



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

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

18<sup>th</sup> February 2021 1pm-2.30pm

Held via Zoom Video Conference

**Notes of Meeting**

		Action
	<p><b>Attendees:</b> Present: Tracey Scorer (PPG Co-ordinator), Leanne Birch (Operations Manager), John Hewitt (Practice PPG Chair) Peter Greensmith (W&amp;P PPG Locality Chair), Dr Eleanor Costales (GP Partner at Royal Crescent Surgery) &amp; 19 PPG Members <b>Chair – John Hewitt</b></p>	
1	<p>John welcomed Dr Costales and 19 PPG members to the 3rd joint 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><b>Surgery Updates – Leanne Birch</b> Leanne said the surgery was still operating during Covid lockdown, the same as before. Staff are working from home, where the work allows. Staff in the office are working in a socially distanced way, spread around the building. We have 3 new receptionists who are undergoing receptionist training. Staff have been working at the Covid clinics.</p> <p>Appointments are still telephone triage appointments in the first instance, with GPs deciding who needs to be seen face to face.</p> <p>The phonedlines are extremely busy, with a lot of Covid and vaccination related queries. Leanne advised if you are unable to get through, to try in the afternoon when the phone lines are less busy.</p> <p>Pharmacists are able to help with more minor conditions, and the receptionists are able to signpost patients to a pharmacy and book an appointment, when appropriate.</p>	
3	<p><b>Covid-19 - Roll out of the vaccine</b> Leanne said the roll out of the vaccine is going well and we are currently able to book patients in the first 4 groups. She advised some patients are confused as they have received letters from the central NHS booking scheme and have also been called / or received an SMS from the local administration team in Weymouth and Portland.</p> <p>Leanne advised the central NHS Covid administration team are sending out letters to eligible patients which includes a link and a phone number for patients to book their own first and 2<sup>nd</sup> appointment. Patients are given the option to attend one of the main vaccination hubs. (ie Bournemouth, Poole or Yeovil). This option does not give patients the ability to book more local, however, if a patient contacts the surgery, we are able to book the first vaccination appointment at Weymouth Hospital or the Pavilion, although we have been asked to prioritise patients with underlying health</p>	

	<p>conditions.’ for the local clinics. The booking administration process is different between the local and the main hubs.</p> <p>The surgery will run searches of patients who have had their first vaccine locally, and contact patients when they will be due to book their 2<sup>nd</sup> vaccination.</p> <p>Leanne advised if any PPG member, or someone they knew, would find it difficult to travel out of the area to contact the surgery.</p> <p>The PPG asked if we could notify the Echo of the booking procedure, as it was noted several differing articles, which were not clear on the process.</p> <p>The PPG also asked if patients could be given a ‘Covid Passport’ or some form of official paperwork to state they have had the vaccine for travel. There is no currently no such document, however patients can print their vaccination history from their medical record (if signed up to patient online services) and use this as proof of vaccination.</p> <p>The PPG asked about people in earlier cohorts who had not received a letter. Leanne advised that any person who was eligible and not yet had the vaccination or received a letter should contact the surgery. Or book their own appointment either online via our website or by calling 119 free of charge.</p>	<p>Action Leanne</p>
<p>4</p>	<p><b>111 First Service to reduce waiting times at A&amp;E</b>  Patients are advised to contact 111 before presenting at A&amp;E.  <b>How NHS 111 works</b>  You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone. You can ask for a translator if you need one.  Depending on the situation you will:</p> <ul style="list-style-type: none"> <li>• find out what local service can help you</li> <li>• be connected to a nurse, emergency dentist, pharmacist or GP</li> <li>• get a face-to-face appointment if you need one</li> <li>• be given an arrival time if you need to go to A&amp;E – this might mean you spend less time in A&amp;E</li> <li>• be told how to get any medicine you need</li> <li>• get self-care advice</li> </ul>	
<p>5</p>	<p><b>Ageing and Frailty – Presentation by Dr Costales</b>  How old is old? People age differently.  Who is frail?  Dr Costales gave a very interesting presentation on Ageing and Frailty. (The presentation can be viewed as an email attachment)  Other work on frailty carried out at the surgery includes:</p> <ul style="list-style-type: none"> <li>• A regular monthly MDT in dealing with frail patients.</li> <li>• We have done work in assessing frailty via the Rockwood score</li> <li>• We look at electronic frailty index score monthly to see who has increasing frailty.</li> <li>• Once patient are identified, we try, discuss and agree a Dorset care plan.</li> <li>• There is pro-active visiting service and community matrons for the extremely frail and vulnerable patients, where required.</li> <li>• There are also social service provision for the carers of the vulnerable and frail group.</li> </ul>	

