

**Minutes of Patient Participation Group Meeting held on
Thursday 18th February 2021**
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 Andy Saunders	Jackie Maynard Margaret Whitehead 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, Kelly Mead, Carol Mitson, Sylvia Cox <i>From the Practice:</i> Annie Morris (AM) Operations Manager	

Agenda Item	Action Owner(s)
<p>1 WELCOME AND APOLOGIES</p> <p>The Chair opened the meeting and noted apologies (as above).</p>	
<p>2 MINUTES OF THE PREVIOUS MEETING</p> <p>The Chair stated that previous minutes were published and made available via email and FB Group on the Practice website on 28th January. Updates on the actions noted on those minutes are:</p> <p><i>Use of digital TV screen in the surgery waiting room</i> – Julie Saunders suggested that this item was probably not a high priority given that patients are currently not encouraged to congregate in the waiting room. However, she noted that it is captured on the Action Plan to ensure the PPG does not overlook it. The Group agreed that the target delivery date is postponed to late Spring (done).</p> <p><i>Encouraging patients to sign up to GP Online Services</i> – details of the points raised on this topic are captured at agenda point 4 in these minutes.</p> <p>There were no further comments or suggested amendments to the November meeting minutes.</p>	

3 COVID-19 VACCINATION PROGRAMME

Progress update - Jo Morris updated the Group on the progress of the programme. The GP led vaccination centre at St Leonards Hospital continues to vaccinate patients across Wimborne, Ferndown, and Crane Valley Primary Care Networks (PCNs). At the time of the meeting, the Practice had vaccinated most patients aged 70+ (top 4 priority groups) while progressing vaccinations and appointments for groups 5 (over 65s) and Group 6 (16 – 64-year-olds deemed clinically vulnerable).

Jo advised that an allocation of supplies is expected to enable follow up second doses to be administered around 11 weeks after the 1st vaccination. Patients will be notified of these appointment dates by letter sent centrally from the PCN.

Jo stated that the successful experience of the Drive-Through Flu Clinics last year had provided them with the confidence to take a lead role in the operational logistics at St Leonards. The Cranborne Practice and others in the network have had to be reactive to changes in arrangements; Jo thanked the PPG for their support in helping with patient communications to keep the community informed as much as possible.

Communications activities - Andy Saunders presented a verbal report to members on how stakeholder communications were being managed. He shared a presentation slide to summarise the approach (see page 5 of these minutes). Occasional news releases are provided to local broadcast and print media, though the main areas of success have been the phone line, social media, and the Practice website.

The Community Vaccine Information Line was proving popular with an average of 45 calls a day to the line. Andy reminded the Group that the dedicated phone line was set up for those patients without access to the internet. Individuals were phoning the Practice, which added to the workload of reception staff already working at capacity. The telephone line is regularly updated with an opening message with options to hear essential and timely updates from the Practice. Andy reported that most calls are timed at 4 to 5 mins suggesting they have listened to the entire message and more. The average call rate is 6 per hour. He advised that the numbers are rising: demand had gone from 30 a day when the line was launched 3rd week of January to 45 a day currently. Jo Morris confirmed that this took significant pressure off the Reception team.

The Practice Facebook page has also been regularly updated with progress and other critical messages related to the COVID-19 vaccine and the vaccination programme's progress. Julie Saunders advised that she shares relevant posts with local social media groups on Facebook and Nextdoor. There have been many positive comments from members of the community about how helpful this information has been. Mindful that not everyone is on social media or has internet access, Julie has asked Facebook group members to share the information with family, friends, and neighbours in those circumstances.

