



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

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

29 June 2021 1:00 – 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), Kulbir Bhandal (Self-Management Coach) & 12 PPG Members (10 PRS, 2 RCS) Chair – John Hewitt</p>	
1	<p>John welcomed Kulbir Bhandal, Dr Costales and 12 PPG members to the 5th Practice PPG meeting held via zoom. John reminded all members to mute their microphones and to raise a hand if they had any questions. John encouraged the PPG to ask questions and join in the discussions on topics raised.</p>	
2	<p>Kulbir Bhandal - Health and Wellbeing Coach, shared a presentation on the Dorset Self-Management Service provided by Help & Care. The service provides coaching sessions and self-management along with social prescribing. People can be referred by their GP or they can self-refer via their website www.helpandcare.org.uk/services/self-management/ or by telephoning 0303 303 0153.</p> <p>The service aims to support people with long-term health conditions and carers to feel more confident self-managing on a day-to-day basis.</p> <p>Within the team there are 3 self-management coaches who work with you to help you feel confident about managing your health and its impact on your day to day life. This could be through face-to-face sessions, group workshops or telephone coaching.</p> <p>There are also 2 link workers who can help connect people to their local community, whether its signposting or supporting people to access services.</p> <p>Tracey to update the practice website with a link to this service.</p> <p>The Presentation will be sent as an attachment to the minutes.</p>	Tracey
3	<p>Practice Updates – Leanne informed the PPG the Practice was still busy dealing with the day to day administration of running the surgery, along with catching up on back logs whilst continuing to deal with Covid queries, book vaccination appointments and work at the vaccination clinics.</p> <p>Leanne advised that a younger age group are now been called (>18s), and there had been a noticeable amount of appointments not being attended. The Covid clinic administrators manage the vaccinations at the clinic to ensure no vaccines are wasted which can be challenging when people do not attend their booked appointment.</p> <p>Leanne asked the PPG to spread the word and encourage all over 18s to book and keep their vaccination appointment.</p> <p>Covid Booster Vaccination - There is no further information yet on the Covid vaccination booster program, but this will possibly be run alongside the Flu clinics, of which planning has started for clinics w/c 20 September.</p> <p>NHS App – we are getting calls from patients having difficulty signing up to the NHS App. Unfortunately, we are unable to help with these queries. Patients are advised to contact the</p>	

NHS App team with their query or look online as there is plenty of helpful guidance on how to sign up.

If a patient needs proof of vaccination and don't have the NHS App, they can phone 119 for a print out to be sent to them.

The Covid vaccine information will show on the NHS App 5 days after the 2nd Vaccine. (nothing will show before this).

Staff Updates – Dr Orrell will be retiring at the end of July having been a partner at the Practice since 1997.

Dr Thomas Davis and Dr Kirstie Stone will join the team at Royal Crescent Surgery, working together in a job share arrangement and will take over the care of Dr Orrell's patients.

The PPG asked what the current demand for GP appointments was – Leanne advised we are still booking telephone triage appointments in the first instance, with patients being seen face to face when necessary. Dr Costales advised that demand is high, and that the previous day she had 50 patient encounters, then had hospital correspondence to read and test results to process – the GPs are often doing a 12 hour day, which obviously cannot continue as the GPs will burn out!

Patients are becoming more impatient and frustrated, and Dr Costales urged people to remain patient, and advised that patients needing to be seen will be seen / prioritised.

The telephone lines are extremely busy, with 400 – 650 incoming calls a day. Phone stats are good with 90% or more of the lines answered.

The Practice is looking at ways to use further technology to help the reception staff and reduce phone calls, for example, patients with long term conditions can be sent an SMS with a link for them to book their own annual review appointment or blood test. This is working well and will be rolled out to other clinic types and appointments where possible.

Leanne stated that the team have been working under pressure with unprecedented staff absence for a variety of reasons. The Practice is currently recruiting for a receptionist position.

Online Services

The numbers of people using Online Services has increased.

7682 patients Feb 21 (39%)

8703 patients June 21 (44%)

NHS Digital - General Practice Data for Planning and Research

Leanne informed the group that GP practices have a legal duty to be transparent and to provide patients with information under the UK General Data Protection Regulation (GDPR) about the data they are sharing with others and that NHS Digital plan to start collecting patient data from 1 September 2021.

Patient data collected from general practice is needed to support a wide variety of research and analysis to help run and improve health and care services and can also tell whether the health and care system as a whole is working for patients.

From September 2021 NHS Digital will collect general practice data for planning and research. They will not collect patients' names or addresses. Any data that could directly identify patients (such as NHS Number, date of birth, full postcode) is replaced with unique codes which are produced by de-identification software before the data is shared with NHS Digital. NHS Digital will collect structured and coded data from patient medical records.

If you don't want your identifiable patient data to be shared for purposes except for your own care, you can opt-out by registering a [Type 1 Opt-out](#) or a [National Data Opt-out](#), or both. These opt-outs are different. Your individual care will not be affected if you opt-out using either option.

	<p>Type 1 Opt-out If you do not want your identifiable patient data to be shared outside of your GP practice for purposes except for your own care, you can register an opt-out with your GP practice. This is known as a Type 1 Opt-out.</p> <p>National Data Opt-out If you do not want NHS Digital to share your identifiable patient data with anyone else for purposes beyond your own care, then you can also register a National Data Opt-out.</p> <p>The PPG asked how patients were being informed of this? Leanne advised the Practice had sent messages to all patients via SMS and had posted this on the website. Opt-out forms and further information are available from the surgery.</p> <p>Post meeting note – John Hewitt has written to Mr Drax asking him when the government plans to inform all patients of the proposals for collecting patient data, and that The BMA and the RCGP wrote to the Secretary of State for Health asking that NHS Digital take immediate action to run a public information campaign to ensure that the public is properly informed of this new collection and their options in terms of opting out. We await their reply.</p> <p>For further information please visit www.digital.nhs.uk</p>	
5	Peter said that the working group are meeting regularly regarding the recent Patient Communications questionnaire and that an action plan should be available by September.	
6	How to encourage further PPG participation and increase members, along with some younger patients. As time was running short, we agreed to put this on the agenda for the next meeting. Leanne was asked to provide some patient demographic information for the next meeting.	Leanne
7	Tracey informed the group that Lois and Maureen had resigned from the RCS Chair and Vice Chair position(s). If any member wishes to put themselves forward as RCS chair, please email Tracey. Meetings will continue for the time being as a Practice PPG and separate PPG meetings could be called if/when the need arises.	
8	Tracey informed the group of the sad news that Heather Morris (previous RCS Chair) had passed away earlier this year. Heather had been an active member of the PPG, helping at Flu clinics and the Healthy Living Event and her contributions to the PPG will be sadly missed. The PPG expressed their deepest condolences to her family at this sad time.	
9	The date for the next PPG Meeting will be Tuesday 5th October 1pm start .	
10	John thanked all members for attending and brought the meeting to a close.	

Attachments to Minutes:

Help & Care Presentation