



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

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

05-10-2021 1pm-2.30pm

Held via Zoom Video Conference

Notes of Meeting

		Action
	<p>Attendees: Present: Tracey Scorer (PPG Co-ordinator), Leanne Birch (Operations Manager), John Hewitt (Preston PPG Chair) Peter Greensmith (W&P PPG Locality Chair), Dr Ella Costales (GP Partner), & 12 PPG Members Chair – John Hewitt</p>	
1	John welcomed everyone to the 6 th Practice PPG meeting held via zoom.	
2	<p>Actions from Previous Meeting Leanne shared the Demographics of the Practice as requested. (<i>see appendix 1</i>) and discussed</p> <ol style="list-style-type: none"> 1) How to encourage younger patients to join the PPG 2) How to encourage patients from different groups, ie carers, young mothers, diabetes, and learning disabilities to join the PPG <p>Dr Costales mentioned that some young parents, may be committee members at local schools, we could ask a representative from the committee to join the PPG, or come along to the next meeting? The practice had input from Weymouth College when designing the Young Peoples page on the website – contact the college to encourage younger members to attend the next meeting, or find out what matters most to them and how could the PPG help? The practice to send an SMS to younger patients inviting them to join the PPG.</p>	<p>PPG to spread the word.</p> <p>Tracey to contact school parent committees.</p> <p>Tracey</p>
3	<p>Practice Updates Covid Clinics are still vaccinating aged 16 or over for 1st and 2nd vaccine. Boosters are now being given which are 6 months after a second dose. They will not give a booster before 6 months. Started with aged 80 or over or clinically at-risk groups. Eligible patients will receive an SMS with a link to book their booster jab, sent via the national NHS Covid scheme, which invites you to Yeovil, or Bmth. The local vaccination programme will also send out links when patients are due. Patients can choose to get the vaccine sooner, by travelling, or, can wait to be contacted and have it locally at Weymouth Hospital or Portland.</p> <p>The PPG said that booking these appts can be confusing. Also some people are not aware of the difference between the NHS Covid App (which alerts you if you have been in contact with a person who has tested positive for Covid) and the NHS Patient App (similar to GP Patient Online Services, but shows a 'Covid passport' needed for travel or events). Leanne said we are not experts in setting up and helping patients navigate the NHS App, we do try to help patients, and advised there is a NHS App Helpline that patients should contact if needed.</p> <p>Flu – Vaccine delivery has been delayed, and the delivery will arrive in 2 batches. The practice will prioritise aged 65 and over, and 18-65 clinically at risk for the first delivery, and then contact patients aged 50 and over and not at risk for the second delivery.</p>	<p>Tracey to make this clearer on the website</p>

