

Cranborne Practice: Patient Participation Group



Minutes of Patient Participation Group Meeting held on Thursday, 24th September 2020 4 pm, via Google Meet

Present:

The Cranborne Practice:	Joanne Morris (JM) Practice Manager	Annie Morris (AM) Operations Manager
Patient representatives:	Julie Saunders (JAS) - Chair Alan Prangley (AP) Vanessa Curtis (VC) Jean Mortimer Sylvia Cox	Margaret Whitehead Bob Whitehead Jackie Maynard Andy Saunders
NHS Dorset CCG (Clinical Commissioning Group):	Gill Foott - Engagement & Communications Coordinator Rebecca Varndell - Engagement & Communications Coordinator	
Apologies:	<i>From the PPG:</i> Amanda Jukes, Carol Mitson, Carolyn Macy, Doreen Fletcher, Eileen Grant, Jan Connolley, Jenny Harmer, Katie Paice, Kelly Mead, Kirstie Buckley, Lesley Ralph, Mary Gane, Maryann Hindmarch, Neil Collier Richard House.	

1	<p>WELCOME AND APOLOGIES</p> <p>Julie Saunders opened the meeting and welcomed Jean Mortimer, who joined as a first-time video conference participant. Jean previously attended face to face meetings and has been involved in the Leg Club.</p> <p>Julie also welcomed Rebecca Varndell from the NHS CCG Communications team and handed over to Rebecca to give the PPG a presentation on how they are seeking feedback on Community Mental Health Services.</p>	Action Owner(s)
2	<p>FEEDBACK ON COMMUNITY MENTAL HEALTH SERVICES</p> <p>A copy of the presentation is attached to these minutes. Key points highlighted by Rebecca were:</p> <p>The Mental Health Integrated Community Care Project in Dorset is a joint initiative across health, social care, and other local agencies and organisations including Dorset Police, Age UK, and the Dorset Mental Health Forum.</p> <p>The Project has sought to use a collaborative approach to develop improved and integrated community mental health services to support adults and older adults with mental health difficulties. They are seeking feedback from the local community on mental health services through a three-question online and non-digital means across a variety of forums.</p> <p>The Practice agreed to promote the request for feedback on its Facebook page (done). PPG members were asked to share their views and promote the request for feedback to others they know. A link to the survey can be found at:>>Mental Health Integrated Community Care Project.</p>	All

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<p>3</p>	<p>MINUTES OF THE PREVIOUS MEETING</p> <p>Previous minutes were published and made available via email and FB Group on the Practice website on 1st Sept. Points raised during the review of these minutes were:</p> <p>Page 1: Julie Saunders noted she had neglected to include apologies from Eileen Grant. Julie advised that patient feedback on the website had been collated, shared with Practice and site updated. Further actions on the website are noted on the Action Plan- see Item 6.2 below.</p> <p>Page 2: Item 3.1 - Julie thanked Alan Prangley for updating the site plan for the drive-through flu clinic drive route which had been circulated with the minutes. Further update on volunteer support arrangements for traffic marshalling is covered at agenda point 4 below.</p> <p>Page 3: Item 3.2 - Julie confirmed a press release and a poster were developed to raise awareness and promote the drive-through flu clinics. Further update on other communications is covered at agenda point 4.</p> <p>Item 5 - Julie advised that neither she nor Carol Mitson had received further feedback following the presentation of the Action Plan at the last meeting. Nor were there any further offers to own any objectives. Review of the latest version of the Plan is covered at agenda point 6.</p> <p>Members had no other comments or suggested changes.</p>	
<p>4</p>	<p>FLU VACCINATION CLINIC PROGRAMME 2020/21</p> <p>4.1 Flu Clinic arrangements. Annie Morris advised participants that anticipated supplies to The Cranborne Practice should enable them to vaccinate 1,400 over 65s between 4th and 11th October, approx. 200 in the 18 - 64 At-Risk cohort by mid-October and a further 180 by 7th November. Over 65s flu clinics are now fully booked as is the 17th October session. At the time of the meeting, spaces remain available for the 7th November clinic. A Children's Nasal Flu clinic treated 30 children on 18th September another session is scheduled for 16th October.</p> <p>Jackie Maynard asked what would happen if there were "no shows". Jo Morris advised that the Practice hopes that this will not be the case, as they and surgeries across the country are experiencing increased demand this year for winter flu vaccines. She advised that given constrained supplies if someone missed their slot, there might not be an opportunity to book another. Annie reported that final supplies of vaccines are due to arrive by mid-November and the Practice will publish further information nearer that time.</p> <p>Julie Saunders suggested that the Practice website and Facebook should be updated to reflect the current situation (done). Andy Saunders offered help to develop some "if asked" responses for staff to use for patient queries on the topic of flu vaccine availability and clinic arrangements. Julie proposed that Jo and Annie advise their thoughts on this to Andy he would work it into a reference document for Practice staff.</p>	<p>JM/AM</p>



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Vanessa Curtis confirmed that she had received the following offers of traffic marshalling help for the first few clinics:

<u>4th October</u>	<u>11th October</u>	<u>17th October</u>
Jackie Maynard	Jackie Maynard	Andy Saunders
Andy Saunders	Andy Saunders	Alan Prangley
Eileen Grant	Alan Prangley	Vanessa Curtis
Alan Prangley	Vanessa Curtis	
Vanessa Curtis		

Annie informed the group that numbers attending the Children's clinics are manageable without volunteer support. Julie asked whether Vanessa wanted her to post a plea in the PPG Facebook Group for more volunteers for the 17th October and 7th November sessions. However, Vanessa said it is her understanding that numbers for these sessions will be fewer than over 65s clinics and that the Practice did not anticipate requiring as much volunteer support.

