

Walford Mill Medical Centre

PPG Meeting Notes 05th March 2019

Welcome & Latest PPG recruitment drive

Sarah Faulkner, Practice Manager welcomed everyone to the group. The practice had seen a significant interest from patients following the latest PPG awareness drive. Sarah has been in post for nearly 12 months and would like to regain the momentum within the group. 3 further meeting dates have already been scheduled for 2019.

Introduction to Gill Foott, PPG Engagement & Communications Co-ordinator, NHS Dorset CCG.

What are GP Patient Participation Groups (PPGs)?

GP Patient Participation Groups (PPGs) work in partnership with GP practices. Members are usually patients at the practice or people associated with it. Some groups meet in person; others are 'virtual' groups with members communicating with their practice online. PPGs are vitally important in enabling patients to be involved in influencing the way that their own local health services are delivered. That's why, in line with the CCG's engagement and communications framework, our team is working with GP practices to help them grow and strengthen their groups.

Our engagement processes are adopted from NHS England's [Patient and Public participation in commissioning health and care](#)

It's important to bear in mind that PPG meetings aren't a forum for individual complaints as these follow a different process, but general patient feedback is always welcome and valued, as it will help the practice to evolve and learn. Going forward we are able to help with sample Terms of Reference which may be useful for the PPG and can be adapted to its individual requirements.

Supporting Stronger Voices Event – Wednesday 13 March 2019 at the Allendale Centre in Wimborne:

A meeting of a wider group of patient, carer and lay representatives from across our Health and Care system. The meetings provide an opportunity for members to learn more about Health and Care in Dorset and to provide invaluable input and feedback. The meetings are relatively informal and also provide a networking forum to enable members to learn from one another.

PPG Chairs or representatives are invited to join these meetings to represent their individual groups. The next SSV meeting will be held on 13 March 2019 at the Allendale Centre from 2.00-5.00pm (agenda attached). To register for this event please click here: <https://www.surveymonkey.co.uk/r/SSVRegistration>

The main public pay and display car park serving the Allendale Centre can be accessed via Allenview Road. There is a small footbridge leading to the centre from the car park. Disabled parking is at the side of the centre and accessed from Hanham Road (a shared entrance with Allendale House).

If you need assistance in entering the centre or further information on how to get there, please do get in touch with us before the day.

PPG Networking Events:

Every 6 months we arrange two PPG networking events, one in either side of the county. Anyone with an interest in finding out more about how PPGs work and about local health services, is welcome to come along. You don't have to be a PPG member to attend. These events are publicised in our Feedback bulletin which our Health Involvement Network members receive (see below).

Our next meetings will be held in May 2019 – 8 May 2019 from 2.00-4.00pm at the Kinson Community Centre, and 9 May 2019 from 6.00-8.00pm at Blandford St Mary School.

Health Involvement Network:

Join the [Health Involvement Network](#) to receive our [Feedback Bulletin](#) which provides news on the work of the NHS in Dorset and promotes opportunities to get involved in shaping local NHS services.

This is open to everyone in Dorset and is a quarterly newsletter sent out by the CCG which updates on how the views of local people are helping to shape services. There is no cost to join nor any obligation. PPGs and Practices can let us know about their Good News stories and we'll tell people about them on Feedback bulletin. Please also let us know about your PPG work or PPG events so that we can add them to the bulletin.

Community Conversations:

In June and July 2019 the organisations that are part of Dorset's Health and Care system (all health and social care providers) will be holding 15 community conversations in locations across Dorset.

Local people will be invited to join these conversations and learn about how national plans are being reflected in health and social care plans and provision in the areas that they live in.

The conversations will be publicised widely, including on our Feedback bulletin.

Feedback from 'e-consult'-online consultation platform

Some members of the group were aware of e-consult but not all. E-consult is new software procured by Dorset CCG for Dorset practices. This can be accessed via the practice website for self-help advice and also sending a consultation to the GP practice. This is currently advertised on the practice website, within the practice and also referred to in the telephone welcome message. The practice currently sees around 2 e-consultations per day.