	<p>The first Flu clinic has been held at Wey Valley school and Leanne thanked PPG members, Jim and Leslie for helping out, (in the rain) along with volunteers from other practices. Further clinics will be held at Wey Valley school, along with smaller clinics at the surgery. Patients are invited to book their own appointment via an SMS message, or will be contacted by phone.</p> <p>A PPG member asked, if a person was eligible, could they book their appointment via System Online? rather than by clicking a link. Leanne said unfortunately this was not possible due to the way of setting up the clinics but will bear this in mind for the future.</p>	
4	<p>Follow up on PPG patient experiences survey questionnaire (Dec 2020) - Peter Greensmith</p> <ul style="list-style-type: none"> • 1,900 surveys returned • 24% of people in W&P are not connected to the internet • 35% of those with a disability are not connected • 50% of people aged over 70 are not connected <p>A summary report of the findings and suggested actions has been presented to GPs and Practice Managers in W&P.</p> <p>Bournemouth University (BU) have agreed to help coordinate an event at Weymouth Pavilion, for Health Professionals, Commissioners, Community and Care professionals, along with a member from each PPG group. The event scheduled for 3rd November will cover digital exclusion and inclusion and access to health and social care. Peter will present the data from the survey and BU will present ways to find solutions to tackle these issues, alongside Dr Stead, Clinical Director.</p> <p>In summary - Communication needs to improve between patients and GPs and other services. A mixed multimedia approach is needed to connect with pts.</p>	
5	<p>Aging and Frailty was followed up from the previous meeting. How can the PPG help support patients?</p> <p>Dr Costales listed items for the PPG to think about, such as Falls, Mobility, Backpain, Dementia, MSK problems, Long term conditions, Self-Medication, Over prescribing, Social Isolation and Loneliness.</p> <p>After discussion it was agreed to arrange a small working group who would develop a leaflet of the groups and activities around W&P to help patients with loneliness, social isolation, and to increase activity and social interaction.</p> <p>It was mentioned John Sloper recently gave a presentation regarding Help and Kindness and could help the PPG in raising awareness of the groups and activities available.</p> <p>The community Angels have restarted their monthly lunch club held at St Andrews Church; details are available on the community noticeboard outside Preston Surgery. The Community Angels also offer a befriending service and transport to medical appointments. Contact number 01305 834866.</p> <p>The PPG were asked to email Tracey of any local groups or activities, and if they wished to be part of the working group to help develop the leaflet.</p>	<p>PPG to contact Tracey with local groups and to be part of the working group for the leaflet</p>
6	<p>Pharmacy Issues – Peter had asked for feedback on any pharmacy issues so he could take this back to the PCN meeting. There have been staffing issues with some of the local pharmacies, but senior management have not been seen to provide solutions or helped to provide extra staff. Pharmacies do not keep large amounts of stock on site, and most of the work is now carried out elsewhere, with medication made up and then delivered to the shops. This has caused increasing problems for patients and GP practices. The PCN are now taking this up with NHS England, to see what influence they have and if they can improve this. Peter will report back some of the issues mentioned, such as long queues to enter the shops with nowhere for elderly to sit or cover in bad weather. Long hunts for medication in the shop, SMS being sent randomly (but not all the time) when a medicine is ready.</p>	<p>Peter</p>
7	<p>Out of hours service, 111, MIU, A&E – the PPG were asked to report any issues using out of hours services, so Peter can also report back to the PCN. A few comments were made on using 111, they were then called back a few hours later and treated / signposted accordingly.</p>	<p>Peter</p>

	<p>It was felt that patients are still not aware of the different services and how and when to use them. Eg, if you feel you need to attend A&E or UTC, you should call 111 first and if appropriate they will book you an appointment to go to A&E. There have been a lot of national campaigns, but it appears many people are still unaware when and how to access these services.</p>	<p>Practice to highlight this on the website.</p>
8	<p>How can the PPG help curb disquiet in the community? Some patients have been using social media to voice their discontent which can be disheartening for practice staff to see and hear. It was suggested the Practice be proactive in communicating with patients and explain what is happening behind the scenes and that there is no 'hidden agenda'. The practice should send regular bulletins to patients via SMS/email, and place prominently on the website. The PPG could help by informing the practice if they hear any 'grumbles' which they feel might benefit from a bulletin, to nip this in the bud and keep patients informed. Also the PPG could help reassure patients if they hear any grumbles, and confirm that Face to Face appointments are still and have always been available, and that there are other ways to contact the practice, via eConsult for example. It was suggested the practice address the issues one by one below:</p> <ul style="list-style-type: none"> • Telephone lines constantly busy – <i>could the practice have a separate line for vaccine queries?</i> • Telephone Consultations / More Face to Face consultations • Better signposting and messages to patients • Pharmacies • Waiting times for operations 	<p>Leanne/Tracey for bulletins and Website updates</p> <p>Leanne</p>
9	<p>The date for the next PPG Meeting will be Tuesday 11th January 1pm start.</p>	
10	<p>John thanked all members for attending and brought the meeting to a close.</p>	

Appendix 1 – Practice Patient Demographics

Total Patients across Practice 19,542

1,592 age 80 +

4248 age 65-79

4452 age 50-64

6464 age 18-49

2786 age 0-17

Acronyms

PCN – Primary Care Network

A&E – Accident and Emergency

UTC – Urgent Treatment Centre

MIU – Minor Injuries Unit

MSK - Musculoskeletal