

Minutes of Patient Participation Group Meeting held on

Tuesday, July 6th, 2021

2 pm, via Google Meet

Present:

The Cranborne Practice:	Jo Morris (JM) Practice Manager	Annie Morris (AM) Operations Manager
Patient representatives:	Julie Saunders (JAS) - Chair Alan Prangley Robert Whitehead Vanessa Curtis Jenny Harmer	Jackie Maynard (JM) Margaret Whitehead Andy Saunders
NHS Dorset CCG (Clinical Commissioning Group):	Gill Foott (Engagement and Communications Coordinator)	
Crane Valley Primary Care Network (PCN)	Simon Percy (Lead Clinical Pharmacist)	
Apologies:	<i>From the PPG:</i> Neil Collier, Richard House, Jean Mortimer, Sylvia Cox, Graham Anstey, Kirstie Buckley, Doreen Fletcher, Lesley Ralph and Kirsty Samson. Mary Gane was unable to join due to technical issues.	

Agenda Item		Action Owner(s)
1	<p>WELCOME AND APOLOGIES</p> <p>The Chair, Julie Saunders, opened the meeting and noted apologies (as above). In addition, it was noted that due to technical issues Mary Gane, who despite efforts to join from the Practice offices, was unfortunately unable to participate.</p>	
2	<p>MINUTES OF THE PREVIOUS MEETING & ACTIONS ARISING</p> <p>Julie Saunders advised that minutes from the previous meeting held in May were published and made available via email and FB Group on the Practice website on June 27th. These were reviewed, and the following noted in respect of minuted actions:</p> <p>Page 1 – Simon Percy is attending today to update members on Electronic Repeat Prescriptions (See Agenda Topic 3 below).</p> <p>Page 2 – Andy Saunders will also provide a demo of the new Practice website. (See Agenda Topic 4 below).</p> <p>Page 3 – Julie Saunders had not yet formally published a report but aims to do so by mid-July. Item to be discussed at the next PPG meeting.</p> <p>Page 4 – Julie also confirmed that the Action Plan had been updated following the May meeting. The Plan is published on the current website, and Gill Foott had kindly arranged for it to be published on the NHS Dorset</p>	JAS

	<p>Clinical Commissioning Group (CCG) PPG case studies page on which the Practice PPG appears.</p> <p>Page 4 – there has been no further progress on accessing the electronic display board in Practice reception areas or a date agreed for a PPG notice board to be set up.</p> <p>Page 4 – Aligned to the PPG Action to learn from other Patient Participation Groups to drive patient improvements, Julie Saunders confirmed that a Cross PCN PPG meeting was held via Zoom on May 27th. Gill Foott confirmed that this covered introductions of PPG chairs from practices in Poole and Bournemouth, as well as providing some CCG updates. Julie suggested the Cross PCN group should establish a Terms of Reference to agree at its next meeting.</p> <p>No further comments or suggested amendments to the March meeting minutes.</p>	
<p>3</p>	<p>ELECTRONIC REPEAT DISPENSING (eRD)</p> <p>Members were reminded that Alan Prangley had previously raised the topic. In his research regarding the promotion of online services, Alan thought the implementation of eRD might help save the Practice from handling the number of paper requests they currently receive.</p> <p>Simon Percy explained that eRD allows the prescriber to authorise and issue a batch of repeatable prescriptions for up to 12 months with just one digital signature. eRD prescriptions are then stored securely on NHS systems and automatically downloaded to the patient's nominated pharmacy at intervals set by the prescriber. Simon demonstrated the IT systems used to manage issue durations, review dates, and monitor prescriptions. He explained that while there were benefits in principle (minimising drug wastage, efficiencies for the practice and taking the onus off the patient to remember to re-order repeat prescriptions), there is some caution on the part of the Crane Valley PCN in rolling the system out locally. Simon highlighted that it is not suitable for medically unstable patients or have frequent changes of medicines. The eRD process also needs to be appropriately trained out to staff in GP Practices across the PCN to ensure it works well to benefit patients, prescribers, and dispensers.</p> <p>Simon advised that once staff training has been completed, the aim will be to set the suitable patients up opportunistically during medication reviews. The patients will need to have the principle explained, and the policy for formal patient consent is expected to be applied.</p> <p>Some PPG members felt that it is important that the patient takes responsibility for their own health and wellbeing and taking that away through eRD would work against this. Simon suggested that the PPG may wish to promote and encourage patients to look at other ways of ordering</p>	

medication that would be efficient and convenient for many patients. These include:

