

## Swanage Medical Practice Patient Participation Group

### Unconfirmed Minutes of Meeting held at the Surgery on 11 March 2025 at 6:00pm

#### Present

Margaret Broadhurst, Chair (MB)  
 Karen Wright, Treasurer (KW)  
 Sally Fazekas (SF)  
 Julie Meacham (JM)

Anne Moore (AM)  
 Sue Plowman (SP)  
 Catherine Wilcox (CW)

Natasha Ritchie, Practice Manager (NR)

David Sale, Volunteering and Community Services Officer (Dorset), South Western Ambulance Service

Maggie Hardy, Swanage Community Defibrillator Project

Jan Owens, Patient Email Group (Virtual PPG)

		Action
1.	<p><b>Welcome and introductions</b></p> <p>Margaret welcomed everyone to the meeting - including new members, Sue Plowman (representing Dementia Friendly Purbeck) and Julie Meacham (who read about the PPG in <i>Church Alive!</i> and is also one of the Community Defibrillator Guardians); David Sale, Volunteering and Community Services Officer (Dorset), South Western Ambulance Service; Maggie Hardy from the Swanage Community Defibrillator Project; and Jan Owens, who is a member of the Patient Email Group (Virtual PPG).</p>	
2.	<p><b>Apologies</b></p> <p>Apologies were received from Sarah Early (SE), Diana Edmonds (DE), Davina Smith (DS), Peter Smith (PS) and Gill Foott, Community Engagement Officer at NHS Dorset (GF). It was noted that Margaret Griffin had decided to step down from the PPG.</p>	
3.	<p><b>Presentation on the role of Community First Responders</b></p> <p><b>David Sale, Volunteering and Community Services Officer (Dorset), South Western Ambulance Trust</b></p> <p>David explained the important role Community First Responders (CFRs) play in helping patients receive immediate life-saving care within Swanage and the surrounding area, - particularly when it is essential for the patient to receive immediate life-saving care. Over the last year, some CFRs have received additional training to enable them to give pain relief. Some CFRs have also received additional training to enable them to use lifting chairs to help lift patients who have fallen. Increasingly, CFRs are taking basic observations and facilitating video calls between patients and the Ambulance Service, thereby ensuring patients receive the most appropriate care pathway - this is proving particularly helpful for those patients who have been assigned a Category 3 response (not immediately life-threatening).</p> <p>There is currently one dedicated car for CFRs to use in Dorset, which was bought with charitable funds - fundraising is currently underway to enable a second car to be purchased. Most of the time, CFRs use their own cars.</p> <p>There are currently two CFRs in Swanage. There are also CFRs based in Corfe, Wareham, Kimmeridge and Lulworth. Another recruitment drive is planned for later this year - although there is always a balance to be struck between enabling each CFR to respond to a sufficient volume of calls to maintain their interest and increasing coverage.</p> <p>You can find out more about CFRs and how to become a CFR at:  <a href="http://www.swast.nhs.uk/community-first-responders">www.swast.nhs.uk/community-first-responders</a>.</p>	

