

APPLES PATIENT GROUP (APG)

MEETING MINUTES

15th October 2024

ATTENDEES

C. Minton (GP) - CM, P.Cannings (Practice Partner) – PC, J. Griffen (PCN) – JG
J. Warburton (Sherborne Town Council) – JW, Bruce Duncan (BD), Simon Galvin (SG), Pam Winter-Goodwin (PW-G), Sue Greenwood (Sgreenwood), Jenny Gibbs (JG), Irene Miller (IM), Tony Bishop (TB), Bruce Lemonde (BL), John Mitchell (JM), Richard Green (RG), Dy Hart (DH), Alistair Edgcombe (AE), Susan Ripley (SR), Peter Neal (PN)

Apologies: Peter Zimmerman, Clare(Elizabeth)Taylor, Gill Foott

1. Introductions -
2. Last meeting Minutes (see below).
Agreed
3. Practice update – PC and Doctor present.
PC updated group on GPIP Consulting. Approaching final stages of project with implementation scheduled for January 1 2025.
A new Dispenser will be employed in October to fill vacancy.
Greater capacity to undertake blood tests due to increased resource.
- 3a. Project Nudge update.
See report below.
SG debriefed group and pointed to 3 ‘quick wins’
 - Rewrite APN biogs for meet the team section on website.
 - Pursue patient testimonials for display in Waiting areas and website.
 - Publicise digital/on-line tutorial sessions
4. Health events and talks –
Sarah Webster (PCN) organising tba.
“Do you need help getting online” sessions by James Griffin at Apples following popular pilot sessions at Sherborne Library. Dates to be advised
5. Members links to and reporting roles, - liaison groups.
 - a) Yeatman Hospital,
PN report below and agree words to add to web site;
 - b) NHS/ICB Dorset,
PZ nothing to report
NB SUBSEQUENT TO MTG PZ CIRCULATED INFO REGARDING DORSET POST COVID SYNDROME SERVICE – details to be added to website
 - c) patient needs and survey response from vaccination days.
PC explained survey to close at end of October, and analysis of paper q’aires to be undertaken thereafter - volunteers required. Analysis of on-line Survey Monkey results on -hold pending budget discussions – JG to investigate.
- d) digitally excluded patients ,
Nothing to report

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e) Apples patient information talks other than item 4,

Nothing to report

f) secretary/admin support for the Apples APG.SG/CT

Ongoing

6. PPG Info leaflet to be printed – distribution?



Patient
Participation Group

Completed

7. Web site update. PC and all.

On-going

8. AOB and date of next meeting – early February 2025

TBA subject to GPIP meetings

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Item 3a Project Nudge. Background

A brief was provided to the Course Convenors of MAD//Masters <https://madfestlondon.com> for a 'live' case study assignment to be completed by any participants choosing the Apples brief amongst several other choices.

Featuring weekly lectures and tutorials, guest interviews with global marketers and disruptors, in-person workshops and a CIPD-accredited assessment, MAD//Masters has been designed to support marketers to make the shift to more agile marketing models that reflect seismic shifts in behaviour, technology, media and consumption

To date 8 submissions have been received.

Emerging Themes

- **Re-framing the APN**

Highlighting the role, expertise and competencies via the website/waiting room/soundbites (?). Specifically on the website re-order/re-write 'Meet the team section'

- **Technology!!!**

Improved phone system/on-line booking/default APN appointments/workshops/tech clinics/Age UK digital champions (in development) social endorsements (patient testimonials demonstrating ease of on-line appointment booking) Overt messaging e.g. best time to contact practice by phone/AI

Website, soundbite, newsletter TOV more positive

- **Physical Environment**

'Relaxed' waiting area/music/renaming Entrance B to Main Entrance!?

Reward systems

- **Role of PPG**

Become more ambassadorial/roles and responsibilities/improve public understanding of PCN

All the above are geared to improving patient trust and reducing anxiety

The link to the presentations is shown below

<https://u.pcloud.link/publink/show?code=kZYEXU0Zhm2xifWpji8mFpf8WH1wmHrcMXAk>

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Item 5a - Yeatman Hospital Update from Helen Lawes Locality Manager 24.09.24

Dorset HealthCare - Dr Lucy Knight has recently been appointed as Chief Medical Officer for Dorset HealthCare Trust and will commence her role at the end of October. Lucy is a Consultant Psychiatrist with a background in old age psychiatry and liaison psychiatry in the acute sector and has worked in Somerset for the past 20 years. Dawn Dawson, Joint Chief Nursing Officer for Dorset HealthCare and Dorset County Hospital recently visited the Yeatman Hospital with Rachel Small, Interim Chief Operating Officer, during which they had the opportunity to speak with staff in various departments.

