

Preston PPG Minutes 28-02-2019

Present: Sandra Maddison (Practice Manager), Dr Costales, Tracey Scorer (PPG Co-ordinator), Leanne Birch (Practice Operational Manager), Leslie Senior (Chairman), Jim Gammons and 15 PPG members.

Apologies: Sandra, Roger, Anna, Morag

Leslie welcomed everyone to the 16th PPG meeting and introduced Jim Gammons – (Engagement & Communications Co-ordinator (PPGs) NHS Dorset Clinical Commissioning Group)

Updates from last Meeting - Tracey Scorer

Last Preston PPG Meeting 10/03/2018 – Tracey apologised that it had been some time since the last Preston PPG meeting. There had been smaller meetings last year, preparing for the Healthy Living Event in May 18 and we also met along with Royal Crescent Surgery for a **Practice PPG Meeting on 04/09/2018** which was our last meeting.

1) The PPG asked for clarification on the services being delivered at Weymouth Community Hospital and asked for more information to be available to patients.

We have put more information about these services on the TV screen, along with various articles in the newsletters and posters around the surgery.

SERVICES AT WEYMOUTH HOSPITAL

Urgent Care Service & Minor Injuries Unit– Can help with a range of things e.g. broken bones, sprains, minor burns and chest injuries, anything that may need urgent care but is not life threatening.

111 – GP Out of Hours Service – For patients who have called 111, and need follow up by a GP, or an appointment to see an out of hours GP, also provides home visits out of hours.

Improved Access to General Practice Service (IAGPS) – A booked appointment for any patient, but particularly useful for those who do not find it convenient to get to their GP surgery during normal opening hours.

We can report an increase in our patients using the IAGPS is service and booked 81 appointments across the practice in January.

2) You asked us to provide statistics on how many patients were seen at the surgery each month, and how many Patients Did Not Attend (DNA) their appointment.

	Total Appts across Practice	Total DNA across Practice	RCS DNA	PRS DNA	%Appts DNA
Aug-18	7836	404	316	88	5.10%
Sep-18	7631	426	318	108	5.50%
Oct-18	9129	518	367	151	5.60%
Nov-18	9044	587	437	150	6.40%
Dec-18	6763	382	271	111	5.60%
Jan-19	8935	448	335	113	5.00%
Average monthly total appt over Practice = 8223 Average monthly DNA over Practice = 460 Average monthly DNA at Preston Surgery = 120					

We spent some time discussing these figures, and whilst some members were shocked that 120 appointments were not attended per month, Sandra said this is in line with other surgeries DNA stats. The PPG asked for further breakdown of these numbers: - i.e., the type of appointments, GP or nurse, and whether some of these were 'repeat-offenders'. The PPG asked whether the practice send letters/say anything to people who might regularly not attend., and if not, maybe we could discuss this further. We decided to talk about this again at the next meeting and allow time for further discussion.

2) You asked whether patients could bring dogs into reception if just popping into reception quickly?

Unfortunately, we cannot allow dogs into the surgery, as we are a medical centre. The only dogs allowed inside would be guide dogs or assistance dogs.

We have since sourced a dog tie which will be placed outside reception for patients to attach their dog leads to whilst popping into the surgery.

28-02-2019 Meeting Discussion

Re-election of Chairperson

Leslie informed the group that he would like to step down as chairman and asked if anyone is interested to step up for this position to contact Tracey and for a new chairperson to be elected at the next meeting. Leslie said he would happily stay on as vice chair or deputy but felt that he had stepped up to the position when no one else had volunteered and now wished to pass this on. This led us on to discussion regarding our Terms of Reference (TOR) for the group. The TOR are attached along with our mission statement. There is also a generic Terms of Reference attached, which the PPG were asked to read, which will be discussed at the next meeting. The PPG should decide whether our Terms of Reference need updating, and whether we should appoint a secretary for the group.

Jim Gammans

Jim attended the meeting and introduced himself, his job title is Engagement & Communications Coordinator (PPGs) and he has been in post since January 2019. The main purpose of his role is to support Practices and PPGs in the Weymouth & Portland, West Dorset, Bournemouth and Christchurch localities to help create PPGs where Practices have none, and to help existing PPGs develop. He does not have a financial budget to support PPGs, but has a range of physical posters, leaflets and online editable versions available free of charge, which were developed in conjunction with PPGs, designed to help PPG's promote meetings and events at their Practice.