	<p>The Ambulance Service is also supported by <a href="#">Fire Service Co-Responders</a>, who have been trained to provide basic life support until the arrival of an emergency ambulance. They only respond to Category 1 calls, such as cardiac arrest. There are five Co-Responders in Swanage, who provide 24/7 cover and operate out of a car based at the Fire Station.</p> <p>Maggie Hardy also explained how the Swanage Community Defibrillator Project interfaces with the Ambulance service - when Maggie heard that David was joining us, she had asked if she could also attend the meeting. The Ambulance Service has worked in partnership with the Project for 20 years. There are now 48 defibrillators in Swanage and the surrounding area, all of which are registered on <a href="#">The Circuit</a>, the National database for defibrillators - the Ambulance Service uses this database to check where the nearest defibrillator is located when responding to a cardiac arrest. The Project also funded the provision of a defibrillator in the CFR car. Each defibrillator has a Guardian, who is responsible for checking the defibrillator twice a month.</p> <p>The Ambulance Service has also partnered with <a href="#">GoodSAM</a> to respond to life-threatening calls involving cardiac arrest. Appropriately trained off duty ambulance staff and CFRs can respond to alerts via the GoodSAM app on their smartphone.</p> <p>David also reassured PPG members that, because there has been a shift in focus towards stabilising patients before they are moved to hospital, the transfer of services from Bournemouth Hospital to Poole Hospital should not have an adverse impact on patient outcomes - indeed, the expectation is that outcomes will improve as patients are transferred directly to the most appropriate hospital service. For example, video calls are now taking place between patients who have sustained a stroke and clinicians at the Stroke Centre before they are moved to hospital, thereby ensuring there are no delays in the patient's treatment once they arrive at the Stroke Centre.</p> <p>In addition, the air ambulance is now operating with two pilots from 6:00am until 2:00am (ie the only time it is not operating is between 2:00am and 6:00am) - and the Coastguard helicopter is operational 24/7.</p> <p>Margaret thanked David and Maggie for attending the meeting.</p>	
4.	<p><b>Minutes of Meeting held on 21 January 2025</b></p> <p>The Minutes of the meeting held on 21 January 2025 were approved. The approved version would now be added to the PPG page on the Practice website.</p>	MB/NR
5.	<p><b>Matters arising not covered elsewhere on Agenda</b></p> <p><b>5.1 Promoting awareness of services available at Swanage Hospital</b></p> <p>Natasha agreed to check that the two slides about accessing services at Swanage Hospital were now being displayed on the screens in the Waiting Room at the Surgery.</p> <p><b>5.2 Purbeck Integrated Neighbourhood Team</b></p> <p>Margaret drew everyone's attention to the email sent by Anna Darling, Clinical Director of Purbeck Primary Care Network, following the engagement event held on 4 December 2024, in which she set out the vision and priorities agreed for the Purbeck Integrated Neighbourhood Team (INT) - see extract from her email at <b>Annex A</b>.</p> <p><b>5.3 Organising a Health Awareness Event</b></p> <p>It had been hoped that it might be possible to organise a joint event to promote awareness of both the Purbeck INT and The Focus Centre. However, as the Purbeck INT will now not be ready to run its public engagement events until July, at the earliest, Swanage and Purbeck Development Trust (SPDT) has decided to go ahead and hold its Open Day at The Focus Centre on <b>Saturday 17 May 2025</b>. Both the PPG and Purbeck INT will be hosting stands at this event - Margaret will be in touch with PPG members to see if anyone else would like to help her host the PPG's stand.</p>	<p>NR</p> <p>MB</p>

