

Preston PPG Minutes 17-08-2019

Present: Sandra Maddison (Practice Manager), Tracey Scorer (PPG Co-ordinator), Leslie Senior (Chairman), John Hewitt (Vice Chairman) and 13 PPG members.

Apologies: 14 PPG Members

Leslie welcomed everyone to the 18th PPG Meeting and thanked everyone for coming.

Updates from previous meeting

E-Consult

Available via a link on our website, gives patients the option to request advice and guidance for health or administration matters.

So far:

- Started beginning of June – has been running for about 10 weeks
- Received about 80 e-consults so far, roughly one third have resulted in face to face appointments, the others dealt with electronically, either with advice, prescription or signposted to another service.
- One PPG member said she had used the service and received a response the same day.
- This is now being widely advertised in the surgery.

PPG Notice Board

- Request for a PPG notice board underneath the TV screen. The TV presentation is run via a computer in the cupboard below the TV and there are wires going up to the TV screen. Tracey tried to run the slide show a different way to remove the computer and the wires, to free up wall space. Unfortunately, the TV is not compatible to play the presentation via a USB. Tracey will look further into this; we may need to buy a new smart TV.

Action Tracey

Leg Clubs

- Leg clubs have started up on Tuesday, Wednesday and Friday venues. The other two dates are yet to follow. The clubs are proving popular with patients, and this has freed up nurses' appointments at the surgery. More volunteers are needed to help run the clinics.
- With recent changes and confusion as to the Leg Club days and venues the PPG asked if there could be a central hub phone number or website that a patient or surgery staff could access to get up to date information. Tracey has passed this on, and now the Two Harbours website supports LIVE updates for the leg clubs.
- Visit <http://twoharbourshealthcare.co.uk/leg-club/> for further information.

Digital Champions – Free one-to-one computer help

- Appointments have now started at RCS, which sadly are not being utilised fully as yet. Maybe more advertising of the service is needed? posters and flyers are available for PPG members to take, and to please share this service via word of mouth.

Surgery Updates – Sandra Maddison

Sandra gave a brief explanation of the Primary Care Networks and the Two Harbours Healthcare. **Primary Care Networks (PCNs)** form a key building block of the NHS long-term plan bringing general practices together to work at scale. The 2019 GP contract required practices to join networks. Weymouth & Portland Primary Care Network (PCN) is made up of the 6 practices of Weymouth & Portland caring for approximately 70,500 patients, working in partnership with community services, social care & other providers of health & social care. The PCN's aim is to help local practices and services work together in a more collaborative way leading to better integrated care.

Two Harbours Healthcare (2HH) is a not for profit organisation led by local General practices in Weymouth & Portland General whose goal is to work more closely together (and with stakeholders) to share expertise, resources and provide services for the NHS.

Many exciting projects are in development including the Leg Ulcer Club, developing a locality visiting service and community-based clinics for COPD, diabetes and paediatrics.

Improving Access to General Practice – Extended Hours

As part of the GP contract request for seven-day services, GP and nurse appointments are now available outside of normal surgery hours. E.g. after 6.30pm, before 8am and on Saturday mornings, and are available at both Royal Crescent & Preston Road Surgery.

Dr Ellis our GP registrar has now completed his training and passed his exams and the practice are pleased to offer Dr Ellis a permanent GP position at the surgery.

GP Patient Survey

The GP patient Survey is an independent survey run by NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice. 210 questionnaires were returned from patients of the practice and Sandra said the feedback was very satisfactory.

Some areas where we had dropped slightly on last year were discussed as to why this might have been. One of the questions asked if patients felt they had enough support in the last 12 months to help manage their long-term conditions (LTC), this had dropped from 90% to 80%. It was felt that the wording of the question might be misleading, as we currently have systems in place to ensure all our patient who have LTCs are seen periodically according to their needs throughout the year. Some patients on reading this question might relate it to other on-going problems?

We decided to discuss this further with a small subgroup later in October. Ideas such as a LTC Support group, and creating our own questionnaire to get feedback from patients with a LTC to see if they feel further support for their condition is needed.

Action Sandra

You can view the results from the GP survey by visiting <https://gp-patient.co.uk/>

PPG Locality Chair Group – Review and Updates – Peter Greensmith (PPG Locality Chair)

Peter informed the group of his role as PPG locality chairman. All of the locality PPG groups have a chair who meet 4 times a year to hear and discuss patient issues at their practices. The aim is to communicate health & wellbeing messages from the board to the PPGs and thus onto patients of the practices. Peter said that a successful PPG works with their practice and that practices in return should listen to their PPG.

We then discussed hosting a health event for patients on the important aspects of self-care and to support the NHS with patient education, signposting when to go to A&E and to make patients aware that they are ultimately responsible for their own health. This will be discussed further at the next meeting.

Healthwatch Dorset – John Hewitt (Vice chair)

Healthwatch Dorset are the county's independent health and care champion, working together with the public to make health and care better for the local community. They listen to what people like about local services and what could be improved. The feedback is then collated and looked at for any common themes. These are then presented to the CCG so that your voice is heard. They can provide information and support and can signpost to other local services. Visit www.healthwatchdorset.co.uk for further information.

AOB

Contacting PPG Chair

The PPG asked if it was possible to contact the chair directly if they so wished and Leslie said that they could contact him via email: chair.prspgg@gmail.com

What is Man Shed?

The Man Shed is a workshop for local men to meet, sharing skills, memories and general camaraderie in an informal, welcoming atmosphere. The Man Shed is a larger version of the typical man's garden shed, a place where he feels at home and pursues practical interests with a high degree of autonomy.

Meetings take place on Tuesdays and Thursdays at Weymouth Connect Centre on 5 Grosvenor Road (10am-1pm & 2pm-5pm) For further information call 07710893837

The 'Happy to chat' bench

It was mentioned there is a dedicated 'Chat Seat' at Sutton Poyntz. The 'Happy to Chat' benches have a simple sign, which reads 'sit here if you don't mind someone stopping to say hello'. These benches have been created by police in Somerset and rolled out to other areas. The benches help to tackle isolation in the community, which can leave people more vulnerable, but if people stop by to say hello to an elderly stranger it can reduce the likelihood of them being victims of crime.

Near to the chat bench there is also a 'free library' in the old public phone box. Borrow a book to read and bring it back – simple as that!

iPad in Surgery

With the wealth of information currently available online it was asked whether a computer or iPad could be available in the surgery for patients with links to certain websites. The practice will look into how we could accommodate this. It was mentioned however that there are computers available at the library for the public to use.

Action Tracey

Update self-check-in machine

Tracey to look at the settings for the self-check-in machine and see if it is counting phone calls on GPs lists as appointments. It was reported that sometime the check-in machine will state there are several people ahead of your, however there has been no-one else in the waiting room. It is felt that GP phone calls on their appointment list are being counted as appointments by the machine.

Action Tracey

Raising Awareness of Ovarian Cancer

The Trustees of the Gill Harler Fund have created an event, and all are invited to:

An Evening with TV Presenter Lorraine Kelly

Friday 27th September – 6.30pm – Herrison Hall Charlton Down, Dorchester

Tickets 12.50 Further info on website

Next Meeting

The next meeting will be held on:

TUESDAY 26TH NOVEMBER 6.30PM – 8PM

Acronyms:

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| PPG | Patient Participation Group |
| PRS | Preston Road Surgery |
| RCS | Royal Crescent Surgery |
| CCG | Clinical Commissioning Group |
| PCN | Primary Care Network |
| 2HH | 2 Harbours Healthcare |
| LTC | Long Term Condition |
| COPD | Coronary Obstructive Pulmonary Disease |