

## Swanage Medical Practice Patient Participation Group

### Unconfirmed Minutes of Meeting held at the Surgery on 19 November 2024 at 6:00pm

**Present**

Margaret Broadhurst, Chair (MB)

Karen Wright, Treasurer (KW)

Peter Smith (PS)

Natasha Ritchie, Practice Manager (NR).

Catherine Wilcox, representing Purbeck Parkys

Danielle Jackson-Orchard, social prescriber, Purbeck Primary Care Network (Items 1-3)

		Action
1.	<p><b>Welcome and introductions</b></p> <p>Margaret welcomed everyone to the meeting - including Danielle Jackson-Orchard, Social Prescriber at Purbeck Primary Care Network, and Catherine Wilcox.</p> <p>Catherine attended the meeting as an observer. She is a member of Purbeck Parkys, a support group for people with Parkinson's in Purbeck, which runs a Parkinson's Café at Swanage Cricket Club on the third Wednesday of each month between 2:30pm and 4:30pm. Purbeck Parkys is supported by Parkinson's UK, the national charity, which works to educate and inform people about Parkinson's and campaigns for more research - and, ultimately, a cure for the condition. She left leaflets about Purbeck Parkys with Natasha, who will make them available in the Waiting Room at the Surgery.</p>	NR
2.	<p><b>Apologies</b></p> <p>Apologies were received from Sarah Early (SE), Diana Edmonds (DE), Sally Fazekas (SF) Margaret Griffin (MG), Anne Moore (AM) and Davina Smith (DS).</p> <p>Gill Foott, Community Engagement Officer at NHS Dorset, also sent her apologies.</p>	
3.	<p><b>Presentation on Social Prescribing in Purbeck</b></p> <p><b>Danielle Jackson-Orchard, Social Prescriber, Purbeck Primary Care Network</b></p> <p>Dani is employed by Purbeck Primary Care Network (PCN) as a Social Prescriber for three days / week. She supports all six GP practices in the Purbeck PCN. Previously, this role was undertaken by a Social Prescribing Link Worker employed by Help and Care, who worked in Purbeck for one day / week.</p> <p>Dani offers non-clinical support to people suffering from issues affecting their wellbeing, such as loneliness and stress related to financial problems or poor housing. She takes referrals from a wide range of healthcare professionals and prefers to see people in person - this will usually be at the Surgery, where she is currently working one session / week. She also offers telephone consultations and home visits for those who are housebound. She spends time listening to each person referred to her to get a better understanding of their situation and what matters to them and then works with them to link them into one of the many local charities and other organisations within Purbeck that could help. She stays in touch with each individual as long as they need her support</p> <p>She is also working closely with colleagues at The Focus Centre, where she hopes to also be able to see patients, once the refurbishment work has been completed.</p> <p>Dani also informed us that the PCN is planning to contact financially vulnerable pensioners (identified through the DiiS), who are most likely to be at risk from winter cold following the recent changes in the Winter Fuel Payments. They will be offered advice on how to apply for Pension Credit, as well as how to access other sources of help and support.</p> <p>Margaret thanked Dani for updating the PPG on her role.</p>	

4.	<p><b>Minutes of Meeting held on 17 September 2024</b></p> <p>The Minutes of the meeting held on 17 September 2024 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>Margaret had designed two slides about accessing services at Swanage Hospital, to be displayed on the screens in the Waiting Room at the Surgery, which say:</p> <ul style="list-style-type: none"> <li>• If you ring 111 about a minor injury and you need further assessment, ask if you can be seen at the Minor Injuries Unit at Swanage Hospital</li> <li>• If you are sent an appointment to be seen at Royal Bournemouth Hospital, Poole Hospital or Dorset County Hospital, ask if it is possible to be seen at Swanage Hospital.</li> </ul> <p>Nat confirmed that the two slides would be displayed on the screens soon.</p> <p>Meanwhile, the Practice had also agreed that we can display a duplicate of the pull-up banner about services provided at Swanage Hospital, produced by the Friends of Swanage Hospital. Deirdre Selwyn, Chair of The Friends of Swanage Hospital, had very kindly agreed that the Friends would fund this for the Practice and organise for the duplicate banner to be made - and Peter handed over the banner to Nat during the meeting. We asked him to convey our thanks to the Friends.</p> <p><b>5.2 Organising a Health Awareness Event</b></p> <p>Again, we agreed to discuss this further when more PPG members are present.</p>	NR  NR
6.	<p><b>Treasurer's Report</b></p> <p>Karen confirmed that the PPG still has £547.85 in its Bank Account and £42.83 in petty cash, a total of £590.68.</p> <p>She went on to inform us that Lloyds Bank has now decided to start charging the PPG for our Community Bank Account from January 2025. The charge would be £4.25 per month plus 50p for each cheque paid in and 50p for each cheque paid out. In order to continue to have free banking with Lloyds Bank, we would need to become a charity, a process which can be onerous and take quite a long time - and probably not worth it for what is a relatively small sum of money. Karen had been led to believe that most banks are either already charging for community bank accounts or are about to start charging.</p> <p>The PPG has already been discussing the possibility of using these funds to help revamp the Blood Pressure Measuring Area in the Surgery Waiting Room and those PPG members present felt we should now pass these monies over to the Practice to enable this to happen. Nat explained that she had already obtained quotes for new equipment and could proceed with this refurbishment quite quickly. She also reassured us that the Practice would be able to ringfence the PPG's funds, in the same way that it is already able to ringfence legacies and donations given to the Practice.</p> <p>It was agreed that all PPG members should be consulted about this proposed way forward and Karen and Margaret agreed to draft an email to be sent to all PPG members.</p> <p>Assuming all agree with the proposed way forward, Karen agreed that she would pay the Petty Cash into the account and then write a cheque to the Practice for the total amount.</p> <p>We have until 31 December 2024 to let the Bank know what we intend to do - if we do nothing by 14 January 2025, they will start charging us £4.25/month from 31 January 2025.</p>	NR  KW/MB All KW