Jim said he is not there to run/take over the PPG, but to support them in any way he can for example sharing best practice from other PPGs and acting as a sounding board for planning activities and events. He gave examples from other PPGs he had visited, including PPGs forming sub-groups to perform a "patient's view" audit of the practice, host health & wellbeing events, and support other patients to register for online services. Jim said he was happy to see the PPG were involved in a discussion whether dogs were allowed into reception and pleased to see from that discussion a dog-lead tie is being installed. Jim is happy to support the PPG any way he can in the future.

Changing Medications

Peter informed the group that some of his repeat medications had been changed, which had led him to difficulties as the new diabetic medications did not work with his appliance. He asked that in the future if medications were changed the practice inform the patient. Sandra apologised and said we do always inform the patient if a certain medication is changed, however it appears in this instance this had not happened.

A&E Services under strain

Peter discussed the strain that A&E services are currently under. How there is a need for patients to be educated when to use these services. One third of patients are arriving at A&E when they could either be seen at Minor Injuries or the Urgent Care Centre. There are cards in reception informing patients where to go when the surgery is closed, and the group were asked if we could take some on and distribute these to further inform people. We were asked to think how we as a PPG could further inform and educate patients about when to use the A&E service.

Change of Practice Email

The PPG were informed that the Practice email changed last October, which includes all sub email groups in the surgery, ie PPG, Reception & GP emails. The new reception email address has been published regularly in the newsletters, amended on the website, there are notices around the surgery, the new email address is printed on all repeat prescriptions, and all reception emails have an automated reply stating the new email address. Any emails sent to our old email address are currently being re-directed and will continue to be redirected for the foreseeable future.

Closure of Abbotsbury Road Surgery

Sandra stated that sadly Abbotsbury Road Surgery will be closing on 31st March 2019. They have found themselves unable to recruit new GPs to be able continue to offer adequate and safe healthcare to their patients. Sandra has been to many meetings with the CCG, Practice Managers and GPs across the locality discussing how to keep these patients safe and best manage their care.

The patients will be transferred to other surgeries via a managed dispersal and divided out between the practices on how many patients' other practices can safely take on. Between Royal Crescent Surgery and Preston Road Surgery we will receive 972 patients. 841 to RCS, and 131 to PRS, taking our practice patient list up to 19,300 patients. Royal Crescent have 11651 patients now in total and Preston Surgery 7683 patients.

More appointments have been added to our rotas to allow for this extra capacity, and the appointments and appointment waiting times will be monitored. We may find an extra influx at first, but this should settle in time and we hope patients should not see any difference in waiting times or to the services they receive.

The PPG were asked to report back to the Tracey if they noticed any difference to their appointments / waiting times, and feedback anything they might hear about this out in the community.

Ovarian Cancer Awareness Month March – Review by Dr Costales

Ovarian cancer is often spoken of as the silent killer due to a perceived lack of symptoms in its early stages. For so many women their cancer is only diagnosed after it has spread to areas other than the original site. This makes successful treatment much more difficult to achieve.

There are symptoms - Abdominal swelling, persistent bloating, abnormal bleeding, an increased urgency to urinate, abdominal pain, back pain, feeling full, lack of appetite or difficulty eating. All these symptoms, whether experienced together or in isolation, are warning signs that should not be ignored. Often missed and mis-diagnosed, there isn't a lack of symptoms, but there is a lack of awareness of them.

Early diagnosis is the key - The statistics for ovarian cancer speak for themselves. If diagnosed early, around 90% of patients will still be alive five years later. If diagnosed in later stages, that statistic is virtually reversed. The 2 tests used most often to screen for ovarian cancer is a transvaginal ultrasound and a CA-125 blood test. A cervical smear test will not detect ovarian cancer.

