

The Grove Patient Participation Group

Sherborne

Minutes

28th.July 2025
6:00pm

Present: David Bartle (Vice Chair) **(DB)**; Tony Bishop (Apples PPG) **(TB)**; Jenny Davis **(JD)**; Jane Heard (Yetminster PPG) **(JH)**; Paul Heard (Yetminster PPG) **(PH)**; Dr Rebecca Lye **(RL)**; Roger Marsh (Chair) **(RM)**; Tony Meehan **(TM)**; John Williams **(JW1)**; and Val Woolmington **(VW)**.

1. Introductions:

The Chair **(RM)** welcomed everyone to the meeting, especially Dr Rebecca Lye representing the Grove Medical Centre.

2. Apologies: Gill Foott (Engagement and Communications Coordinator [PPGs]) **(GF)**; Carol Foster **(CF)**; Alex Kimber (Managing Partner) **(AK)**; Vicky Morland (Social Prescriber) **(VM)**; Sara Garside **(SG)**; Jill Warburton **(JW)**; and Student members.

3. Practice Update: (Managing Partner)

(RL) provided the meeting with an update from the Practice. She stated that in the absence of **(AK)**, running the Practice had been a challenge to which Debbie Perkins (Operations Manager) had coped well.

Dr Semiu was now joining the Practice as a member of the acute care team with Dr Covell being the other member of the team. Establishing the acute care team was now offering patients improved continuity of care.

Advanced Nurse Practitioners Lisa and Sarah would be seeing patients with on the day appointments.

It was noted that Dr Wood would be leaving the Practice at the end of September and Dr Pearce would be joining the Practice later in the year and during the intervening period Dr Childs would be returning to the Practice to strengthen the team following Dr Middle stepping down.

At present building work was taking place to convert the nurse's hub into two additional consulting rooms.

4. NHS Dorset - Engagement & Communications (PPGs) (Gill Foott)
(No Report)

5. 2025 GP Patient Survey

Discussion took place regarding the results of the survey that had been circulated prior to the meeting. It was felt that the results showed good patient satisfaction with the service provided by the Practice. However, it was felt that the question relating to patients being offered an appointment at an alternative place was rather irrelevant as the Grove Medical Centre was the only place on offer. Additionally, it was considered that in many cases the sample size was too small against the number of patients registered with the Practice.

6. Blood Samples / NHS Dorset Phlebotomy Contract Issues,

Discussion took place regarding both replies received from Rob Payne – NHS Dorset Head of Primary Care in relation to the financial sustainability of the Practice conducting blood tests and also the ongoing issue of blood sample transportation. Both responses were considered to fall short of solving the problems.

7. Integrated Neighbourhood Teams

(RM) gave the meeting an update on his recent meeting on the subject of Integrated Neighbourhood Teams (INTs) with Judith Westcott, Deputy Director of Primary and Community Integration at NHS Dorset. In order to gain an insight into what mattered most in local communities, Judith felt that consultation with patients via the PPG was most important. It was agreed that each Grove PPG

committee member would be requested to ask for patient's views and these would be fed back to Judith to further help in the development of INTs. **Action: (RM) and PPG Members**

8. Sherborne PCN – Patient Participation Group

(RM) explained that he had received an email request from Sarah Webster – PCN Manager on the subject of setting up a PCN Patient Participation Group. It was proposed that the make-up of the group would comprise the PPG chair from each of the three practices within the Sherborne Primary Care Network along with one other committee member from each PPG. (DB) volunteered to be the additional member from the Grove PPG, to which the meeting agreed.

9. Health Champions – (Vicky Morland)

(No Report)

10. Military Veterans Support Group – (Roger Marsh)

(RM) reported that the forthcoming meeting in August would be visited by Dr Jill Wales of Northumbria University. More recently Dr Wales had obtained funding to write a paper on the work of various veterans support groups across the country and it had been agreed to invite her to the August meeting to talk with the members about the benefits they each get from the group.

11. PPG Newsletter

Following discussion it was established that there was adequate subjects to enable enough articles to be produced for the next newsletter with a publication date of the end of September.

Action: (TM) and (RM)

12. Actions from 9th. June 2025 Meeting:

i) MYTIME Young Carers: It was agreed that we would produce an article for the next edition of the Grove Newsletter by liaising with Holly Drinkwater.

A one-and-a-half-page article written by Holly Drinkwater and Tony Meehan was published in the Summer Newsletter. **Action: Closed**

ii) PPG Newsletter:

It was agreed to aim for a July publishing date for the Summer 2025 edition of the Newsletter which would include among other items an article on MYTIME Young Carers. Additionally, it was suggested that an item by the student members of the PPG could be included for which (TM) would liaise with Amanda Mackintosh of Sherborne Girls School.