	<p>Meanwhile, Margaret has agreed to join the INT's Community Engagement Working Group, the first meeting of which will be taking place on 15 May. The plan is still to hold a public engagement event to promote awareness of the Purbeck INT at The Focus Centre later in the Summer.</p>	MB
6.	<p><b>Treasurer's Report</b></p> <p>Karen confirmed that a cheque made out to Swanage Medical Practice to the value of £590.68 had been given to Natasha - and Natasha confirmed that this had been paid in to the Practice's bank account successfully. Karen also confirmed that the bank had not levied any charges against the PPG's account.</p> <p>Natascha tabled a spreadsheet showing expenditure to date against the PPG's funds - so far, the following expenditure has been incurred for refurbishing the Waiting Room BP Measuring Area: a new desk: £170.12; a height measuring device: £102.99; and a replacement cuff for the BP Measuring Device: £112.50 - a total expenditure of £385.61, leaving £205.07. Natasha agreed to provide similar updates at future meetings.</p> <p>Now that the PPG's Bank Account has been closed and the funds have been transferred to the Practice, it was agreed that the PPG no longer needs a Treasurer.</p> <p>Margaret thanked Karen for all the work that she has undertaken in her role as Treasurer. Margaret also agreed to amend the PPG's Terms of Reference accordingly.</p>	<p>NR</p> <p>MB</p>
7.	<p><b>Surgery Report</b></p> <p>Natasha gave the following update:</p> <ul style="list-style-type: none"> <li>• Sarah Cunningham, Physician Associate, had left the Practice at the end of January. The Practice was now looking at various options for replacing her role.</li> <li>• The recruitment of a new Partner to replace Dr Heard when she retires in June 2025 is progressing well. Dr Hombersley will become the new Senior Partner.</li> <li>• The Practice is now inviting some patients to book appointments via a personalised link sent by text. This will hopefully reduce the number of appointments patients do not attend (DNAs) - currently running at about 160 per month. Margaret agreed to raise awareness of this new initiative in her updates for the community newsletters - and to encourage patients not to ignore any such texts sent to them by the Practice.</li> <li>• The lower age limit for bowel cancer screening has been lowered to 50 years. People aged 50 to 74 will now be invited to participate in the Bowel Screening Programme every 2 years - find out more <a href="#">here</a>.</li> <li>• The Practice continues to roll out the one-off RSV Vaccination Catch-up Campaign for those aged 76-79 on 1 September 2024 - in addition to inviting all those turning 75 between 1 September 2024 and 31 August 2025. Uptake has increased substantially following a national health awareness campaign. From 1 September 2025, people will be invited to attend for an RSV vaccination when they turn 75.</li> <li>• Prior to the meeting, Sarah Early had asked if it would be possible to specify in text reminders whether an appointment is Face2face or Telecon. She thinks the sending out of text reminders is an excellent initiative and that they must be reducing the number of missed appointments - but thinks it would be helpful if they also specified the contact method, as patients can easily lose track of these things. Natasha explained that, as far as she was aware, the system is not sophisticated enough to distinguish between Face2Face or Telecom appointments, but she agreed to check that this is still the case.</li> <li>• Karen raised a concern that had been shared with her about the difficulties booking appointments for Vitamin B12 injections being experienced by people who require</li> </ul>	<p>MB</p> <p>NR</p>

	<p>these injections every three months - this is an issue that was also raised when we undertook the 2023 Patient Survey. Natasha agreed to look into this issue further.</p> <ul style="list-style-type: none"> <li>• Margaret had been approached by the wife of a patient who had experienced difficulties organising to have 24-hour Ambulatory Blood Pressure Monitoring in Swanage - required as part of the work up to enable him to donate a kidney. A referral to Swanage Hospital to have this undertaken had been rejected. In the end, this procedure was undertaken at Dorset County Hospital, necessitating two return trips to Dorchester.</li> </ul> <p>It was noted that the PPG had purchased an Ambulatory BP Monitor (ABPM) for the Practice in 2019. Natasha explained that the Partners had since discussed access to 24-hour Ambulatory BP Monitoring. Over the years since the ABPM had been purchased, BP monitoring has changed a lot - and, as a result, Clinicians at the Practice are using the ABPM less. More patients now monitor their own BP - and are very much encouraged to do so. Indeed, there is a drive to encourage patients to record their own BP at home, as multiple home BP readings taken over several days provide a much better reflection of the patient's actual blood pressure. There are now also good communication systems in place, which enable patients to send their BP readings to the Practice, which are then automatically attached to the patient's record. The Practice has also started to refer some patients to <a href="#">BP@Home</a>, which is working well and far more convenient for the patient. The GPs also felt that using an ABPM is generally more disruptive to the patient, particularly overnight.</p> <p>Using an ABPM also has an impact on the Surgery in terms of resources, which ultimately affects all patients. Patients need to be referred to the Treatment Room, where an appointment is made for the patient to see a Health Care Assistant (HCA), who then fits the ABPM. The results then need to be uploaded to the patient's record and interpreted by the patient's GP. And, finally, the ABPM needs to be cleaned, ready for the next patient.</p> <p>The Partners agreed that there will be occasions when a GP will need to request 24-hour Ambulatory BP Monitoring (in line with <a href="#">NICE guidance</a>), when the ABPM purchased by the PPG will be used. However, it was agreed that the Practice cannot accept secondary care requests to undertake 24-hour Ambulatory BP Monitoring, because of the potential workload implications.</p> <p>Natasha asked Margaret to feedback to the patient's wife accordingly. She also suggested that it would be a good idea to invite Natalie Bartlett (Care Coordinator at Purbeck PCN) to attend a future PPG meeting to explain more about BP@Home and her role in monitoring patients' results.</p>	<p>NR</p> <p>MB</p> <p>MB</p>
8.	<p><b>Taking forward our 2024/25 priorities</b></p> <p><b>8.1 Reviewing the Practice Website</b></p> <p>Natasha reported that the Practice had now updated the website in line with the comments made by PPG members - including making changes to the way the homepage looks. PPG members felt that it looked much less cluttered and thanked Natasha for taking on board their comments.</p>	
9.	<p><b>Taking forward other recommendations arising from the Patient Survey</b></p> <p><b>9.1 Disabled Parking Bays outside the Surgery</b></p> <p>Margaret reported that she had received a positive response from Swanage Town Council. They were happy to agree to a one-hour extension for patients who needed to park for longer than the one hour currently permitted - provided a permit issued by the Practice is displayed on the dashboard of the vehicle concerned. The style and format of the permit would need to be agreed with the Council. Natasha</p>	