Points noted:

Patients who currently access online services via the system online portal felt it would be beneficial if a reference to e-consult were placed within this platform. This would mean patients booking appointments via the system online webpage would see this service is available. Sarah noted that the system online platform cannot be amended by individual practice but that she would highlight this to relevant people.

Some patients do not know how to access the internet. A group member has been working with an organisation as a Digital Champion. One of their projects is to help teach people how to access the internet and they may be able to support the practice with some training for our patients. The member will contact Sarah to discuss this further.

Some patients prefer to access face to face appointments with a clinician and not use an online tool. This is recognised by the practice and Sarah confirmed they have no intention to push all patient contact via the e-consult platform, simply offer it as an option.

Patients may see the security of the internet as a barrier. Sarah reassured the group that any IT accessed by the practice has the relevant protection in place as far possible with online services. E.G. encryption and secure email.

A video consultation system has not been procured by the CCG as part of the e-consult launch. No doubt this is something for the future but not something the practice is looking to offer at present.

Dr Sahel Wright is not present on the practice headed paper.

Patients would like to see pictures of the clinical staff against their name on the website or in the entrance to the practice.

The existing website video contains reference to Dr Logan who no longer works for the practice.

Primary Care Networks (PCN's)

Sarah explained that the new GP contract has been released and there is a focus on GP practices starting to work in primary care networks with a patient population of 30,000-50,000. The practice is already a member of Castleman Healthcare, which has 12 member practices in East Dorset and Poole North. Castleman was created to protect individual practices from losing funding when certain contracts could no longer be given to 1 practice alone. PCN's do not mean practice mergers. They are a way of practices working together to provide services appropriate to the local population. They will give the potential for patients to benefit from service co-located in other sites which they might not have been able to access previously. The practice sees this as a positive opportunity to improve patient care. The next step is for the practice to communicate with our local practices and consider the options for a future PCN.

Points noted:

With multiple housing developments in the local area there is some concern amongst local residents how GPs and Schools will cope with the growing population. The practice is mindful of these plans and is well resourced clinically to adapt to an increase in population. The practice has run an advertisement in the Wimborne Magazine and performed various leaflet drops to create more awareness of their existence and would welcome more patients present.

Phlebotomy service contracting

Poole and Bournemouth Hospital have handed back the contract for taking GP practice blood tests. This means that practices have been asked to take on the contract from 1st April 2019. Certain aspects are still be negotiated with the CCG with less than 4 weeks to go! Clarity around blood collection times and the training on offer from Poole Hospital are yet to be confirmed. Patients will still have access to blood appointments at Victoria Hospital,

Wimborne which we recognise as being a benefit for our patients in particular. INR testing is not part of the main phlebotomy contract and will continue to be undertaken by the hospitals.

Points noted:

Patients can expect to wait for a routine blood test appointments. E.G. An annual blood test which is carried out every year for a certain condition.

INR testing –an experienced INR patient would like to see this testing brought back in to local practices rather than having to attend Wimborne Hospital, not only for patient convenience but also to save wider NHS resource. Certain software is available to assist nursing staff with INR testing and require less blood from the patient to analyse the sample. The practice recognises that this is something other INR patients may feel strongly about however they are not in a position at this time take on the INR contracting. A suggestion to charge INR patients to contribute towards testing equipment was noted however Sarah explained this would not be possible due to contracting reasons. Development of the PCN's may provide the opportunity to look at INR testing in the future. PCN updates will be given to the PPG via email.

Our PPG

Sarah asked the group for suggestions on how the PPG felt they could be involved. A member suggested patients may find the events at the Allendale Centre in Wimborne informative. It was noted that 3 further face to face meetings were scheduled for the group in 2019 and email communication would be used for information relating to the PCN's and other patient engagement requests. Sarah asked the group to help by offering a patients eye over the notices and displays within the practice where possible.

AOB

Preventative healthcare initiatives – local health walks

A member of the group is involved with local health walks and sees very few new members attending. Sarah confirmed the practice does not advertise the walks but would be happy to if provided with the relevant posters. She suggested that the admin support for the walks make contact with the programmes GP practices currently suggest to patients as they act almost as a signposting service for what is available in the local area. E.G. Active 4 Health, Live Well Dorset.

Next Meeting Date: Tuesday 4th June 2019