The Summer Newsletter was published at the end of June – suggested article by student PPG members to be included next issue. **Action: (TM)**

iii) Dementia Friendly Surgery:

Subsequent to the production of the assessment report produced by (SG) and (JD) it was agreed to forward the report to (AK) for review upon her return to work.

(RM) had received an email from Debbie Perkins (Operations Manager) on 9th. July stating that she needed to order some new signs for various areas in the surgery and that she had a meeting with the sign company arranged, so a copy of the report produced on dementia friendly surgery was passed to her.

Follow-up on this item as part of the Practice update at the next PPG meeting. **Action: All to note**

iv) HOPE training Project:

It was agreed to prepare an article on the subject for inclusion in the Autumn Newsletter prior to the planned event in October. Agreed to carry this action forward. **Action: (RM), (TM) and (JW) to note.**

v) RNID Volunteers:

(RM) reported that he had received a request via the Volunteer Centre at Dorchester for help with those in care homes suffering with hearing loss. Information was passed to (AC), and it was also agreed to post the information on local social media groups. **Action: Closed**

vi) Patient Query regarding the NHS App:

(DB) reported that as requested he had contacted a patient who had difficulties concerning the NHS App. It appeared as though this was associated with outcomes following use of the App. It was agreed that this situation would be monitored for further developments. As there were no further developments, it was agreed to close this action.

Action: Closed

vii) Visit by Ed Morello MP:

Following a request from (RM) to Ed Morello MP to visit the Grove Medical Centre for a discussion on the future of General Practice in Sherborne, especially with the future increase in planned housing, it was agreed that the MP should be contacted to explain that the Managing Partner was out of post until at least the end of July and it would be more appropriate to set up a meeting on her return.

(RM) reported that he had sent a holding email to Ed Morello on the 10th. June and the subject would be re-visited on the return of (AK).

Action: Ongoing

viii) Appointments made via the NHS App.:

(AC) stated that she had been notified of an appointment by the NHS App to see the senior pharmacist, but there was no information regarding the subject of the appointment. Due to hearing loss, she was unable to use the telephone to determine the reason for the appointment and had to visit the surgery to determine the reason. It would have been helpful if the reason for the appointment could have been stated as (AC) can only cope with face-to-face appointments because of her disability. It was agreed to review this problem with the Practice.

In the absence of (AC) there was no update on this action.

Action: (AC) and (RM)

13. Apples PPG Update: (Tony Bishop)

(TB) updated the meeting on the latest staff position at the Practice with interviews taking place for an assistant administrator. Also a lead in the pharmacy team had recently started at the Practice.

A patient survey was underway that concentrated on views regarding the use of the new telephone system.

The next PPG meeting was scheduled for the 2nd. September and (DB) agreed to attend to represent the Grove PPG.

14. Yetminster PPG Update: (Jane Heard)

It was noted that the next Yetminster PPG meeting was being held shortly in August.

(JH) and (PH) remarked that a letter had been sent to the ICB on behalf of Yetminster PPG regarding phlebotomy issues, and a similar reply from Rob Payne to that received by the Grove PPG had also been received.

15. PPG Chairs Activities: (Roger Marsh)

- Attended Men's Health Fair
- Military Veterans Support Group's June and July meetings
- June and July meetings of Sherborne Town Council
- Met with Jill Warburton to discuss various health related issues
- Took part in a Public Engagement Group Meeting on Integrated Neighbourhood Teams
- Attended Sherborne Neighbourhood Plan Meeting organised by Sherborne Town Council
- Update meeting with NHS Dorset communications team
- Meeting with Jill Warburton and Lynita Harris (Volunteer Centre Dorset)

16. Any Other Business:

i) Pancreatic Cancer – Screening Patient records

UK's NHS-backed "C the Signs" initiative. As part of the NHS Long Term Plan, this AI-powered tool is used in about 1,400 GP practices across England. It scans patients' electronic health records for subtle patterns—like changes in symptoms, family history, test results, and prescribing data—that could signal increased cancer risk, including pancreatic cancer. When higher-risk patterns are detected, it prompts GPs to inquire further or order the appropriate tests or referrals.

It was questioned whether this was used at the Grove.

(RL) stated that it was, but cast doubt about scanning patients electronic health records.

ii) GP Access to new core IT system

Starting now, GP practices across England can transition to Medicus Health's new cloud-based core IT system—integrating with national services, usable on tablets, and aligned with NHS digital strategies. Adoption is expected to accelerate through 2026, with ongoing emphasis on data security and implementation support.

When questioned on how will this affect existing systems used by the Grove, (RL) stated that she was unaware of this IT system.

iii) Alcoholics Anonymous – Sherborne Group

PPG members were asked whether they felt that a talk by the leader of the local AA group on their work would be useful. All agreed that it would. It was agreed to contact the local representative to make arrangements for the September PPG meeting.

Action: (RM)

17. Date of next meeting: Monday 29th. September 2025 6.00PM The Grove Medical Centre