



# WE ARE HELPING TO DEVELOP A STRONGER NETWORK OF PPGS IN DORSET

## Royal Crescent & Preston Road Practice Patient Participation Group (PPG) Meeting

**Date 05-04-2022**

*Held via Zoom Video Conference*

### Notes of Meeting

		Action
	<p><b>Attendees:</b> Present: Tracey Scorer (PPG Co-ordinator), Leanne Birch (Operations Manager), John Hewitt (PPG Chair) Leslie Senior (Vice Chair) Dr Ella Costales (GP Partner), Dr Marie Goddard (GP Partner) &amp; 18 PPG. Guest: Jane Dawes – W&amp;P Primary Care Network Project <b>Current PPG Membership = 103. 39 RCS and 64 PRS</b></p>	
1	<p><b>Leslie started the meeting and welcomed everyone to the 8<sup>th</sup> Practice PPG meeting via Zoom.</b> Leslie also extended a warm welcome to our new PPG members. Leslie informed the group John (PPG Chair would be joining the meeting later)</p>	
2	<p><b>Same Day Access Project - Jane Dawes</b> Jane said, the PPG will have heard on the news, discussions regarding the demand for GP appointments, with people stating problems getting either a F2F (Face to Face) or Telephone appointment with a GP. Jane said that demand for appointments was high before Covid and is now even more so. GPs are finding it increasingly difficult to keep up with the demand for appointments. Money has been provided to the PCT to help improve access for patients and to support GP practices.</p> <p>W&amp;P are looking to set up a <b>Same Day Access Service</b>, which will offer afternoon and evening appointments, (a possible 30-45 extra appointments a day) run by 2 Clinicians and offering Tel and F2F appointments. The location of this service is still to be decided. The service is looking to recruit GPs to run the service.</p> <p>Before Covid 40% of appointments seen by a GP were non-medical – i.e. related to housing, social issues, medical reports, sick notes etc. The increase post Covid is a further demand for F2F, but demand was not best balanced before, therefore the availability of F2F appointments will not return to the same level as pre Covid. People with complex medical conditions, or those unable to use technology will need a F2F appointment, but others may find they are offered telephone consultations, or asked to complete forms such as eConsult (depending on the issue).</p> <p>Jane said GP Practices need to find a new balance of appointments. Taking out the simple day to day problems, such as UTI, ear infections, coughs and colds frees up more time for GPs to see their more complex patients.</p> <p>Receptionists already ask patients questions to see how best to help or signpost patients before offering an appt. When the new service starts, receptionists will be able to offer patients a sooner 'same day' appt if appropriate, with the new service. The service is ideal for acute or minor problems, but not for chronic ongoing conditions. By utilising the service for the minor/acute problems this would then free up more appointments for patients with more chronic conditions to see their own GP.</p> <p>The project will run for 6 months, and then be reviewed from October to a permanent service which will include other services such as social prescribing and physiotherapy.</p> <p>Part of project is to liaise with the PPG on:</p> <ul style="list-style-type: none"> <li>➤ How to get the message out</li> <li>➤ How to use the service</li> <li>➤ What the service is for</li> </ul>	

	<p>Peter said the PPG Chairs group can help support this new service along with the Practice PPG. It was mentioned that the locality might want to set up a communications team, to advertise the new service and prepare patients that they might be asked questions about their condition and that they might be offered an appointment elsewhere.</p> <p>People respond to visuals – so when setting up, consider a short video with local GPs describing the new service on the local news, an article in the Echo, and via the radio. It should also be advertised via posters, newsletters, and social media. The main point is to make patients aware <i>they could be seen quicker for more minor illnesses by going elsewhere.</i></p>	
3	<p><b>Updates/Actions from previous meeting.</b></p> <p><b>New Practice Website</b> – Still under discussion. Members of the Practice received a presentation from ‘Footfall’ a website producer who provides Royal Manor website. The website is like a Digital Front Door to the surgery, with many patient requests going via the website rather than phoning the surgery. This is ideal for people that are able to use a computer, leaving the phone lines free for those patients who can’t use a computer, or for more urgent problems. The Practice is still looking at other website providers. Once the Partners decide on a website producer and work is started, the PPG members who wished to be part of the website working group will be contacted for their feedback.</p> <p><b>Invitation to Parents to join PPG Meeting.</b> Tracey emailed local schools requesting if member from the Parents Group would like to attend a PPG Meeting or join the PPG. St Andrews added the invite in their Parents Newsletter – so far there has been no response from any parent wishing to join the PPG.</p> <p><b>Active at Home Leaflet</b> – A useful leaflet detailing how to keep active at home during Covid, along with home exercises and contact details for local resources was received from a PPG member. Tracey contacted Active Dorset and 150 further copies were obtained. These have been placed in the waiting rooms, and a PDF version emailed to the PPG and put on the Website.</p> <p><b>Facebook</b> – Whether you like or hate Facebook, social media is an essential part of good modern communication. This channel can be used to provide health education information for patients, keep patients aware of service changes, and provide support through community networks. Facebook is an important resource for the practice to share information with a lot of patients quickly and efficiently.</p> <p>The practice now has a Facebook page. The PPG were asked to <b>‘like and follow’</b> the page, and to share this amongst their friends and family. The ability for followers of the page to comment has been turned off, but the practice is able to enable this, when applicable. Follow us on Facebook or click the link below. <a href="https://www.facebook.com/Royal-Crescent-Preston-Road-Practice-106286618661543/">https://www.facebook.com/Royal-Crescent-Preston-Road-Practice-106286618661543/</a></p> <p><b>Contacting patients:</b> The reception team continue to update patients contact details at each point of contact. The Practice currently has just over 19,500 Registered patients of which contact details of either SMS or email are held for 93% of patients, leaving 7% of patients with neither SMS nor email held.</p>	
4	<p><b>Surgery Updates</b></p> <p><b>Covid</b> - The Practice are aware that Covid cases have risen and continue to have staff sickness due to Covid. All staff wear masks when moving around the surgery and adhere to social distancing to try and limit the spread within the Practice and the amount of people off sick at any one time. Patients are <u>still requested to wear a facemask</u> when entering the surgery.</p>	

