



The Apples Medical Centre - Patients Participation Group (PPG) Mins

Date: Thursday 28th July 2022

Time: 12:20pm

Location: The Apples Medical Centre,

Attendees:

(CC) Chris Cain - Pt

(BD) Bruce Duncan – Chair/Pt

(TB) Tony Bishop - Pt

(VM) Vicky Morland – Social Prescriber (SP)

(SR) Sue Ripley - Pt

(DH) Dy Hart - Pt

(IM) Irene Miller - Pt

(SG) Simon Galvin - Pt

(PWG) Pam Winter-Goodwin - Pt

(JW) John Williams – Pt

(PJC) Philippa Cannings – Practice Manager

(CM) Dr Chris Minton – GP/PCN Clinical Director

Apologies:

Roger Marsh – Chair of TGMC

Keith Harrison – Social Prescriber/Digital Champion

Jill Warburton – Social Prescriber

Brief note from the chair:

01/07/2022 – ICB taken over from CCG (Integrated Care Board) Health, Social providers, and volunteer sectors all on one board i.e. Police, Fire and Rescue service, GPs, Councils etc
Email sent to PPG from Gill Foote (CCG as was) – Dorset wide, Wessex care records WDC, information is now critical but covers Dorset and Hampshire – what about Somerset?

Discussion with Dr Chris Minton (PCN Clinical Director)

Practice needs the help of the PPG to pass on messages to the patients with regards to the pressures of Primary Care, demand on time and services – this can be actioned via the PPG Newsletter. BD stated that the PPG should also look after the Practice members where required. An example of this was the recent NHS GP Contract 2022/2023 – see below - which added many hours to the surgery appointments.

Explained the different current and future roles of the PCN: Primary Care Network

- Social Prescribers (Nonclinical need i.e. assisting in benefit forms/social groups for target cohorts/patients that require social needs)
- Mental Health workers
- Frailty Nursing team
- Clinical Pharmacist
- Pharmacy Technician
- Sarah Webster – PCN Co-ordinator

Patients need to be aware of the new roles and to change the mindset that they can be signposted to other health/social providers

Role of PPG within PCN:

All three surgeries within the PCN to work collaboratively, integrated care across the PCN, to ensure all common interests can be delivered.

BD – communicates with local MP Chris Loder, Practice to utilize this connection to inform the MP of any current Primary Care matters e.g. Extended Access (NHS GP Contract 2022/23) would like surgeries to work 8am to 8pm weekdays and 9am to 5pm on Saturdays)

Practice to kick back re hours – CM in negotiation with ICB, PPG to give back-up going forward.

Similar issues with MIU, which has limited opening hours, a poor link with 111, and no marketing for such an excellent service. Loder is informed.

Referral processes:

Practice needs to improve processes for signposting the patients to the other providers without blocking up the phone lines, taking up Receptionists time.

Slow progress, starts with the Receptionist, GPs to inform patient of other services whilst in consultation.

TB - Discussed how bigger practices work, they become big PCN hubs, this has a knock-on effect to loss of continuity that Sherborne Patients prefer, as well as being less efficient, but could also have more services to offer

SG – Suggested having a list of services on the Practice Website, prompted via Social media

It was noted that before Covid most patients came to the surgery, but now the use of Social Media/Website is important

Agenda:

1. Plans for joint PCN PPG/Practices PPGs – BD

- Send BD Sarah Webster email address
- PPG to combine with the other three practices (The Grove, Yetminster Health Centre, and Apples) forming a PCN PPG, regular meetings with the Chair from each PPG
- Practice own Apples PPG to only meet approx. three times a year, unless urgent matters arise
- Each surgery to have their own Patient Group, objective of the group is to look after their own surgery, two-way conversation between practice and patients

2. Social Prescriber update – VM

Support patients not clinical, more social needs for example:

