

Minutes of Patient Participation Group Meeting held on

Thursday 9th November 2021

2 pm, via Google Meet

Present:

The Cranborne Practice:	Annie Morris Operations Manager	
Patient representatives:	Julie Saunders (JAS) – Chair Alan Prangley Jenny Harmer (JH)	Jackie Maynard Andy Saunders (AJS) Mary Gane Robert Whitehead (part)
NHS Dorset CCG (Clinical Commissioning Group):	<i>From NHS Dorset CCG:</i> Gill Foott (Engagement and Communications Coordinator)	
Apologies:	<i>From the Practice:</i> Jo Morris (JMo) - Practice Manager <i>From the PPG:</i> Neil Collier, Margaret Whitehead, Eileen Grant, Richard House, Doreen Fletcher, Veronica Talbot, 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 September were published and made available via email and FB Group on the Practice website on 23 rd October. These were reviewed, and actions noted as completed or were the topic of further updates and included in the relevant agenda points below, apart from an item on General Data Protection. Members agreed that an action for the Practice to review the content of their website pages relating to personal data, privacy policies and data protection should be added to the PPG Action plan. No further comments or suggested amendments to the September meeting minutes were made.	JAS
3	PRACTICE UPDATES <i>Winter Vaccination Programme</i> - Annie Morris confirmed the Practice has completed scheduled Drive-Through Winter Flu clinics but that patients can still book an appointment. Appointments will be offered as in-person appointments at either Lake Road or Cranborne, whichever patients would prefer.	

	<p>Annie also advised that further COVID vaccine clinics were scheduled to take place. Eligible patients will be invited to get a booster vaccine at the GP led vaccination site at St Leonards Hospital when it is their turn.</p> <p>Blood Pressure Monitoring Survey – Jo Morris advised that a survey of patients was undertaken in October to seek their views about getting their blood pressure checked. Fifty-three responses were received, and results showed that patients appear happy to do BP checks at home if they can. But they would welcome being asked by the GP, Nurse or HCA if they would like a BP check whenever attending the surgery for an in-person appointment.</p> <p>Appointment choice – while SystmOnline doesn't have the flexibility to do so, the appointment request eForm on the Practice website has been updated to include patients with the option to select an in-person appointment, a telephone consultation or either.</p> <p>It is also not feasible to offer appointment bookings for Nurse/HCA appointments through SystmOnline. However, Julie Saunders asked the Practice to consider developing an eForm to enable patients to book popular Nurse/HCA appointments, such as blood tests and cervical smears.</p> <p>Other Practice Updates</p> <p>Annie Morris provided an update on recent staffing changes. Elinor (Ellie) Hardy has now started working in the Practice Nursing team, previously working as a District Nurse, and Samantha (Sam) Phillips has joined as a locum doctor.</p> <p>Annie Morris confirmed that the local Verwood Carers Group are expected to restart meetings after a long hiatus due to the pandemic. Meetings are being organised by the team manager at Verwood Connect (Tricuro). Details will be uploaded to the Carer's Support page on the Practice website and published on social media.</p>	JAS/AM
4	<p>PPG UPDATES – ACTION PLAN REVIEW</p> <p>Flu Clinic Traffic Marshall Recruitment</p> <p>Jackie Maynard thanked everyone who volunteered to help out with the Winter 2021 Flu Clinics, especially noting the contribution of Verwood Rotary Club members and the provision of traffic management materials by the Verwood Policing Team. Jackie asked the Practice to formally write to the club President to thank them for their assistance.</p> <p>Defibrillator Map</p> <p>Julie Saunders confirmed that a map and listing of Defibrillator locations collated by Jenny Harmer had been published on the Areas of Community Interest section on the Practice website. Details have also been publicised on social media. Julie noted someone had commented on the Facebook post that the Cranborne Social Club may have one. Jenny agreed to follow up on this.</p>	JMo JH

	<p>DPEG debrief</p> <p>Julie Saunders reminded the Group that she is now a member of the Dorset Digital Public Engagement Group (DPEG), run by the Our Dorset, a partnership of Dorset NHS and Dorset Council working together to deliver Integrated Care Systems in the county. DPEG members' remit is to provide input to digital initiatives and proposals being considered by Dorset Health Services. Julie advised that the next meeting of DPEG is scheduled for 15th December and that a standing item to provide updates to PPG members will be added to the agenda.</p> <p>Online Services Promotion</p> <p>Further to the PPG objective to encourage patients to sign up for GP online services, Annie Morris advised that 4,349 patients have registered to use SystmOnline, with 4,303 of those regularly accessing their accounts. Julie Saunders reminded members that Andy Saunders created an animated "voice of the patient" video based on Mary Gane's thoughts about the benefits of online services. Andy has been asked to add a final "call to action" slide at the end before publishing on the Practice website and social media.</p> <p>Patient Communications and Feedback</p> <p>Julie Saunders advised the Group that a patient feedback form based on the NHS Friends and Family template has been added to the Practice website at the bottom of the Home page.</p> <p>Julie also noted that a Practice newsletter was due for publication. She suggested that if it could be published before Christmas, it could include holiday opening times for the surgeries and Verwood Pharmacy. The newsletter could also include winter health messages and the next instalment of Who's Who in the Practice covering the Practice Management and Admin teams. Members were asked to provide ideas for content.</p> <p>Other items on the Action Plan will be updated in readiness for the next PPG meeting.</p>	<p>JAS</p> <p>AJS</p> <p>All</p>
5	<p>ANY OTHER BUSINESS</p> <p>No items noted that are not already included above.</p>	
	<p>Date and Time of Next Meeting</p> <p>The next meeting is planned for Tuesday, 11th January starting at 2 pm.</p> <p>Participants can join through the Google Meet video call link: https://meet.google.com/wuo-gpas-qxx/</p>	