

Minutes of Patient Participation Group Meeting held on

Wednesday, August 18th 2021

2 pm, via Google Meet

Present:

The Cranborne Practice:	Annie Morris Operations Manager (AM)	
Patient representatives:	Julie Saunders – Chairperson (JAS) Alan Prangley Robert Whitehead Jenny Harmer	Jackie Maynard Andy Saunders (AS) Margaret Whitehead Mary Gane
NHS Dorset CCG (Clinical Commissioning Group):	Gill Foott - Engagement and Communications Coordinator	
Apologies:	<i>From the Practice:</i> Jo Morris - Practice Manager (JM) <i>From the PPG:</i> Neil Collier, Sylvia Cox, Vanessa Curtis, Lesley Ralph, Jan Masey-Elliott and Eileen Grant.	

Agenda Item	Action Owner(s)
<p>1 WELCOME AND APOLOGIES</p> <p>The Chair, Julie Saunders, opened the meeting and noted apologies (as above). Next, Julie welcomed Mary Gane, who now has the technology join the Group for the first time since the last face to face PPG meeting, which had been held in January 2020.</p> <p>On a sadder note, Julie advised that one of our PPG members, Peter Aisthorpe-Buckley passed away at the end of July. At the end of last year, he and his wife Carole joined and attended one of our video calls at the beginning of the year, but other commitments prevented them from participating more recently. Julie noted that Peter's family has set up a web page, where members may wish to leave a thought about Peter. In his memory, donations may also be made to charities close to his heart: Jigsaw Appeal Royal Bournemouth Hospital and Children with Cancer UK. Follow the link below to the web page:>></p> <p>https://peter-aisthorpe-buckley-1949-2021.muchloved.com/</p>	
<p>2 MINUTES OF THE PREVIOUS MEETING & ACTIONS ARISING</p> <p>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 July 31st. These were reviewed, and action updates regarding the online GP services survey and recruitment of Volunteer Traffic Marshalls for Flu Clinics have been included in the relevant agenda points below.</p> <p>Jenny Harmer provided an update regarding her efforts to map the locations of community-based defibrillators. Jenny advised she had visited the</p>	

	<p>offices of Verwood Town Council, who are aware of the defibrillator outside their premises but not any others. Jenny suggests that once she has completed the mapping, details could go on the Community Interest section of the new Practice website. Julie Saunders to update the PPG Action Plan accordingly.</p> <p>No further comments or suggested amendments to the July meeting minutes.</p>	JAS
3	<p>WINTER 2021/22 FLU CLINIC PLANS</p> <p><i>Clinic updates</i> - Annie Morris reminded members that there are different influenza shots licensed for different age groups. Annie advised that there were only about 800 flu appointments bookings for the two clinics currently scheduled for September as of the meeting date. Annie reported 565 slots were booked for patients aged over 65 and 239 for those patients under 65. This is only 20% take-up of the 4,000 doses ordered by the Practice. Annie welcomed PPG support to promote scheduled clinic dates actively, and Julie Saunders offered assistance in arranging communications.</p> <p>Member asked several questions, which Annie answered:</p> <p><i>Q. Does a person need to be registered with The Cranborne Practice to receive a flu jab?</i></p> <p>A. No, any person eligible for a free NHS flu vaccine can book a clinic appointment if they have an NHS number.</p> <p><i>Q. I am away in September. Are there other clinic dates planned?</i></p> <p>A. If you cannot attend the offered clinics, other dates are expected to be arranged. However, the Practice wants to get as many patients vaccinated as early as possible this year and is currently focusing on the September clinics.</p> <p><i>PPG volunteer support</i> – Jackie Maynard is leading efforts to recruit and organise traffic marshalling cover for managing vehicles into, through and exiting the Lake Road drive-through site. Jackie confirmed that she is in contact with the local Rotary Club and retired police contacts to see if they can offer experienced marshalls; she is awaiting feedback. Alan Prangley advised that he has been in touch with the local police to obtain “Police Slow” signs for clinic dates. Alan has not yet heard back from the Dorset Council transport department about traffic cones. Annie confirmed that the Practice insurance covered volunteers.</p>	

