

**Minutes of Patient Participation Group Meeting held on  
Tuesday 30<sup>th</sup> March 2021  
2 pm, via Google Meet**

Present:

<b>The Cranborne Practice:</b>	Joanne Morris (JM) Practice Manager	Annie Morris (AM) Operations Manager
<b>Patient representatives:</b>	Julie Saunders (JAS) - Chair Alan Prangley Robert Whitehead Vanessa Curtis	Jackie Maynard Margaret Whitehead Andy Saunders
<b>NHS Dorset CCG (Clinical Commissioning Group):</b>		
<b>Apologies:</b>	<i>From the PPG:</i> Gill Foott (Engagement and Communications Coordinator), Jenny Harmer, Jean Mortimer, Graham Anstey, Mary Gane, Neil Collier, Carol Mitson, Sylvia Cox, Richard House, Doreen Fletcher, Becky Vertigen, Kirstie Buckley, Kelly Mead, Sandra Hodgkyns and Sarie Cross.	

Agenda Item		Action Owner(s)
<b>1</b>	<p><b>WELCOME AND APOLOGIES</b></p> <p>The Chair, Julie Saunders, opened the meeting and noted apologies (as above). Julie advised that Sandra Hodgkyns asked to record her thanks to the Practice and surgery staff during her recent illness.</p>	
<b>2</b>	<p><b>MINUTES OF THE PREVIOUS MEETING</b></p> <p>Julie Saunders stated that previous minutes were published and made available via email and FB Group on the Practice website on 13<sup>th</sup> March. There were no outstanding actions or no further comments, or suggested amendments to the February meeting minutes.</p>	
<b>3</b>	<p><b>PRACTICE UPDATE</b></p> <p><b>COVID-19 Vaccination Programme</b> – Annie Morris reported that the St Leonards Hospital Vaccination site delivered approximately 1,000 jabs per week depending on supplies allocated to them. Annie advised that 37,318 vaccinations had been given in total since the start of the programme in December. And 98% of The Cranborne Practice patients in the top 6 priority groups have either received or are booked for a COVID-19 vaccination.</p> <p>Reduced COVID-19 vaccination supplies mean that the St Leonards Vaccination site currently focuses on administering second doses to patients who were given first vaccinations earlier this year. This is because these</p>	

	<p>second doses have to be delivered within 12 weeks of the first.</p> <p>Jo Morris advised that the Practice is continuing to work through offering appointment slots to patients aged 40 through to 49 in line with supplies available. Patients are invited by SMS text to book an appointment for their first vaccination in order of the defined priority list, but some are not responding, so the Practice has been following up with patients by phone. This follow up has shown that some patient contact details are out of date.</p> <p>When patients are invited for an appointment for vaccination, it is based on expected vaccine availability. With both Pfizer/BioNTech and Oxford/AstraZeneca COVID-19 vaccines being administered at the St Leonards vaccination site, ensuring the right vaccine is ready to administer to the right patient on the right day represents a significant logistical challenge.</p> <p>Many patients are contacting us to ask us to change allocated appointment dates for their second vaccines. Patients should note that it isn't possible to offer flexibility in changing appointment slots. The time taken by staff to respond to requests to re-arrange dates is diverting resources away from looking after the health needs of other patients.</p> <p>PPG members offered help in developing some communications to get across messages 1) reminding patients of their responsibility to keep their contact details up to date and 2) discouraging them from asking to re-arrange appointments unless for genuine, immovable reasons.</p> <p><b>Other Practice Updates –</b></p> <p>Jo Morris advised that orders have been placed for 3,200 Winter Flu Vaccines for the 2021/2022 season. There is a possible change of age groupings – usually 65+ and those 18 – 64 with underlying health conditions. And the 2020/21 eligibility also included those aged 50 – 64 as well. Julie Saunders has added member support for planning and implementing this year's flu clinics to the PPG Action Plan.</p> <p>The Cranborne Practice has taken on the Special Allocation Scheme (SAS) patients for the whole of the county. GP Practices are allowed to remove a patient from their list following any incident where a GP or member of practice staff has feared for their safety or wellbeing, resulting in the incident being reported to the police. Special Allocation Schemes were created to ensure that these can continue to access healthcare services at an alternative, specific GP practice.</p> <p>Jo Morris was pleased to report that Practice Nurse Kim Goddard, RGN, returned to the Practice as a Diabetic Nurse.</p>	(done)
4	<p><b>ONLINE SERVICES</b></p> <p>Alan Prangley gave a presentation to members on the work that he, Andy Saunders and Julie Saunders had been doing on plans for promoting the use of online GP services since the previous meeting in mid-February.</p> <p>Actions have included:</p>	