7.	<p><b>Surgery Report</b></p> <p>Natasha gave the following update:</p> <ul style="list-style-type: none"> <li>• Dr Heard will be retiring in June 2025 - the Practice is currently advertising for a new Partner</li> <li>• This year, Dorset HealthCare has been offering flu vaccinations at the same time as COVID vaccinations - as have some community pharmacies. The Practice was not aware that this was going to happen when it ordered supplies of the flu vaccine last December (orders have to be placed early in order to be sure that supplies will be available) and, as a result, the Practice now has a lot of unused flu vaccine - despite sending out repeat invitations to people inviting them to attend the Practice for their flu jabs. PPG members were asked to encourage people who have not yet had their flu jabs to get in touch with the Practice to book an appointment.</li> <li>• Take up of the RSV vaccine continues to be disappointing. As well as inviting all those turning 75 between 1 September 2024 and 31 August 2025, a one-off catch-up campaign for those who were aged 76-79 on 1 September 2024 is also being undertaken this year. The plan is to invite all those turning 80 before 31 August 2025 first, and then those aged 76-78. In future years, the RSV vaccine will only be offered to those turning 75 on or after 1 September each year.</li> <li>• The Practice is also very concerned about the potential financial implications of the increase in National Insurance Contributions and the increase in the Minimum Wage.</li> </ul>	
8.	<p><b>Taking forward our 2024/25 priorities</b></p> <p><b>8.1 Updating the <i>Making the best use of Local Health Services</i> newsletter</b></p> <p>The final version of the updated newsletter is now available on the <a href="#">News Page of the Practice Website</a>. Nat is also planning to send a text to patients to alert them to the newsletter. Margaret had also referred to it in her updates for the Swanage and Purbeck Development Trust (SPDT) Newsletter and the Studland Parish News.</p> <p><b>8.2 Reviewing the Practice Website</b></p> <p>Margaret had now heard back from nearly all PPG members who had agreed to look at the website to check it for accuracy and readability - the latest version of PPG members' collated comments had been circulated to PPG members earlier that day. Margaret agreed to send the finalised version of PPG members' collated comments to Nat as soon as possible.</p> <p>A number of PPG members had also commented on design and layout of the website, which they felt could be improved - particularly the home page. Nat agreed to investigate the feasibility and cost of changing the design of the website.</p>	<p>NR</p> <p>MB</p> <p>NR</p>
9.	<p><b>Taking forward other recommendations arising from the Patient Survey</b></p> <p><b>9.1 Disabled Parking Bay outside the Surgery</b></p> <p>Margaret had been informed that this issue would be raised at the next meeting of Swanage Town Council's Car Parks Working Party, but she had not yet heard the outcome of these discussions.</p> <p><b>9.2 Triaging appointment requests</b></p> <p>Nat reported that there were no further updates on this issue.</p> <p><b>9.3 BP Measuring Area and Health Kiosk</b></p> <p>See earlier discussion under Treasurer's Report.</p>	