Yeovil District Hospital have confirmed that they will not be returning to use the theatre space and Dorset Healthcare are currently in discussion with Dorset County Hospital exploring options.

Yeovil are keen to continue with Outpatient Clinics and Dorset Healthcare are working with them with what we deliver.

The reception refurbishment and the clinic room work have commenced which is very exciting. There will of course be some upheaval for staff and patients for a short time but nothing that cannot be overcome.

Frailty Virtual Ward – Dorset Healthcare is working very closely with Dorset County Hospital and our existing community teams to have a pathway to keep people at home and support them clinically and we recently have employed a Consultant Practitioner for North Dorset to support this work. We also have a new Advanced Clinical Practitioner based in the Hub at the Yeatman working directly with the clinical teams.

All teams continue to have busy caseloads and do carry some staff vacancies, but this is consistent with other localities. The post of Facilities Manager for the hospital is currently out to advert.

The Willows Inpatient Unit - three staff nurses have recently been appointed and interviews are being held for our Healthcare Assistant vacancies. In addition, an Advanced Clinical Practitioner has recently been appointed to support the doctor on the ward. The new rehabilitation kitchen on Rowan Ward, kindly funded by the Friends of Yeatman Hospital, is well utilised and extremely beneficial for patients' rehabilitation. Summer events on the ward included a very successful multicultural afternoon tea celebrating the diversity of the Willows team, when staff from England, Scotland, Wales, Romania and India brought food from their own culture to share with each other.

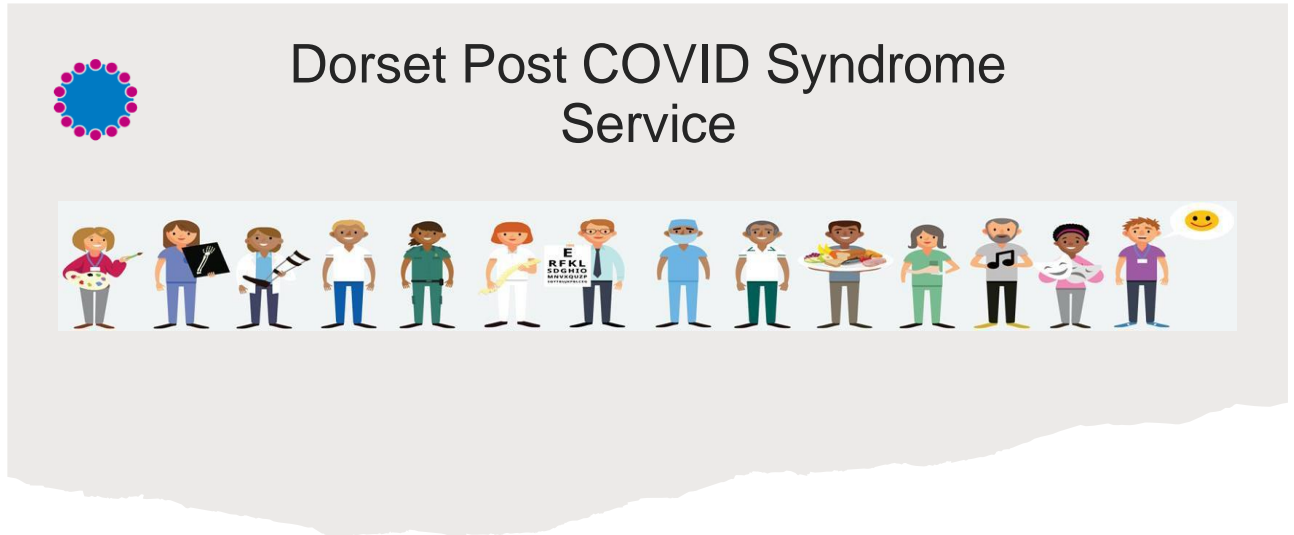
Over the summer holiday period three students from The Gryphon School have each attended for one week of work experience. The students spend a day in different departments during the week, to provide an overview of the services based at the Yeatman and an insight into the many different career options within the NHS.

Helen Lawes

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NHS – ICB

[Link to Dorset Post Covid Syndrome Service.](#)



Michelle Selby
Clinical Lead Dorset Post COVID Service

Helen Curtis
Specialist Post COVID Physiotherapist

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