p> <p>Dedicated phone lines</p> <p>Julie Saunders advised she had received feedback from a patient about waiting in a telephone queue. This patient had suggested having – like some practices - a separate phone line for clinical appointments and another for other queries. The Group agreed that Practice representation is required to discuss this further.</p> <p>Digitisation of health records and availability of patient records</p> <p>Bob Whitehead raised a query about whether there are plans to digitise old paper patient records. Jenny Harmer also queried how records from a patient's previous surgery get transferred. Julie Saunders wanted to know how many years back SystmOnline was able to show patient records, as hers appear to go back to July 2016 though she has been a patient since 1993.</p> <p>Julie advised that she had reached out to the Head of NHS Dorset CCG IT for his views on digitising old paper records. He provided a response that confirms that digitising paper records is not a quick, easy exercise, nor is it inexpensive. It is likely to cost millions of pounds for Dorset's c817,000</p>	JAS

<p>patients, and there are decisions around what information is made available (safeguarding issues) and digital storage capacity.</p> <p>Jackie Maynard spoke of her experience at another GP Practice. She advises that a red flag or medical conditions of significance would be noted upon receiving new patient records and details scanned and entered into the patient's SystmOnline record. For patients leaving the surgery, a patient summary was printed out and put with paper notes to be transferred to the new GP practice. This was quite a time-consuming exercise. Every so often, all admin were given so many to complete to try and catch up.</p> <p>The Group agreed that this was not an issue which could be quickly resolved and certainly not by the PPG. However, it was decided that individual discrepancies could be highlighted to the Practice.</p> <p>Bereavement Support for miscarriage or loss of a baby - A member who could not attend had asked what provision is in place for patients who have experienced miscarriage or Baby bereavement. She wondered if sufficient support is available for these patients, as many women can feel overlooked and may often experience long term mental distress, not receiving ongoing support. To be added to the agenda for the next PPG meeting.</p>	
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Date and Time of Next Meeting

The next meeting is planned for **Friday the 10th of June starting at 2 pm.**

Participants can join through the Google Meet video call link:>>

<https://meet.google.com/zdm-kyvm-nrx>