	<p><b>Covid Spring Booster Campaign</b> - The Practice are not involved in the Spring Booster campaign; this is being managed by the national booking service. People aged 75 and over and those who are immunosuppressed will be contacted by NHS UK, or they can book their own appointment online at NHS UK.</p> <p>The PPG felt that the Practice should inform patients how to book their Spring Booster, as some patients have been waiting for the Practice to call them. <b>Leanne will arrange for the Practice to send a bulk message to all patients.</b></p> <p><b>Could the CCG put an article in the Echo stating this?</b></p> <p>Jim said further information and how to book your booster can be found by clicking the link below.  <a href="https://www.dorsethealthcare.nhs.uk/covid-19-vaccination-service">https://www.dorsethealthcare.nhs.uk/covid-19-vaccination-service</a></p> <p>It was also mentioned that Covid cases in the area are not being published on TV as they were before. Chris provided the link below which gives a live roundup of the latest data and trends on COVID-19 from the ONS and other sources.  <a href="https://www.ons.gov.uk/coronavirus">Coronavirus (COVID-19) latest insights - Office for National Statistics (ons.gov.uk)</a></p> <p><b>Staff</b> - Dr Sarita Chopra and Dr Jonathan de Kretser have both retired. Dr Matthew Grist joined the Practice as a Partner and will look after Dr Chopra and Dr De Kretser's patients. All patients were informed prior to their GP being changed.</p>	<p><b>Leanne</b></p> <p><b>Jim</b></p>
5	<p><b>Phone lines busy / engaged</b></p> <p>Leanne said the Practice had noticed an increase in phone calls into the Practice, particularly when there was an announcement made about Covid vaccinations. This has now settled into a more regular pattern of incoming calls. Phone stats are regularly reviewed, and the reception team rota's have been adjusted to match demand. The Practice has recently consistently achieved between 90% and 96% answer rate and will continue to monitor. First thing in the morning are the busiest times. The phones are open 08.30 – 18.30 on working days. We continue to work on alternative ways for patients to contact the Practice to free up the phone lines for those who need to use them. For example, we text links for patients to book in for vaccinations and other routine monitoring, and patients are encouraged to use the eConsult function on our website when needing acute medical advice, or for administration requests.</p>	
6	<p><b>Benefits of DCH Membership</b></p> <p>Stephen discussed the benefits of <b>being a member of Dorset County Hospital NHS Foundation Trust</b>. As a member you will receive regular newsletters, e-bulletins, and invitation to Members Events at the hospital. There is also a range of discounts, only usually available to NHS Staff. Membership gives you a chance to provide feedback to the hospital and is a means of showing your support to the trust. DCH is keen to reach out to the people it serves, this gives you a voice as a patient / or member of the public.</p> <p>You can sign-up online via the Membership page of the Trust's website  <a href="http://dch.dsm.pw/membership/">http://dch.dsm.pw/membership/</a> by emailing <a href="mailto:foundation@dchft.nhs.uk">foundation@dchft.nhs.uk</a>, or by calling 01305 255419.</p> <p>Further information is sent as an attachment to the minutes</p>	
7	<p><b>CCG News / Updates /AOB</b></p> <p>Peter Greensmith has stepped down from the Locality PPG Chair role, and Mike Byatt (PPG of Royal Manor Practice) has been elected as the Locality PPG Chair.</p>	

	<p><b>Access to Digital Services – Embedded Digital Champions</b></p> <p>Dorchester Road surgery has worked with Dorset Council and provided bespoke training for some Digital Champions to become ‘Embedded Digital Champions’ – these volunteers are trained specifically to help people use GP online services such as eConsult, sign up and navigate Apps used within general practice such as SystmOnline, Airmid, NHS UK, etc.</p> <p>The aim is that the volunteers will be available at each Practice to help patients sign up and use patient online services. This is soon to be rolled out in Dorchester Road Surgery and will then expand to the other practices.</p> <p>The PPG can help by supporting and raising awareness of this service once it is up and running here at the Practice.</p> <p>Dorset Council also have Digital Champion sessions available. Volunteers who are able to help others understand the benefits of using the internet and can show people how to do simple things online that can make a huge difference to people’s lives. For further information call Dorset Digital Hotline on 01305 221048 or visit <a href="http://dorsetcouncil.gov.uk">Digital Champions – Digital Dorset (dorsetcouncil.gov.uk)</a></p>	
8	The date for the next PPG Meeting will be <b>Thursday 16<sup>th</sup> June - 1pm start</b>	
9	John thanked all members for attending and brought the meeting to a close.	

**Attachments to Minutes:**

1. **DCH Foundation Trust Membership FAQ**