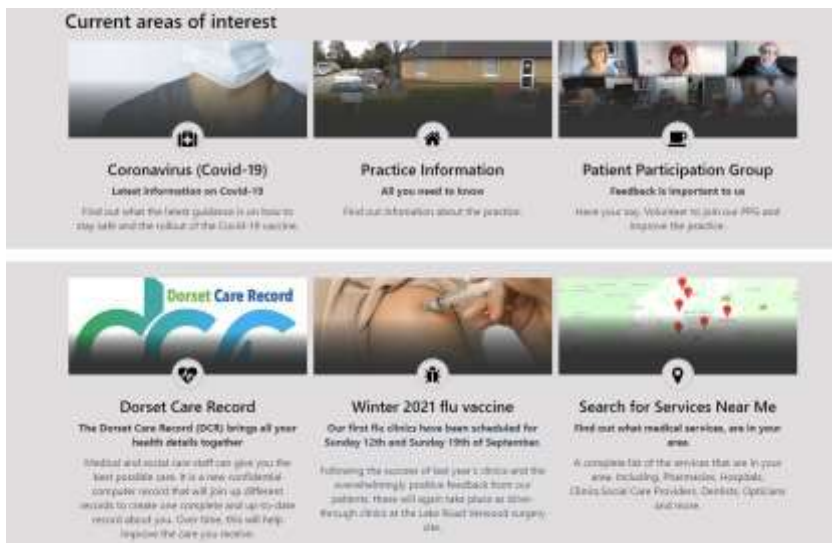
- Using the NHS app - many people will have downloaded this now to show proof of covid vaccination. This may be an excellent time to try and encourage its use for ordering prescriptions;
- Use of SystmOnline - patients will need to be set up by the surgery for this but can then order their medications online. This doesn't require a smartphone, so it might be more accessible to some patients than using the app.
- Ordering via a pharmacy. Many pharmacies offer a managed repeat service. They essentially remember to order the meds on behalf of the patient.

Members agreed that these options should be promoted. Julie Saunders thanked Simon for his time, and Simon agreed to keep her, and the PPG updated with any developments.

4 NEW PRACTICE WEBSITE

Members were reminded that the Practice had agreed to a website upgrade, allowing them more flexibility to offer an improved user experience for patients. Andy Saunders has worked with Annie Morris to define the content, and Andy carried out a lot of work to adapt the chosen website template to support a patient's website navigation journey. As a result, the website is now fully accessible and DDA (Disability Discrimination Act) compliant.

Andy showed members what the website is expected to look like from the staging server. In addition, a community-driven "Areas of Interest" section has been added to the Home Page:



Andy has suggested that this section is reviewed regularly and updated with

	<p>feedback from PPG members to determine current areas of interest. Julie Saunders will add a standing agenda item in respect of this.</p> <p><i>NB: Post-meeting note: the new website went "live" on July 9th. Follow this link to www.thecranbornepractice.co.uk:>>></i></p>	JAS
5	<p>PRACTICE UPDATE</p> <p><i>COVID-19 Vaccination Programme.</i> Annie Morris confirmed that the St Leonards Hospital COVID-19 vaccination site is winding down operations over the remainder of this summer. There are no further clinics to administer first COVID-19 vaccines scheduled at St Leonards. Therefore, any patient wanting to book their first COVID-19 vaccination or a second Astra Zeneca follow up dose will need to do this through the National Booking Service.</p> <p><i>Winter Flu Clinics.</i> Jo Morris reminded members that the Practice had sourced approx. 4,000 doses for this year's Winter Flu Vaccination programme, which will be carried out as drive-through clinics at the Lake Road surgery. The current schedule of flu vaccination clinics is</p> <p style="text-align: center;">September 12th – Over 65s September 19th – 18 – 64</p> <p>She advised that this year patients will be able to make appointment bookings can be made online. Details will be promoted on the new website. Jo confirmed that support from PPG members to act as traffic marshalls at these sessions would be welcomed. A small subgroup led by Jackie Maynard is meeting to discuss plans to progress volunteer support and will report back to the Group at the next meeting.</p>	JM
6	<p>PPG UPDATES</p> <p>Jenny Harmer provided an Action Plan update on the noted Defibrillator demonstration. She advised that her SouthWest Ambulance Service contact had emailed to say that due to the pressures they are currently experiencing, they have had to cancel the Defibrillator Demonstration at Dewlands Park on July 10th. Jenny continues her attempt to map the locations of community-based defibrillators and plans to liaise with the Verwood Town Council officers to assist in gathering and publicising this valuable community information.</p>	JH
7	<p>ANY OTHER BUSINESS</p> <ul style="list-style-type: none"> Jackie Maynard commented on the recent PPG Facebook Group post regarding developing a patient decision tool to aid treatment decisions for men with urinary outflow problems. She advised that it was her understanding that the Dorset Bladder and Bowel Continence Service was not aware of the plans. Jackie pointed out that this could significantly increase the number of referrals to the service in the long term. 	

	<p><i>NB: Post-meeting note: Since the meeting, Jackie has checked with her line manager, and they have not been notified.</i></p> <ul style="list-style-type: none"> Julie Saunders confirmed that the PPG would continue to offer participation via video call to those who prefer it. She advised that the Group is keen not to exclude members without access to IT. If any members are aware of a meeting venue with a capacity of up to at least 12 people, is accessible and has a good WiFi signal, Julie is happy to lead the video call from there. She asked members to contact her by email at cranborneppg@gmail.com. 	
	<p>Date and Time of Next Meeting</p> <p>The next meeting is planned for Wednesday, August 18th commencing at 2 pm.</p> <p>Google Meet joining info is:>></p> <p>Video call link: https://meet.google.com/mwv-pupt-sia</p>	