

Minutes of Patient Participation Group Meeting held on
 Thursday the 3rd of March 2022
 2 pm, via Google Meet

Present:

The Cranborne Practice:	<i>From the Practice:</i> Jo Morris (JMo) - Practice Manager
Patient representatives:	Julie Saunders (JAS) – Chair Jackie Maynard (JMa) Alan Prangley Mary Gane Anne Farrugia Andy Saunders Bob Whitehead Margaret Whitehead
NHS Dorset CCG (Clinical Commissioning Group):	Gill Foott - Engagement and Communications Coordinator
Apologies:	<i>From the Practice:</i> Annie Morris (AM) -Operations Manager <i>From the PPG:</i> Sylvia Cox, Lindsay Linford-Sainty, Richard House, Jenny Harmer Neil Collier and Kelly Mead

Agenda Item		Action Owner(s)
1	WELCOME AND APOLOGIES The Chair, Julie Saunders, opened the meeting and noted apologies (noted above).	
2	MINUTES OF THE PREVIOUS MEETING & ACTIONS ARISING Julie Saunders advised that minutes from the previous meeting held in January were published and made available via email and FB Group on the Practice website on the 20th of February, with a corrected version similarly made available on the 27th of February. These were reviewed, and actions noted as completed or were the topic of further updates and included in the relevant agenda points below. No further comments or suggested amendments to the January meeting minutes were made.	
3	PRACTICE UPDATES <i>Vaccination Programme</i> Jo Morris advised that the Crane Valley PCN clinics are scheduled in line with allocated supplies. At the time of the meeting, a clinic for adults and young people aged 12+ is due to take place on the 8th of March. Jo reported that from w/c 28 th of March, it was expected that the Spring Booster programme would kick off, with the NHS would be offering COVID 19 vaccinations to vulnerable groups at the Crane Valley PCN site. In	

	<p>addition, it was expected that all children aged 5 through to 11 would be offered COVID-19 jabs in line with the Joint Committee on Vaccinations & Immunisations (JCVI) recommendations.</p> <p>Jo confirmed that the flu vaccination programme for Winter 2021-22 had been completed.</p> <p>Ageing Well Jo Morris advised that Primary Care providers have been asked to prepare Ageing Well plans that focus on anticipatory care for the ageing population in their locality. This is part of the NHS Long Term Plan to ensure that support is provided to older people helping them to stay well and live independently for longer. Jo advised that this entails GP Practices working closely with other services such as Community Pharmacists and Emergency Services.</p> <p>In addition, Jo reported to members that the Crane Valley PCN is recruiting a Digital Care Coordinator to support patients and healthcare professionals to maximise the potential presented by new digital healthcare technology and the associated new ways of working.</p> <p>Other Practice Updates Jo Morris confirmed that Dr Ed Davis left the Practice at the end of February; a replacement GP has not been recruited to date, and locum GPs are currently providing cover.</p> <p>Jo reported that demand for appointments remains high, with the Reception team receiving 2,500 telephone calls per week, primarily requests for clinical appointments. Jo mentioned that the Practice intends to trial Waiting lists.</p> <p>Jo also advised that on top of additional demand for services, NHS England intends to revise GP Contract to introduce "Enhanced Access" arrangements that will require PCNs to offer clinical appointments on weekday evenings and Saturdays.</p>	
4	<p>PPG UPDATES – ACTION PLAN REVIEW</p> <p>Cross PCN PPG Chair Networking Julie Saunders updated members on the output of the meeting of PPG chairs from Bournemouth, Christchurch, Poole and East Dorset. Julie advised that as she had not been able to attend the most recent meeting held on the 24th of February, she had sent Gill Foott an update on the Cranborne Practice PPG activities before the meeting. Gill had subsequently provided draft meeting minutes, and Julie noted that one of the topics discussed was encouraging patients to use GP online services.</p>	