	<p>Hilary Foggo works for Age UK and a PPG member, informed the group of the many leaflets available on health and wellbeing, money matters, home and care, mind matters and more.</p> <p>Please see the attachment to this email (<i>Age Uk free and useful information leaflet</i>). If you are interested in a paper copy of any of the leaflets, please contact Hilary who will post these out to you.</p> <p>Tel: 07891 351766 or email: <a href="mailto:hfoggo@ageuknswd.org.uk">hfoggo@ageuknswd.org.uk</a></p> <p>Hilary has also shared a presentation on malnourishment – attached.</p>	
6	<p><b>Support for Carers and those with Long Term Conditions</b></p> <p>Leanne informed the group that we keep a carer’s register at the surgery and send out items of information periodically. All carers are advised to inform the surgery that they are a carer, and on registering are sent a ‘Carers pack’ with lots of useful information.</p> <p>We continue to support all our patients with long term conditions, with yearly reviews or more often as necessary. Some of these reviews are carried out at the moment via telephone or video consultation and patients seen in surgery when needed.</p> <p>There are some new apps to help patients manage their conditions, such as, Healthcare Anywhere, My Health My Heart, My Health My COPD, My Health My Diabetes. These are all relatively new, but once signed up patients can upload data direct to the practice and can send a message to their nurse who is looking after their conditions., of which the nurse can reply. (<i>This is still in the early stages of setting up at the practice</i>)</p>	
7	<p><b>E-consult</b></p> <p>Tracey said the Practice is receiving about 130 E-consults a week and asked the PPG how many had used this – about half of the members present said they had.</p> <p>Most were very pleased with the process and the speedy response, and that it can be utilised at anytime of day from your own home. The eConsult process has a built-in algorithm, that will signpost you elsewhere when appropriate, or if any red flags are noted, advise you to call 111 or 999.</p> <p>One member stated when trying to use this for a condition, the algorithm kept inappropriately advising her to call 999 and continued to do so even when using again with slightly different answers.</p> <p>Others reported that completing an eConsult can be quite longwinded and time consuming. Dr Costales advised that it is useful for more minor complaints, or for requesting advice, and that patients are replied to quickly, often the same day, or before the end of the next working day.</p> <p>Econsult is also useful for administration purposes such as requesting a sick/ or fit note, requesting a referral (if previously discussed) or a medication query. If you would like to view a demonstration on using eConsult please visit: <a href="https://econsult.net/nhs-patients">https://econsult.net/nhs-patients</a></p>	

8	<p><b>Patient Online Services</b></p> <p>Tracey advised that more patients continue to sign up for Patient Online services, such as SystmOnline which can be accessed from our Practice website.</p> <ul style="list-style-type: none"> <li>• 7682 patients are signed up to online services which is 40% of all registered patients</li> <li>• This is up 850 patients since Oct 2020</li> <li>• 4734 patients on repeat medication are not signed up 25%</li> </ul> <p>The Practice would like all patients to use Patient Online Services (where possible) to request repeat medication this way. Patients can also book GP appointments, and, if signed up for additional access, can view parts of the medical record, results and letters.</p> <p>Tracey informed the group there are now short user-guide videos on the website showing patients how to sign up to this and use SystmOnline to request medications.</p>	
9	<p><b>Feedback from PPG Locality Chairs meeting</b> - Peter Greensmith</p> <p>Peter said the results were now in and being analysed from the recent Patient Experience Questionnaire. This will be discussed with the Managers from the GP Surgeries and at the PPG Chairs Group and will in turn be discussed at the next PPG meeting.</p> <p>The PPG Chairs group had also sent a letter of thanks to all the surgeries, thanking them for their help and hard work during the Covid pandemic.</p>	
2.30pm	<p>John thanked everyone for attending and closed the meeting.</p>	
Post meeting	<p><b>Discussion on RCS PPG Chair.</b></p> <p>2 PPG members had put themselves forward, and after discussion with another RCS PPG Member, Peter, Leanne and Tracey it was agreed and seconded.</p> <p>We are pleased to welcome: -</p> <ul style="list-style-type: none"> <li>• <b>Lois Edwards – RCS PPG Chair</b></li> <li>• <b>Maureen Kelly – RCS PPG Vice Chair</b></li> </ul>	

Attachments to Email:

- *Ageing and Frailty Presentation by Dr Costales*
- *Age UK Free and Useful Information leaflet*
- *Malnourishment presentation from Age Uk*