



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

Royal Crescent & Preston Road Practice Patient Participation Group (PPG) Meeting 9

Date 16th June 2022

Held via Zoom Video Conference

Notes of Meeting

		Action
	<p>Attendees: Present: Tracey Scorer (PPG Co-ordinator), Leanne Birch (Operations Manager), John Hewitt (PPG Chair), Dr Marie Goddard (GP Partner), & 11 PPG Members</p> <p>Chair: John Hewitt</p> <p>Speakers: James McMahon – Digital Healthcare Review Jim Gammans – Dorset Care Record</p> <p>Current PPG Membership = 118 Members (RCS 48) (PRS 72)</p>	
1	John welcomed everyone to the 9th Practice PPG meeting which was held via zoom. John encouraged the PPG to ask questions and join in the discussions on topics raised.	
2	<p>Actions and notes from Previous Meeting.</p> <p>Website – Practice websites have been discussed at the Primary Care Network meeting, and from a strategic point it would be good for the PCN and all practices to use the same website provider. They have asked all practices in the locality to look at Royal Manor’s website and report back to the next PCN meeting.</p> <p>Facebook – currently just over 200 members, we are hoping that with the latest newsletter being sent out to patients, via SMS/or email and it will be published in the Register at the end of the month that patients following us on Facebook will increase.</p> <p>Facemasks - The requirement for patients to wear masks in GP surgeries has been removed in accordance with NHS England guidance. This applies to staff and patients, unless it is their personal preference however masks should still be worn by any patient who might have COVID and any patient with respiratory symptoms (e.g. cough, cold or chest symptoms).</p>	
3	<p>Surgery Updates</p> <p>Dr Reece is now on maternity leave and a new locum GP - Dr Fiona Walker will be looking after her patients.</p> <p>The Practice are starting to plan this years Flu vaccination clinics, which will be held in October. The Practice would be grateful if any PPG member wishes to volunteer to help at the clinics. Further information will be sent out nearer the time.</p> <p>The Practice receive on average 174 eConsults per week. The PPG asked how the GPs felt about eConsults. Dr Goddard said this varied according to the eConsults request. The majority were fairly simple to action such as urine infections, sick note requests, and prescription queries which are dealt with by a GP and a message sent to the patient regarding the action. If a GP needs further information or needs to see the patient face-to face, the GP will contact the patient and book a further appointment.</p> <p>Two members of the PPG stated how they had recently submitted eConsults and were extremely happy with the swift action and follow up by the GP, they stated what a good experience they had with</p>	

	<p>the service and would definitely recommend it to others. James said this should be showcased to patients to reassure and encourage patients to use eConsult.</p>	
4	<p>Embedded Digital Champions The project came about following the W&P patient questionnaire and subsequent working group. 30% of Dorset residents are digitally excluded or have very low digital skills. The Embedded Digital Champion project aims to address this by providing training to staff or volunteers to support Dorset and BCP residents, whose digital skills are a barrier to accessing services.</p> <p>One of the PCN suggestions was to help patients better understand the digital services available. There was a general agreement that there are tools such as SystmOnline, eConsult, NHS app etc that are available, but some people did not really understand what they are and when/how they can be used.</p> <p>The project has been started at Dorchester Road surgery, with digital volunteers receiving training on SystmOnline, Airmid, NHS App etc, and they in turn will give one to one help to other patients to access these services. There are currently 12 volunteers, and hope to train more volunteers from each Practice.</p> <p>The aim is to help educate patients about the digital services available and help more people manage their health online. One of the early successes is helping people sign up for Systmonline and showing people how to access their test results. This will be particularly useful for people that have regular blood tests, as they can be shown how to access their test results from home rather than phoning the practice. Carole at Dorchester Road estimates about 40% of calls to the admin team are from patients asking about their test results.</p> <p>This project will later be rolled out to the other Practices. If any PPG member/or their friends or family would like to volunteer to be trained and are keen to promote the benefits of having digital skills, please contact: Mia Green, Apprentice Digital Community Manager 01305 224462 Email edc@dorsetcouncil.gov.uk</p>	
5	<p>Dorset Care Record Jim gave a summary of the recent Dorset Care Record (DCR) webinar. You can view the webinar by clicking the link below. https://www.dorsetccg.nhs.uk/ppg-webinar-dorset-care-record-dcr/</p> <p>The DCR was launched in 2018 with the aim of providing a consolidated view of information from health and social care settings in Dorset. Different hospitals and health care settings use different computer systems. Some talk to each other, and some do not. The aim is for all to be able to share information to the DCR. The DCR will bring all your health details together so health and social care staff can give you the best possible care. Overtime this will help improve the care you receive, and you won't have to repeat your details to lots of different professionals.</p> <p>Some hospitals are still setting up systems for their different departments to join the DCR and parts of the DCR are being tested and still in a pilot phase.</p> <p>My DCR is the patient portal that will work alongside the DCR clinical portal. This portal is currently still in a pilot phase and is being tested by a few patients. Once it's up and running all patients will be informed and advised to register.</p> <p>For further information please visit Dorset Care Record (dorsetcouncil.gov.uk)</p>	
6	<p>Digital Healthcare Review James had prepared a PowerPoint presentation 'Science Fiction (1966) becomes Science Fact (2022)' which sadly we were unable to share at the meeting. Please see the PDF of this presentation which is attached to the minutes.</p> <p>James is Chair of the Digital Public Engagement Group (DPEG) who aim to promote the use of digital tools to help people manage their own health conditions.</p>	