	<p>reported that she had been in touch with the Council and that further discussions were needed to agree a way forward that would not be too onerous for the Receptionists. PPG members felt that it should be possible to come up with a solution for those rare occasions when a patient does need to be at the Surgery for longer than an hour.</p> <p><b>9.2 Triaging appointment requests</b></p> <p>The Practice was still considering how best to take this forward.</p> <p>Margaret drew everyone's attention to the update included in the BMJ on 28 February 2025 on the outcome of negotiations between the Government and the BMA in relation to GPs' contracts in England (circulated to PPG member is ahead of the meeting). It was noted that, from 1 October 2025, General Practices will be required to allow patients to submit routine, non-urgent appointment requests, medication queries and administrative requests via online consultation tools during core hours. The Government said that this will free up phone services for patients who need them most and help "end the 8:00am scramble" for appointments.</p> <p><b>9.3 BP Measuring Area and Health Kiosk</b></p> <p>It was noted that the new desk has now been installed and that the cuff on the BP Measuring Device has been replaced. Disposable arm sleeves have also been made available for patients to use when using the BP Measuring Device. A height measuring device has also been purchased and will be installed soon.</p>	NR
10.	<p><b>Update from Catherine Wilcox on behalf of Purbeck Parky's</b></p> <p>Purbeck Parky's is the local support group for people with Parkinson's, their carers, family and friends, and operates under the umbrella of Parkinson's UK. The Group meets on the third Wednesday of each month at Swanage Cricket Club. For World Parkinson's Day on 11 April, Purbeck Parky's is encouraging everyone to "Colour it Blue" for the day - The Mowlem and Corfe Castle will both be lit up blue. Other awareness raising events are being planned - details will be in the press soon. Nationally, Movers and Shakers are organising "The Big Sing" in Westminster and, together with Parkinson's UK and Cure Parkinson's, will be campaigning for the <a href="#">Parky's Charter</a>. It was noted that many of the key points included in the Charter are not being met locally.</p>	
11.	<p><b>Update from Sue Plowman on behalf of the Dementia Friendly Purbeck</b></p> <p><a href="#">Dementia Friendly Purbeck</a> helps raise community awareness of the impact of dementia and provides a range of support for people with dementia and their carers - including Making Memories Dementia Friendly Cafés at The Mowlem, Singing for Pleasure at Emmanuel Baptist Church and meetings of the Forget- Me-Not Group at Wareham and Swanage Rugby Club. Dementia Friendly Purbeck is currently fundraising for a second Admiral Nurse in Purbeck. Concern has been expressed that GPs are not referring patients diagnosed with dementia to Dementia Friendly Purbeck - and, as a result, people with dementia and their carers are not able to benefit from the support on offer.</p>	
12.	<p><b>Feedback from other meetings attended by PPG members</b></p> <p><b>12.1 Action for Health and Care in Purbeck - meeting held on 26 February</b></p> <p>Margaret agreed to share the minutes of the meeting with PPG members, when they are available. The Group had been invited to host a stand at the Dorset GP Alliance event scheduled for 12 March - Margaret would be attending.</p> <p><b>12.2 Wellbeing Swanage Advisory Group - meeting held on 4 March</b></p> <p>The Welcome Lounge at The Focus Centre is nearly ready and will initially be open for 3 days / week. An Open Day is planned at The Focus Centre on <b>Saturday 17 May</b> - the PPG will be hosting a stand at this event. Help and Care are now providing</p>	<p>MB</p> <p>All</p>