- Andy produced the marketing plan and information leaflet, which had recently shared with members;
- Alan researched available online services and has created a guidance leaflet about online services for patients. He is working with Julie to refine it;
- Alan has drafted a questionnaire to be used in surveying patient views about online services and is working with Julie to test online and non-digital forms;

The results of Alan's research is available on the Practice website by [following this link:>>](#)

Online services enable you to:

- Book appointments with your GP
- Order repeat prescriptions
- Access your medical record
- View and download test results
- Exchange messages with your GP practice
- View your medications
- View and download letters to and from your GP

In summary, to access any of the online services, patients need to register and provide proof of ID. This can be done directly with the NHS App and via the Practice for Systmonline. The Airmid App uses the same login as Systmonline.

For patients who are reluctant to use online services, there are a few other options. Both Verwood Pharmacy and Lloyds Pharmacy offer repeat prescription services whereby they take over the repeat ordering Process. This makes the process paperless, so it is something to consider. Patients need to register with the selected pharmacy and already be getting repeat prescriptions. Details are on their websites. There is a lot of self-help information on the Practice website, the NHS and NHS 111 online.

Alan's presentation also touched on Electronic Repeat Dispensing, which enables a GP to issue a batch of repeat prescriptions for a maximum of 12 months. The pharmacy can then automatically process each prescription without further reference to the Practice. Jo Morris has previously indicated the Practice is interested in pursuing this; however, within the Crane Valley Primary Care Network (PCN), there is a reluctance to prioritise this work as it is considered labour intensive to set up the system. Julie Saunders advised that she will invite Simon Percy, the Lead Clinical Pharmacist for the Crane Valley PCN to a future meeting to update members.

Annie Morris advised that patients would need to access COVID-19 vaccination status through online means, another reason why it is in the patients' interests to sign up for digital services such as the NHS App.

A copy of Alan Prangle's presentation to the PPG can be accessed by [following this link:>>](#)

JAS

5	<p><b>ACTION PLAN UPDATES</b></p> <p>There was insufficient time to review the Action Plan, which had been updated following the February meeting.</p>	
6	<p><b>ANY OTHER BUSINESS</b></p> <p>6.1 Alan Pranglely asked for clarification about Crane Valley PCN and Castleman Healthcare and how these organisations are linked to The Cranborne Practice. Annie Morris advised that The Cranborne Practice is a member of the Crane Valley Primary Care Network or PCN. Primary Care Networks (PCNs) are a key part of the NHS Long Term Plan, with general practices being a part of a network. Primary care networks are how local health services can work together to meet the patients they serve. The Crane Valley PCN represents four practices in East Dorset:</p> <ul style="list-style-type: none"> <li>• Barcellos Family Practice</li> <li>• The Cranborne Practice</li> <li>• Verwood Surgery</li> <li>• West Moors Village Surgery</li> </ul> <p>Castleman Healthcare Castleman Healthcare is a not-for-profit company in Poole North and East Dorset, owned by 13 GP practices. They provide business management and operational support (e.g. consolidated buying power for goods and services) to the practices and the three primary care networks they form – Network Poole North, Wimborne &amp; Ferndown Primary Care Network and the Crane Valley Network.</p> <p>6.2 Andy Saunders advised that a new, more flexible template is available to the Practice for their website. There is a cost implication, though. Andy will discuss this with Jo Morris.</p>	<p>JAS</p> <p>AJS</p>
	<p><b>Date and Time of Next Meeting</b></p> <p>The next meeting is planned for <b>Monday 24<sup>th</sup> March commencing at 1 pm.</b></p> <p><b>Since the start of the COVID-19 pandemic, the PPG meeting has been held by video call. If circumstances allow, we may hold the next meeting as a physical meeting. COVID restrictions and social distancing requirements will need to be considered and an appropriate venue identified.</b></p>	