	<p>The 50 strong DCE members check and challenge existing digital plans. They test and provide user experience feedback and engage on the communications and marketing plans for awareness and accessibility. Some of the Digital Apps they have engaged with are: MyCOPD, myHeart, myAsthma, my Diabetes the BP@home App and more.</p> <p>James asked the PPG if they would like to engage further with the Digital Public Engagement Group to help share initiatives and could the PPG help promote more involvement from patients and younger people. The DPEG could work with the PPG to create events and bring people along to talk about the new digital apps, such as the BP@home App.</p> <p>It was suggested that DPEG contact the new Visitor Information shop in Weymouth to share and promote different digital health apps at the shop.</p> <p>The Information Shop is a space where visitors and locals can gain information guides, timetables, and signposting. The centre will provide information on ‘things to do’, maps, transport links, trips, trails, and activities for visitors as well as providing information on local community services.</p> <p>There is also a new Dorset Carers Hub in Dorchester, with part of the hub a charity shop to help with funding. There is a seating area available for anyone to pop in, sit down have a chat and a cup of tea, with whoever else might be around.</p> <p>Further interesting links New data strategy to drive innovation and improve efficiency - GOV.UK (www.gov.uk)</p>	
7	<p>AOB and PPG Q&A</p> <p>Q. Do the practice record Telephone and Video Consultations? No. The only time a consultation might be recorded would be part of a GP Registrar’s training, and the patient would sign a consent form for this to take place. <i>(However, it was also mentioned that there was nothing stopping a patient from recording a telephone or video consultation)</i></p> <p>Q. When are the PPG going to have Face to Face meetings? The Practice agreed for the next meeting to be a hybrid meeting of Zoom and F2F. The F2F meeting will be held at Royal Crescent Surgery, with a large screen to enable members to join the meeting via zoom if they wish.</p> <p>Q. Rowlands pharmacy sending patients details of their own app ‘Hey Pharmacist’ and encouraging patients to sign up – Will this cause confusion for patients? Patients can sign up to this service if they wish to order their prescriptions. The request will come through to the surgery the same as any other Online Service App. Patients can sign up to as many different Apps as they wish and use whichever is easier or more convenient for themselves.</p> <p>Leaving Reviews about the Practice. The PPG discussed different ways a patient can leave a review about the Practice – the same as you might leave a review on Trip Advisor for example. Leanne encouraged the PPG to use one of the portals to leave a review, either by NHS UK Leave a review - Royal Crescent Surgery - NHS (www.nhs.uk) or by using Google search engine type in the search box ‘Preston Road Surgery Weymouth leave a review’ and follow the prompts. Tracey sent an email recently to the PPG with links to the different ways to leave a review. Thank you to the PPG members who have already done so.</p> <p>Leanne added that she would much rather patients discuss any issues they may have with her so they can work out a solution, rather than patients grumbling on social media. The Practice are always eager to help patients resolve any problem, in such a way that works best for the Patient and the Practice, and that the Practice can learn and amend processes if need be.</p>	
8	<p>The Next meeting was agreed to by a Hybrid meeting. The meeting will be held at Royal Crescent Surgery for any PPG members who wish to attend in person, and also via zoom. The date for the next PPG Meeting will be Tuesday 6th September 1pm start.</p>	
9	<p>John thanked all members for attending and brought the meeting to a close.</p>	

Attachments to Minutes:

‘Science Fiction (1966) becomes Science Fact (2022)’ by James McMahon (PDF)