- Debt Housing problems
- Extra Benefits
- Lonely isolated
- Can support patients
- Health Coach
- Carers Case Worker (once a month based at The Grove, open to all PCN Carers, bookable through own practice)
- Being discharged from Hospital

How do patients access the Social Prescriber? – patients need to be referred by the practice, any staff member can refer to SP – Workforce may recognise patterns/flag up triggers in the amount of times they contact the surgery/or matters the patient wants to discuss

What services are in Sherborne? – so many services but not reaching the patients – VM is putting together a leaflet/Directory showing the support groups in Sherborne – VM to share with PJC for the

Newsletter (Newsletter to go out on 01/09/2022). There has been a Directory completed and published in 2018, which Sherborne TC supported.

Social Prescribers link in with the Health Champions (group of volunteers)

- Chatty café
- Military Veterans
- Many more

3. CPCS (Community Pharmacist Consultation Service)

New service: practice can refer patients for minor matters eg. . insect bites/hay fever/colds etc refer to local Chemist (Abbey Pharmacy)

4. Christopher Cain - Grace Care Consulting – National group

35yrs experience of people who need care/support immediately i.e. discharge from hospital, gardeners, talking to partners/family etc leading on to keeping people independent
Free service - Back up services CAB, could link in with SP?

5. Practice Update: PJC

Workforce/Vacancies:

Dispensary Assistant – currently advertised

Since Jan 2022 trying to recruit a Salaried GP or Nurse Practitioner - pending

Patient Registration: 5718

Dispensing Registration: 2045 (35% of patient population)

Under 18: 817

Over 18s: 4901

Flu 2022/2023 Plans

Two clinic dates both at the Digby Hall: same module as Covid vaccination clinic – looking for volunteers to help with the car parking:

BD – volunteered for both days

IM/DY – 11th Nov

PWG/SR – any date (inside)

Friday 30th Sept 8.30am to 1pm over 65s

Friday 11th Nov 8.30.am to 1pm At Risk (pending 50-64yrs pts)

Covid Autumn Booster – PCN has not signed up to provide the vaccine

Newsletter – Distribution plans/Items – deadline 1st September 2022

Newsletter to be distributed to patients over 18 who have an email address

recorded/Website/Social media (link to the practice website). NB opt out clause to be given to patients.

Contents:

Article from Bruce, explaining about the PPG, changes to the PPG/PCN, how the joint PPG would work,

Patient info: Workload, methods of contacting the surgery, Reception signposting patients (Community Pharmacy Consultation Service) new option 3 for Prescription line, recruitment, NHS APP and Patient access to records changing from 1st Nov 2022 and GP Patient survey result

New Patient questionnaire: additional question to be added; they will receive the practice Newsletter unless opting out by ticking this box

General:

Practice looking for a volunteer to do our Flowerpots/Hanging baskets

Cake Stall – looking for volunteers to do a cake stall in September, baked/sale – PWG, SR, IM & DM all volunteered (PJC to contact in Aug)

AOB

Keith Harrison – book for the next meeting, explain his new Digital Champion role

Actions/Ideas:

- PJC to shared Sarah Websters email with BD
- VM to send leaflet/directory of services to PJC to be included in the NL
- PCN roles to be included on the Practice TV screen
- Draft NL to be shared with the PPG for approval/amendments – mid Aug
- NL to be emailed to all patients/advertise on Social Media/Website – 1st September 2022
- Flu – Volunteers Digby Hall 30th Sept and 11th Nov 8.30am to 1pm
- Cake Stall – Volunteers (date tbc) in September
- Gardner – Volunteers Hanging baskets/Flowerpots
- Website – amend SAF to APPLES Practice Patient Group as header with better profile and content
- Practice Meet the Team event – Date tbc, poss early November to show case the practice, workforce and services offered
- Sherborne Services Event – combined with Town Council, date tbc (March 2023)
- VM & CC to communicate
- BD to contact Local MP with regards MIU issues
- Amend the New Patient Questionnaire to include opt out box to receive NL

Meeting closed at 1.50pm