<p>4</p>	<p>OTHER PRACTICE UPDATES</p> <p>Annie Morris advised that COVID-19 vaccination appointments are being offered to patients aged 16 – 17 and those aged 12 – 15 years who have been identified as “at-risk.” Clinics will administer a Pfizer vaccine dose at St Leonards Hospital on Wednesdays, August 25th and September 1st.</p> <p>Annie also confirmed that, like GP Surgeries across the country, the Practice is waiting for notification from NHS England about arrangements for COVID booster vaccinations. Any decision to proceed will depend on Joint Committee on Vaccination and Immunisation (JCVI) advice. COVID booster vaccines are expected to be delivered separately from the Winter Flu programme.</p> <p>Annie confirmed that the Practice had offered a Health Care Assistant post to a male candidate. The Practice is awaiting confirmation of his start date.</p> <p>Julie Saunders asked what was happening about the Lake Road car park hole repairs to avoid the risk of damage to patients, staff, and vehicles, particularly with the upcoming drive-through clinics. Annie advised that the Practice had contacted a contractor to ensure a temporary fix is carried out before September clinics. This will be followed by a more permanent solution at the earliest possible date.</p>	
<p>5</p>	<p>PPG UPDATES</p> <p>Online Services Survey – Julie Saunders reviewed the findings and recommendations summarised in the report published on July 21st. Following discussions with the Group, the recommendations added to the PPG Action Plan are:</p> <ul style="list-style-type: none"> • Identify the number of Cranborne Practice patients that actively use online services; agree on targets to increase uptake • Promote the available online GP services and the benefits through a variety of digital and non-digital channels • Consider developing an eForm to enable patients to book popular Nurse/HCA appointments, such as blood tests and cervical smears. • Re-instate in-surgery Digital Champion learning sessions when it is safe to do so. • Educate Practice staff (GPs, the Nursing / HCA teams, Receptionists and Admin staff) about the range of online services available to patients and how these can be set up and used. <p>New Practice Website – Andy Saunders demonstrated key areas of the new Practice website. He reminded members that the website had been upgraded, allowing the Practice more flexibility to offer an improved user experience for patients. Andy Saunders worked with Annie Morris to define the content. Andy carried out a lot of work to adapt the chosen website template to support a patient’s website navigation journey. As a result, the website is now fully accessible and DDA (Disability Discrimination Act) compliant.</p>	<p>JM/AM</p> <p>AS</p> <p>AM/JAS</p> <p>JAS</p> <p>AM/JAS</p>

	<p>The new website went “live” on July 9th. Following patient feedback after the launch, the website was updated to make it easier for patients to access eConsult for general health advice or to request a review for long-term health conditions such as Asthma, Blood or Diabetes.</p> <p>Members agreed to Jenny Harmer’s suggestion that the Community Interest section be updated to change the Dorset Care Record item to reflect defibrillator locations when known.</p> <p>It is proposed that a patient survey is carried out in October (3 months from launch) to gain feedback on their experience of navigating and using the site.</p>	JM/AS
6	<p>ACTION PLAN UPDATES</p> <p>Julie Saunders will transfer relevant updates to the Action Plan for publication.</p>	JAS
7	<p>CROSS PCN PPG NETWORKING</p> <p>Gill Foott reminded members that the Cross PCN Networking group included Chairs of The Adam Practice, Poole; Winton Medical Practice PPG, Bournemouth; Westbourne Medical Centre, Westbourne; Lifeboat Quay Medical Centre, Poole; and The Harvey Practice, Broadstone. In addition, representatives from Christchurch and Highcliffe Medical Practices had just been co-opted to the Group. While there are no formal Terms of Reference for this Group, participants discuss what’s happening in their PPGs to share learning and best practice. The next meeting is scheduled for September 2nd.</p>	
8	<p>ANY OTHER BUSINESS</p> <p>Members raised no items.</p>	
	<p>Date and Time of Next Meeting</p> <p>The next meeting is planned for Tuesday, September 28th starting at 2 pm.</p> <p>Google Meet joining info is:>></p> <p>Video call link: https://meet.google.com/fwr-qeuj-oxx</p>	