

Minutes of Patient Participation Group Meeting held on

Friday the 10th June 2022

2 pm, via Google Meet

Present:

The Cranborne Practice:	<i>From the Practice:</i> Annie Morris (Operations Manager)
Patient representatives:	Julie Saunders (JAS) – Chair Alan Prangley Jackie Maynard Anne Farrugia Mary Gane (MG) Bob Whitehead Andy Saunders (AJS) Jenny Harmer Margaret Whitehead Lindsay Linford Sainty (LLS)
NHS Dorset CCG (Clinical Commissioning Group):	Gill Foott - Engagement and Communications Coordinator
Apologies received:	<i>From the Practice:</i> Jo Morris (JMo) – Managing Partner <i>From the PPG:</i> Neil Collier, Eileen Grant, Lesley Ralph, Tony Galloway, Doreen Fletcher, Kaz Morris, Kelly Mead and Graham Anstey.

Agenda Item		Action Owner(s)
1	WELCOME AND APOLOGIES The Chair, Julie Saunders, opened the meeting and noted apologies (see above). Then, she welcomed Lindsay Linford-Sainty, who had joined for her first time.	
2	MINUTES OF THE PREVIOUS MEETING & ACTIONS ARISING Julie Saunders advised minutes of the last meeting held on the 12 th of April were published and uploaded to the website on the 6 th of June. These were reviewed, and actions were 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 April meeting minutes were made.	
3	PRACTICE UPDATES <i>Vaccination Programme</i> Annie Morris advised the latest status of the Spring COVID-19 Booster Vaccination Clinic Dates at the Crane Valley PCN Vaccination site: The Thursday, 9 th June clinic is fully booked. However, other clinics would be scheduled, including one for children aged 5 – 11.	

Other Practice Updates

Annie advised that the new appointment booking system implemented earlier that week had received generally positive feedback. She reminded the Group that it had been introduced to meet the continuing high demand for GP appointments. She thanked the PPG members involved in developing the communications messages to patients, which meant a good level of awareness when the new booking system went live.

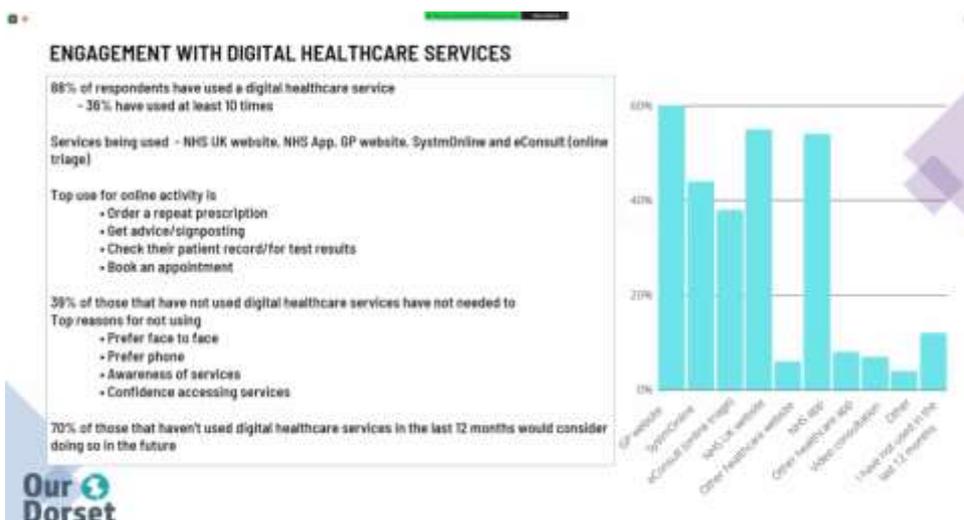
The Group briefly discussed the possibility of a dedicated appointment booking line. But it was generally felt that more and more patients are taking up the opportunity to use SystmOnline to book consultations and that they should be continued to do so rather than establishing a dedicated phone number.

4 PPG UPDATES

DPEG feedback – Digital Literacy Survey results

Julie advised that earlier in the week, she had attended a Dorset Public Engagement Group meeting where members of the Our Dorset team shared the results of the recent NHS Dorset-led survey of patient views on digital healthcare. She shared a summary of the results. There were 1,122 responses. This number equates to 0.14% of patients registered in the NHS Dorset area. While this sounds like a low number, the Our Dorset Digital team considered it a reasonable response rate.

Key findings about engagement are summarised below, which were shared with members:



Julie stated that, as was found when The Cranborne Practice PPG surveyed patient awareness of GP online services, there was a general lack of awareness of services available. The Digital Literacy survey found that 73% of respondents are unaware of the various digital tools.

<p>Other key points highlighted were:</p> <ul style="list-style-type: none"> • Respondents would like assurance that someone will get back to them if they use digital tools • Respondents like being able to book appointments and view test results and medical records online but also want to be able to upload photos and letters easily themselves • People would like to be able to leave messages for their GP to respond to online and want quick access and response to their queries • Digital services need to be designed to be usable and accessible for the disabled and the elderly • Respondents want to be able to provide more details regarding their symptoms with shorter simplified forms (this last point was discussed at length in breakout groups as it highlighted the issues many patients have with using eConsult. And many participants don't see the point of having access to eConsult, where surgeries switch off functionality for contacting the Practice outside of working hours. • It was noted that there is a need to address the consistency of digital services offered/promoted across PCNs and GP Practices. This inconsistency means it is challenging to compare the patient experience. <p>During the meeting, breakout groups discussed and fed back ideas on increasing awareness, accessibility and coordination of the Digital Health Services offer, which the Our Dorset team will consider in their digital plans in the coming months.</p> <p><i>Patient feedback on the Practice website</i> Julie reminded the Group that At the end of 2021, a survey was carried out to obtain patient feedback on the Practice website, which was upgraded the previous July. Results had previously been reported verbally. However, a summary of the findings has now been collated into a report and uploaded to the Practice website.</p> <p><i>Action Plan items</i> The PPG Action Plan was reviewed, and the latest activities were noted. The Plan will be updated for review at the next meeting.</p> <p>On the topic of engaging with patients outside of the PPG and through digital means, Andy Saunders leads a sub-group working to simplify posters in the surgery waiting rooms. Andy is developing 10 x A3 posters to cover key topics of interest to patients based on consultation with the sub-group. To complete these, Andy requested practice statistics (number of calls, appointments, etc.). <i>Post meeting note – information provided, PPG to be updated at next meeting.</i></p>	<p>JAS</p> <p>AJS</p>
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5	<p>ANY OTHER BUSINESS</p> <p>Bereavement Support for miscarriage or loss of a baby – the Group heard from a member who had experienced a loss of this type and discussed what the PPG could do to raise awareness about the support available to those who needed it. The need to develop and promote information on this topic will be added to the Action Plan. Mary Gane and Lindsay Linford-Sainty will work together on this.</p> <p>Prescription Pre Payment Certificates – Mary Gane highlighted the savings that many patients could achieve by signing up for Pre Payment Certificates. The information provided by Mary will be developed into a patient communication. <i>Post meeting note – this activity has been added to Action Plan, and details have since been published on Practice Social Media accounts and the website.</i></p>	MG/LLS
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Date and Time of Next Meeting

Members agreed we would offer an evening meeting to enable those who work during the day an opportunity to join. However, having identified Wed the 7th of September as the original date for the next meeting, Practice managers have asked that this is brought forward to **6.30 pm Tuesday the 6th of September** to match their latest availability.

The meeting will be held via video call. Details will be published on the Practice website and the PPG Facebook group and circulated to the PPG member email distribution list.

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