

The Beeches Medical Practice

PPG meeting

Monday 27th July 2015, 5.30pm at Dorrington

Minutes

Present: Rob Gough (chair), Nikki Fox, Karen Moseley, Peter Price, Terry Seston

In attendance: RB, C-JR, LT (for agenda item 2); Gill Jones (for agenda item 3)

1 Apologies: Sarah Barker, Gill Berry, Jean Cruickshank, Geoff Garrett, Jill Harvey, Joy Jones, Rob Laycock, Val Lewis, Caroline Martin, James Moraghen, Judy Shone, Pam White, Becky Whitfield, Teresa Wood

Resignation: RG informed the meeting that since our last meeting sadly Gilly Turner had resigned from the PPG.

2 Presentation from Youth Champions

RG welcomed LT, RB and C-JR, and outlined the background to this initiative. RB and C-JR presented their proposal for a Facebook page for the Practice. They outlined the importance of a photograph of the Bayston Hill site, in order that young patients could identify with it. They also emphasised that Facebook, rather than Twitter or a website, was a preferred link for youngsters.

The PPG welcomed the proposal and were very impressed with the presentation and are keen for this to be launched once concerns regarding controlling comments have been addressed and Partners are happy to go ahead.

PP commented that his only reservation was that he needed to be able to control feedback and a preference would be to use it as a 'signposting' mechanism, hence, not to allow 'comments'. It was agreed that we need to include reference to the Dorrington site, preferably with a photo.

RG thanked RB, LT and C-JR for their excellent work in producing the Facebook draft and in the way they presented it in such a clear and concise manner.

Action: PP to meet with RB, LT and C-JR to consider next steps in getting appropriate assurance on controls/comments.

Action: PP to discuss further with the Partners regarding launching the Facebook page

3 Update on HeartAge

GJ gave an update on the 'Bayston Hill Healthy Hearts' meeting which took place on 30th June 2015. She reported that it had been well attended and gave her feedback on responses. Her survey results indicated that over 20 heart checks had been delivered. It had provided a thought-provoking opportunity for attendees and many were considering future dieting options, etc.

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RG, TS and KM concurred with GJ on its success and it was agreed to consider other opportunities, e.g. a young mothers' group.

Action: KM to identify a group contact for young mothers and liaise with GJ.

4 Meeting agenda, AOB and meeting timing

- a There was no further AOB.
- b It was agreed to finish the meeting by 7.30pm

5 Minutes of meeting on 15th June 2015

These were accepted, with a note that NF and TS had attended.

6 Actions from last meeting

- a HeartAge invitation – actioned.
- b Allison Ball to attend the August meeting (at RG's invitation).
- c Aiden Wassell to attend the August meeting (at RG's invitation).
- d NF to identify possible dementia meeting dates and liaise with PP in respect of a venue.
- e The PPG £200 balance was now set up in a Barclay's account.

7 Practice issues

a Update from PP

i **GP appointments:** PP advised of the following:

- Three registrars will commence in the coming months:
 - Dr May (Aug 2015)
 - Dr Tuncer (Sep 2015)
 - Dr Phillips (Jan 2016)
- Dr Middleton will be commencing as a sessional GP for three sessions per week, with effect from 23rd September 2015.

ii **New booking-in terminal:** This has now been acquired for Bayston Hill. PP advised that once we are fully conversant we can run patient surveys through it.

iii **CQC visit:** There is no date for an inspection yet, but it will be in the next six months.

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- iv **Practice Development Team:** PP stated that a specialist consultancy team has been commissioned to work with the Practice during September. They will evaluate how we work and identify opportunities for improvement. This is a free-of-charge NHS England sponsored initiative.

b Update from Karen Moseley

- i **Youth Champions:** KM reported that she has been working closely with the Youth Champions to develop the Facebook page.
- ii **Coffee morning:** She has continued to meet with patients/residents at the Christ Church Tuesday coffee morning. TS reported that the group had recognised her contribution with a large bouquet of flowers.
- iii **Vulnerable patients:** KM reported that she continued to identify and contact vulnerable patients and was using a recently-introduced patient information system known as 'Urgent Care Dashboard' to do so.
- iv **Meeting with Aiden Wassell:** there was a suggestion that KM and GJ are to meet up with AW; if so this may be instead of AW coming along to our meeting. KM to clarify if possible.

Action: KM to clarify re the meeting re AW.

8 Surveys

It was recognised that we needed to undertake some new surveys. RG stated that we had undertaken a range of surveys approximately 18 months ago. These covered waiting times, physiotherapy, plus the quality of both the nurses and the GPs' service.

PP stated that he was keen to undertake a transport survey, aimed at Bayston Hill patients, to understand how patients arrived at the surgery.

It was agreed that we should endeavour to use the new terminal where appropriate.

Action: It was agreed that RG would forward previous surveys to PP and that PP would produce new draft questionnaires based on those previously used mentioned above.

9 Our priorities

a Virtual PPG

PP advised that he had been in discussion with the GP Federation and had identified the possibility of using part of their website as a means of communication between an extended PPG 'virtual' membership. He needed more time to evaluate this option.

Action: PP to evaluate and report back.

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b Discussion on other priorities was deferred due to meeting time constraints.

10 Outstanding actions: Discussion on this item was deferred due to meeting time constraints.

11 Discussion on this item was deferred due to meeting time constraints.

12 Any other business

a National Patient Group

RG advised that the annual subscription of £40 was now due. It was agreed that PP would ask the Partners if a 50:50 contribution would be supported.

Action: PP to ask the Partners.

b Books library

TS advised that he had noticed that a Shrewsbury Practice had a small book library where patients borrowed books for a small fee and the income was used to buy equipment. It was agreed investigate this.

Action: RG to contact PPG members at the appropriate Practice.

13 Date of next meeting:

Monday 24th August 2015, at Bayston Hill, 6pm

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Outstanding actions as at 27th July 2015

| Item | Actions | Progress |
|--|---|----------|
| Shropshire HeartAge/ health check event | Allison Ball & Aiden Wassell invited to attend the August PPG meeting. | Complete |
| | KM to clarify re meeting with AW | KM |
| | KM to identify a group contact for young mothers and liaise with GJ | KM |
| Men's health check | JJ to add details of the event to the Christchurch Facebook page and JS will add details to the Villager FB page. | JJ |
| | BW to consider local initiatives in which the PPG could be involved. | Ongoing |
| Youth Champions | PP to meet with LT, RB and C-JR to consider next steps on controls/comments for a Practice Facebook page. | PP |
| | ' You're Welcome ' award - PP to follow this up with Karen Higgins. | Ongoing |
| Patient surveys | RG to forward previous surveys to PP; PP to produce new draft questionnaires. | RG/PP |
| Update from Karen Moseley | KM will continue to identify and contact vulnerable patients using the 'Urgent Care Dashboard'. | Ongoing |
| | KM to meet with the Toddler group. | Ongoing |
| | KM to visit the Hospice to see the facilities offered. | Ongoing |
| | KM to speak to Jamie Edwards (STFC) regarding men's health awareness. | Ongoing |
| | KM to speak to SureStart group (under-5s) & report back to PPG. | Ongoing |
| Our priorities | Virtual PPG: PP to evaluate using part of the GP Federation website, and report back | PP |
| | Waiting times | Ongoing |
| Dementia Friends | NF to identify possible dates for a meeting and liaise with PP re venue. | NF/PP |
| Bank account | £200 has been transferred into the PPG account | Complete |
| National patient group | PP to ask Partners to support a 50:50 contribution to the annual subscription now due | PP |
| Books Library | RG to contact PPG members at another practice to investigate this | RG |