<p>Julie had provided Gill with a link to the animated video we created called Mary's Story for her to share at the Cross PCN meeting. Many PPG chairs have commented positively on the video.</p> <p>Julie also noted that Highcliffe Surgery had created a table of what services are available through the various apps. She thought it would be helpful to update our guides with a similar table.</p> <p>Julie advised that she has been asked to deliver some training on accessing and using GP services to volunteers in Weymouth & Portland PCN later this month.</p>	<p>JAS/AP</p>	
<p>DPEG debrief</p> <p>Julie Saunders reminded members that DPEG stands for Dorset Public Engagement Group, whose members provide review and feedback on digital initiatives from a patient perspective. As she is a DPEG member, Julie reported that while there has not been another meeting since our last PPG meeting, she had a couple of updates:</p> <p>Firstly, on the procurement exercise underway as the eConsult contract for GP online consultation services is due to expire at the end of March: The CCG IT team has attempted to gain access to enable a test of patient experience of systems being considered. Apparently, whilst some offer a demonstration environment for clinicians, they do not offer the same for patients, which is a shortfall that has been pointed out to the developers!</p> <p>Julie referred to plans for a Digital Healthcare Survey, which had been mentioned at the January meeting. Since late January, the survey has been promoted on social media. At the request of the CCG, she has emailed and shared details of the survey with PPG members. Results will be shared when known.</p>		<p>JAS</p>
<p>The next DPEG meeting was scheduled for the 30th of March and Julie will report back to PPG members accordingly.</p> <p>Integrated Care System</p> <p>Last month, Julie Saunders advised that she had attended a webinar on plans to implement an Integrated Care System in Dorset. This is linked to the proposed legislative changes in the Government's Health and Care Bill, establishing Integrated Care Boards and Integrated Care Partnerships across England. This will be done simultaneously as abolishing Clinical Commissioning Groups (CCGs).</p>		<p>JAS</p>

<p>The ICB will take on the NHS commissioning responsibilities of CCGs and some of NHS England's commissioning functions. It will also be accountable for NHS spend and performance within the system.</p> <p>Gill Foott has uploaded a recording of the webinar and the presentations given on the day. Julie will share a link with members after this meeting. <i>Post-meeting note, the link is:>> https://www.dorsetccg.nhs.uk/integrated-care-system-ics-update-webinar-february-2022/</i></p> <p>Members were advised that if they have any comments or questions, to feed them back to Julie, and she will pass them on to the team tasked with delivering the initiative.</p>	<p>All</p>
<p>Volunteer Patient Transport</p> <p>Jackie Maynard had kindly offered to investigate the options following the cessation of the Friends of the Cranborne Practice volunteer care scheme. She provided an update on several options available, including the Verwood and Area Good Neighbours Scheme and the Patient Transport Service (PTS). Julie Saunders thanked Jackie for the information, and it was suggested that it should be developed into a patient information leaflet. Andy Saunders agreed to create the leaflet. Members agreed that the information ought to replace the Winter Flu Vaccination item on the Areas of Community Interest on the Practice website.</p>	<p>AJS/JMa</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 before the next meeting.</p>	<p>JAS</p>
<p>Action Plan Review</p> <p>Julie shared the result of the recent Friends and Family Test results, and members discussed the feedback. Julie noted that responses to date have been proactively provided and asked Jo Morris if there was an intention to reinstate the process of texting patients for feedback after appointments. Jo to investigate and advise. Alan Pranglely suggested that any requests for feedback need to emphasise the message that patient feedback is really wanted. In the meantime, Jo agreed that FFT feedback should be regularly published on the Practice website.</p>	<p>JMo</p>
<p>A member asked what was happening with PPG's recommendation to reduce the number of posters on the existing notice board. Andy Saunders volunteered to take the lead on this Action Plan item, and Anne Farrugia, Jackie Maynard and Alan Pranglely offered to join a subgroup to move</p>	<p>AJS</p>

	<p>forward with this. Mary Gane reminded the group of the need to consider not taking down posters that some patients may still want to see.</p> <p>Bob Whitehead suggested that any communications promoting the use of GP online services should highlight the benefits of being able to view their medical records.</p>	<p>JAS</p>
<p>5</p>	<p>ANY OTHER BUSINESS</p> <p>Julie advised that some patients had raised concerns that changes were planned to the ability to collect free batteries from the Lake Road Surgery. Jo Morris confirmed that there were no changes to the service. She reminded members that The Cranborne Practice offers this service to patients on behalf of all Crane Valley PCN patients, not just patients of The Cranborne Practice.</p>	

Date and Time of Next Meeting

The next meeting is planned for **Tuesday the 12th of April starting at 2 pm.**

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

<https://meet.google.com/ogz-rieh-rkk/>