	services at The Focus Centre every Monday and Dani Jackson-Orchard, Social Prescriber, is there on Tuesdays. Margaret circulated a poster during the meeting showing the full programme of services offered at The Focus Centre (this will now be put up on the noticeboard in the Surgery Waiting Room). The Practice has also publicised this information on its Facebook page. Margaret also drew everyone's attention to the Community Connector Awareness Raising sessions being held later in March and in April. Ali Tuckey, CEO Swanage and Purbeck Development Trust, had also had a very constructive meeting with Natasha and two of the GPs.	
13.	<b>Practice Website - Review of issues highlighted by the PPG</b> The issues of community interest highlighted by the PPG on the Practice website were reviewed, as the PPG does at every meeting. It was agreed to continue highlighting: the Cost of Living Crisis, the PPG, Wellbeing Swanage and Mental Health.	
14.	<b>Speakers at future PPG meetings</b> Margaret agreed to invite Natalie Bartlett, Care Coordinator at Purbeck PCN, to attend a future meeting to talk about BP@Home.	MB
15.	<b>Any other business</b> <b>15.1 Weekly updates from Gill Foott, Community Engagement Officer, NHS Dorset</b> Margaret drew everyone's attention to Gill's regular updates. <b>15.2 Feedback from Peter on behalf of the Friends of Swanage Hospital</b> This was deferred until the next meeting. <b>15.3 PPG Awareness Week: 2-6 June</b> PPG members were asked to note these dates in their diaries and agreed to discuss this further at the next meeting. <b>15.4 Updates for Community newsletters</b> Margaret was now providing updates for SPDT Newsletter, Church Alive! (the Swanage Parish Magazine), Studland Parish News and The Dubber. <b>15.5 The Patients Association campaign: <a href="#">Getting the most out of your appointment</a></b> Margaret drew everyone's attention to this campaign, including the recent webinar. <b>15.6 NHS 10 Year Plan: <a href="#">Survey seeking views on priorities for change</a></b> Margaret drew everyone's attention to this Survey on the Change NHS website, which seeks people's views on their priorities for change in the NHS. The Survey focuses on the ideas that have emerged from the engagement process, which has been taking place since the Autumn, and will help finalise the new 10 Year Health Plan for England. The Survey will close on <b>Friday 14 April 2025</b> .	PS          All
17.	<b>Dates of future meetings</b> 13 May 2025                      8 July 2025                      9 September 2025                      11 November 2025	

*Mrs Margaret Broadhurst (Dr Margaret Guy), Chair*

## Purbeck Integrated Neighbourhood Team

### Vision and Priorities

The Vision is:

Purbeck Integrated Neighbourhood Team, a community approach to living well in Purbeck. Working collaboratively with residents, community services and organisations to create a sustainable health and care service in Purbeck that meets local needs, reduces health inequalities, and focuses on preventing long term health conditions.

The Priority Areas are:

- Improved communication around current services available in Purbeck and public engagement.
- Estates
- Mental Health & Wellbeing
- Obesity
- Frailty
- Pharmacy

These priority areas will be re-evaluated once we have the public feedback from the public engagement activities.

We will be setting up working groups for each priority area.

*Extract from email sent out by Anna Darling, Clinical Director, Purbeck Primary Care Network, following the Public Engagement Event held on 4 December 2024*