Julie also advised that the *Practice website* is regularly updated with much visible COVID-19 information. Andy explained that for a small cost, the

	<p>domain name myvaccination.co.uk had been procured by the Practice. This links directly with the Cranborne Practice Community Vaccination Information Service page on the Practice website. Regular alerts and updates are added to the page. There is also a link to access a downloadable PDF of Frequently Asked Questions, enabling individuals to download and print off if required to give to someone who does not have access to the internet, or it can be displayed on community notice boards.</p>	
<p>4</p>	<p>ONLINE SERVICES</p> <p>Julie Saunders noted that discussions at the last meeting about online services were postponed as Jo Morris had to leave the call early. Alan Prangley had previously asked about the Practice's position on encouraging patient uptake of online services. This was related to a comment that Annie Morris had made at a previous meeting regarding the view that GPs themselves were not positive about eConsult. Since the January PPG meeting, Julie stated that the Practice has sought to publicise using specific online tools to access services. Also, the Group noted that Gill Foott and colleagues at NHS Dorset CCG organised a webinar for eConsult representatives to share more about how the tool works.</p> <p>Jo Morris acknowledged that in their experience, eConsult is not particularly efficient for GPs as there is a need for manual intervention to transfer information between eConsult and SystmOne. Gill reminded the Group that this issue has been acknowledged and is being addressed but that an implementation date is yet to be confirmed. Jo advised that the position of the Practice is that they would welcome the promotion of online services. She highlighted the high volume of paper prescriptions she must process each week. Processing paper prescriptions involves reading and interpreting information then entering the requirements on to the system for sending to the pharmacy.</p> <p>Jo advised that using the Accurx system for texting patients also supports Practice efficiencies. However, the surgery's recent experience in using this for texting patients about COVID-19 appointments has uncovered that contact details were out of date for some patients. She suggested another area for a communications campaign with patients was explaining why it is crucial to keep their details up to date. To be added to the PPG Action Plan (done).</p> <p>During discussions, Jackie Maynard offered to help Jo with the paperwork. Richard House offered the Practice his process mapping support to help identify opportunities to alleviate issues with the current process.</p> <p>The Group agreed that while we want to encourage people who can go online to start using online services, the surgery will still need to provide the paper-based service to those who do not have access to the internet.</p> <p>Julie Saunders suggested gathering patient views and feedback on online services, especially those not currently doing so. <i>Post-meeting note: Andy Saunders and Alan Prangley are working together on activities to promote</i></p>	

	<p><i>online services, including developing a questionnaire for patients. To be added as a specific agenda topic for an update at the next meeting.</i></p> <p>In the meantime, PPG members were asked to share their thoughts on spreading the message, how to help people overcome any barriers to going online or ways in which you could help encourage people to "do it online."</p>	<p>JAS</p> <p>All</p>
5	<p>ACTION PLAN UPDATES</p> <p>The Action Plan has been updated and will be published on the Practice website alongside these minutes.</p>	<p>JAS</p>
6	<p>ANY OTHER BUSINESS</p> <p>Winter Flu Vaccination Programme 20/21 – Jo advised that the Practice had already been requested to confirmed vaccination order quantities. It is expected that these will be delivered as Drive Through clinics again and asked members to be ready to provide the same brilliant support, which was so appreciated last year. Julie agreed to add this item to the Action Plan noting that the experience of previous years programme and the approach to COVID-19 communications should be beneficial to optimising the flu vaccine uptake.</p>	<p>JAS</p>
	<p>Date and Time of Next Meeting</p> <p>The Group agreed that the next meeting would be Tuesday 30th March at 2 pm.</p> <p>PPG meetings are being held by video call rather than face-to-face, pending further Government guidance on the COVID Roadmap to lifting lockdown.</p>	



Start

Local issues,
National Issues
Social Media posts
Reducing demand
on Surgery

WHAT PRIORITY

- Urgent
- High
- Medium
- Low

Jo Morris advises on
current messages that
need to go out to the
community

ALL MESSAGES SHOULD

1. Get attention
2. Generate interest
3. Create a desire to do what we are asking
4. Call to action – how to do it

VOICE OF THE CUSTOMER

Julie /PPG review messaging to ensure is positioned in a way it will be accessed and read

Message is prepared/and **peer reviewed** by Julie/Jo

Vaccine Community
Information Line
01202 283695

Facebook

Website

Media Release

Outgoing CP phone
message

NHS Comms

Community briefing
pack

Press1

Press 2

Press 3

Press 4

Cranborne Practice

PPG

Verwood
community sites

Cranborne Practice

PCN

Myvaccination.co.uk

Print media

Broadcast Media

Via Gill Foott

Posters/leaflets

Presentation

PDF downloads