<p><b>10.</b></p>	<p><b>Feedback from other meetings attended by PPG members</b></p> <p><b>10.1 Friends of Swanage Hospital AGM held on 25 September</b></p> <p>Matthew Bryant, CEO of Dorset HealthCare, attended the meeting, when he announced that Purbeck had been selected as one of the first wave of Integrated Neighbourhood Teams in Dorset. Margaret was planning to attend the first meeting about the Purbeck Integrated Neighbourhood Team scheduled for 4 December.</p> <p>During the meeting, people also raised concerns about:</p> <ul style="list-style-type: none"> <li>• NHS 111 directing them to Poole A&amp;E, rather than to the Swanage MIU</li> <li>• Not being given appointments at outpatient clinics held at Swanage Hospital.</li> </ul> <p><b>10.2 Dorset HealthCare AGM held on 26 September</b></p> <p>Before the meeting started, Margaret had taken the opportunity to discuss the issues raised at the Friends of Swanage Hospital AGM the previous day with Matthew Bryant, CEO, and he subsequently arranged for Margaret and Deirdre Selwyn, Chair of the Friends of Swanage Hospital, to meet with Alex Lister, Service Director in the Trust's Integrated and Community Services Directorate.</p> <p>An online meeting about NHS 111 was held on 31 October with Alex and his colleagues, following which Margaret felt reassured that people are only being sent to Poole A&amp;E when clinically indicated, or when the MIU is closed or about to close. Margaret and Deirdre were still waiting to hear about a meeting to discuss Outpatient Clinics at Swanage Hospital. [This meeting has now been arranged for 17 December] In the meantime, Margaret had discussed the referral process from the Practice's perspective with one of the medical secretaries at the Practice. She confirmed that, when GPs refer patients through the Electronic Referral System, they are not able to specify where patients are to be seen, but they can - and do - indicate the patient's preference.</p> <p><b>10.3 Action for Health and Care in Purbeck - meeting held on 11 October</b></p> <p>The draft notes of this meeting, circulated with the Agenda, were noted. Lloyd Hatton, the newly elected Labour MP for South Dorset, attended the meeting - his priorities include:</p> <ul style="list-style-type: none"> <li>• the provision of services closer to home - including in our community hospitals</li> <li>• General Practice</li> <li>• Improved access to NHS Dentistry.</li> </ul> <p><b>10.4 Wellbeing Swanage Advisory Committee - meetings held on 24 Sept and 5 Nov</b></p> <p>Margaret reported that the Advisory Committee is in the process of agreeing the vision for both Wellbeing Swanage and The Focus Centre. Meanwhile, work continues on the refurbishment of the buildings.</p> <p><b>10.5 National Association for Patient Participation (NAPP) AGM held on 16 November</b></p> <p>NAPP is the only organisation which represents all PPGs nationally. As an organisation, it is now on a much more stable footing financially and also has a more resilient corporate structure - although they are still looking for a new Chair and new Trustees. It was clear from discussions at the meeting that many GP Practices are facing challenges at the moment - this is a central focus of NAPP.</p> <p>The Corkill Award was won by Mendip Vale Medical Group PPG - they undertook a Patient Survey in Summer 2023, following which recommendations had been made and subsequently implemented successfully - see more <a href="#">here</a>. It was agreed that Swanage PPG should Submit an application for next year's Corkill Award.</p>	<p><b>MB</b></p>
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11.	<p><b>Friends of Swanage Hospital - Update from Peter Smith</b></p> <p>Peter gave the following update:</p> <ul style="list-style-type: none"> <li>• The Autumn Fayre had taken place on Saturday 9 November</li> <li>• The Friends website had been updated to make it clear that the Minor Injuries Unit is now only open 9:00am to 6:00pm each day.</li> </ul>							
12.	<p><b>Practice Website - Review of areas/issues highlighted by the PPG</b></p> <p>The areas/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.</p>							
13.	<p><b>Speakers at future PPG meetings</b></p> <p>When Margaret and Karen met David Sale, Community Responder Officer at South Western Ambulance Service in April 2023, he indicated that he would also be happy to attend a future PPG meeting. Margaret agreed to contact him to see if this would still be possible.</p>	<b>MB</b>						
14.	<p><b>Any other business</b></p> <p><b>14.1 University Hospitals Dorset Public Engagement Event on 21 November</b> This event was taking place at Wareham Town Hall from 10:00am - 12:00 noon</p> <p><b>14.2 Consulting on a new Ten Year Plan for the NHS</b> More information can be found at: <a href="http://www.change.nhs.uk">www.change.nhs.uk</a></p> <p><b>14.3 Updates from Gill Foott, Community Engagement Officer, NHS Dorset</b> Gill's weekly updates were noted.</p> <p><b>14.4 Updates the SPDT Community Newsletter and the Studland Parish News</b> The updates produced by Margaret for these newsletters were noted.</p>							
17.	<p><b>Dates of future meetings</b></p> <p>Margaret had canvassed opinion about the dates and times of future meetings, and all were happy to move back to meeting on the second Tuesday of alternate months - it was therefore agreed to move to the second Tuesday of alternate months from March 2025. The general feeling was that we should continue to start our meetings at 6:00 pm.</p> <p>The dates of meetings during 2025 (all meetings to start at 6:00pm) will therefore be as follows</p> <table data-bbox="194 1460 1029 1541"> <tr> <td>21 January 2025</td> <td>13 May 2025</td> <td>9 September 2025</td> </tr> <tr> <td>11 March 2025</td> <td>8 July 2025</td> <td>11 November 2025</td> </tr> </table>	21 January 2025	13 May 2025	9 September 2025	11 March 2025	8 July 2025	11 November 2025	
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*Mrs Margaret Broadhurst (Dr Margaret Guy), Chair*