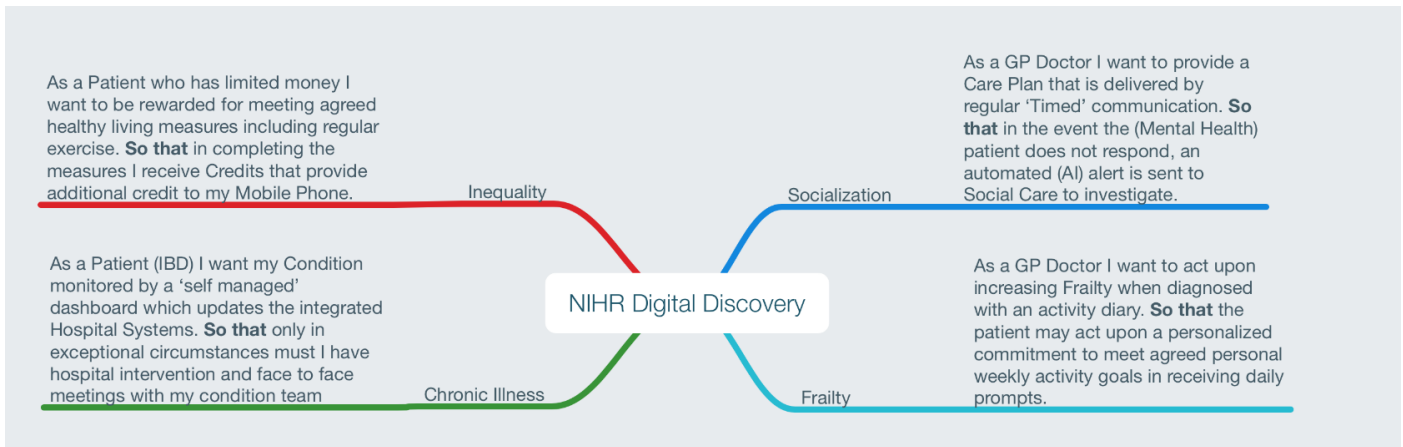
The lack of awareness of the symptoms of ovarian cancer is a major problem. Widespread misunderstanding is risking lives. Recent research underscores why the work of the Gill Harler Fund is so important to improving the outcomes for women with ovarian cancer. Dr Costales passed around small cards for people to keep in their bags and pass on to other people to share the awareness of ovarian cancer. More cards and posters are available and please contact Tracey if you would like some.

Digital Discovery Day Review by James McMahon – PPG Member

An initial Digital Discovery Day event co-facilitated by James McMahon in the voluntary role of Patient Research Ambassador with the Head of Patient Research for Dorset County Hospital was held as an opportunity for key stakeholders to 'brainstorm' research ideas around digital health and to co-produce an action plan to apply for future research funding in the area.

Delegates attending for the full day were drawn from Business Intelligence, Nurses, and Consultants from Dorset County Hospital; local and research active General Practitioners; Bournemouth University; Commercial Companies; Public Health Dorset; Dorset Clinical Commissioning Group; Wessex Academic and Health Science Network; Wessex Clinical Research Network.

A collaborative set of slides was shared which included context around the Digital Dorset Roadmap. (See attached). For the afternoon session the delegates collected into four syndicate groups to work on themes that were identified as potential for future development. Groups compiled an outline for a research funding application in the areas of frailty, mental health, chronic conditions, and health inequalities and began action planning the next steps to take in order to complete a supported research bid and funding.



Preston Road and Royal Crescent PPG's may wish to become involved in further discovery days when organised. This may involve encouraging further participation from a wider collaboration with more patients across a younger age group, which could be sought over the coming months.

There may also be an opportunity to support a working group looking for further opportunity to improve the patient healthcare by using digital and social media.

In Summary

It was a busy meeting with a lot to get through. It was great to see such enthusiasm within the group and to see some new faces. Please email Tracey if you would like to put yourself forward as chairperson or would be willing to offer any further help to the group.

Next Meeting

We discussed suitable days and times for meetings. The next meeting will be held on:

TUESDAY 21ST MAY 6.30 – 8.00PM

There was no other business and the meeting was brought to a close at 7.30pm.

Attachments:

Terms of Reference/Mission Statement
Generic Terms of Reference
STP Digital Dorset Portfolio overview

Explanation of Acronyms

PPG – Patient Participation Group
CCG – Clinical Commissioning Group
DNA – Did not attend