4.2 Flu programme Q&As. Julie advised that there were two questions:

According to some of the recent local social media posts, some patients are reporting that the Practice has proactively called them to book a flu clinic appointment. Others have had to telephone the Practice.

Q. What is the Practice's policy on contacting patients about flu clinics?

A. Annie Morris advised that after seeing the initial uptake from the bulk of the clinic appointments made available, the Practice policy is to contact at-risk patients if their records indicate they have not booked. The Practice does not contact patients over 65s unless their uptake has been low in which case, they will undertake a similar approach.

In early August, the Government advised that they aimed to further extend the vaccine programme in November and December to include the 50-64-year-old age group subject to vaccine supply. Recent NHS publicity materials reference this eligibility.

Q. Does the Practice have any visibility about when supplies may be available to enable you to vaccinate patients in the 50 - 64yrs Group?

A. Annie stated that currently, the Practice had not got any insight into whether they will receive the additional supplies required to vaccinate the patients in that cohort. Nor has there been any extra funding allocated to enable them to procure these supplies.

4.3 Communications about the Flu Clinic Programme. Julie Saunders thanked Andy Saunders for creating a poster and Vanessa Curtis for doing the rounds of local businesses and community hubs to request that it be displayed. Julie advised that she had also emailed various local community groups with a request to disseminate through their normal channels. The Town Council has published the notice on its website and Verwood Today published a news article online. There have been various posts shared on social media.

Julie also highlighted the animated video created by Andy Saunders to promote the flu clinics. The video was posted on the Practice website, FB

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	<p>page and shared locally on FB and Twitter. Julie also congratulated Annie and Vanessa on their Forest FM interview earlier this month. She reminded members that the Practice published an audio clip of the interview on their Facebook page.</p> <p>Jo Morris confirmed to Gill Foott that Keith Williams, Dorset NHS Head of PR about had not contacted the Practice to arrange attendance at the initial clinic to promote the event.</p> <p>Julie suggested that the Practice may want to consider contacting local tax firms to confirm arrangements as many patients use taxis to attend clinics. Jo agreed that the Practice would do so.</p>	JM/AM
5	<p>OTHER PRACTICE UPDATES</p> <p>Jo Morris advised that the Practice continues to see an extremely high demand for services. She confirmed that two new receptionists, Hazel and Maxine (Max), have now joined the Practice Admin team.</p> <p>Annie Morris asked PPG members for help in reviewing their proposed new message the Practices is to use on their telephone call handling system. Annie will send the text to Julie Saunders for dissemination to the PPG email distribution list.</p>	AM
6	<p>PPG ACTION PLAN</p> <p>Julie Saunders advised that Carol Mitson, who oversees update of the PPG Action Plan, was unable to attend. Julie reviewed the status of priority actions on Carol's behalf.</p> <p>Julie reminded members that the status of objectives and actions are colour coded:</p> <ul style="list-style-type: none"> • Red - High Priority • Amber - Medium Priority • Green - Lower Priority • Blue - Completed • Purple - Ongoing <p>Items discussed included:</p> <p>6.1 The Group agreed that supporting the Practice in their flu clinic arrangements and promotion has been the key priority for the past few months. Julie Saunders advised that these actions are recorded on page 1 and the top of page 2 of the Plan.</p> <p>6.2 Julie Saunders advised that following the valued input from PPG members, work has continued to update the Practice website content (Page 2 of the Plan). The remaining changes are technical changes that require action by the website developer, MySurgeryWebsite. Annie Morris will liaise with the developer on these.</p> <p>6.3 Julie Saunders advised the group that fellow PPG member, Richard House, had to join a business meeting that afternoon at short notice and was not able to make the PPG meeting. Richard has agreed to own the objective of reducing Appointment DNAs or "Did Not Attends" (Page 2 of the Plan). There were 96 DNAs in the last six months even with changed circumstances of COVID-19. These DNAs equate to £3,000, wasting a significant amount of the Practice's budget. Jo Morris agreed that this</p>	AM

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	<p>remains a high priority for the Practice. Jo asked that Richard contact her directly to discuss the work that needs to be done on this topic.</p> <p>6.4 Julie Saunders highlighted an action of page 4 related to using Social Media to share information. A video of Practice metrics was created and posted on the Practice website and FB page during September. Jo Morris thanked Andy Saunders for his creativity because she had asked for a poster to publicise the metrics but got much more!</p> <p>Members had no other comments or suggested changes to the Action Plan.</p> <p><i>Post-meeting note - A PDF copy of the Action Plan dated 21st September has been uploaded to the PPG page of the Practice website, follow this link:>>PPG Action Plan September 2020.</i></p>	RH
7	<p>Any Other Business</p> <p>Two items raised included:</p> <p>7.1 Alan Prangley noted that the Practice is asking Drive Through flu clinic attendees to wear clothing so that clinicians can easily administer injections. He enquired whether there will be a covering erected over the Vaccination delivery point, given the weather report for the first clinic on 4th October is forecasting rain. Jo Morris advised that she was looking into this and associated costs.</p>  <p><i>Post-meeting note - a marquee has since been erected in readiness for the 4th October clinic. See photo →</i></p> <p>7.2 Jo Morris advised that the Practice is involved in a project working with the NHS Dorset CCG Mental Health & Learning Disability Team. She would welcome PPG member involvement and asked any members interested in this, to contact her directly.</p> <p><i>Post-meeting note - Andy Saunders has expressed interest in becoming involved, and his contact details have been passed to Jo.</i></p>	
	<p>Date and Time of Next Meeting</p> <p>The group agreed that the next meeting would be Wednesday, 21st October at 3 pm.</p> <p>For the foreseeable future, PPG meetings are being held by video call rather than face to face as it is still not safe to do so in a way that engages as many PPG members as possible.</p>	