

The Beeches Medical Practice
Patient Participation Group meeting

Monday 24th August 2015, 6pm

at Bayston Hill

Minutes

Present: Rob Gough (chair), Gill Berry (secretary), Jean Cruickshank, Gill Jones (co-opted from Help2Change), Rob Laycock, Caroline Martin, James Moraghen, Peter Price, Judy Shone, Terry Seston

In attendance: Allison Ball (Community Development Lead, Help2Change)

1 Apologies: Sarah Barker, Geoff Garrett, Karen Moseley, Judy Shone, Pam White, Becky Whitfield, Teresa Wood.

RG welcomed JM after his absence and informed the group that Jill Harvey has resigned from the PPG.

2 Help2Change Shropshire (AB)

Allison's main job is outreach to people who are not yet using the Help2Change (H2C) services; there are five H2C advisors to deliver the three services offered through GP practices: **Help2Quit**, **Help2Slim** and **health checks** for those aged 40-74. The advisors are attached to GP practices and there is also a bank of H2C staff. AB informed us that she is trying to discover, for example, the barriers to people quitting smoking. Do we need more education or information? RG suggested using *The Villager*, which has a fairly wide distribution, to inform people. RG also suggested involvement in events such as the health check in Bayston Hill recently.

Action: JS to give AB contact details of *The Villager*.

3 Update on HeartAge (GJ)

GJ reported that there are companies who are interested in being involved in HeartAge events, and that her work in this is ongoing.

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 27th July 2015

These were accepted.

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6 Actions from last meeting

- a RG had agreed to contact Aiden Wassell regarding attending tonight's meeting. There was some confusion regarding this and RG will look into it further.

Action: RG to contact Aiden Wassell.

- b **NAPP (national patient group)** – The practice has paid the total annual subscription.

Action: NF to pay half of the subscription cost to the practice.

- c **Library (TS)** – Marden Medical Practice has a small library of about 200 books, which is supported by donations and which has supported the provision of extra blood pressure machines. This would require a bookshelf.

Action: RG to contact Marden practice for further details.

- d **Virtual PPG** – PP has spoken to the GP Federation. They have a facility primarily for practice managers, but hadn't been used, which could be used. The contact was to ask her superiors and confirmation has been given that the PPG can use this.

Action: PP to report back in due course.

- e **You're Welcome award** – PP trying to clarify with Karen Higgins – there is a lot of paperwork attached to this. PP has been trying to catch up with KH and will continue.

Action: PP to contact KH.

7 Practice issues

a Update from PP

- i **GP appointments:** RL advised of the following:

- In the coming months:
 - A new registrar, Dr May, has already started work at the surgery.
 - Dr Tuncer will be returning from maternity leave on 30th September.
 - Dr Middleton will be commencing as a sessional GP for three sessions per week with effect from 23rd September.
 - Dr Phillips will return from maternity leave in January 2016.
- There is great pressure on GPs; the practice is using locum doctors and the existing GPs are covering extra shifts. The recruitment situation generally is worsening, with a reduction of 600 training places; in 5 years' time one-third of GPs will be in a position to retire.

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- There is also a lot of nurse sickness; a nurse who has been off sick long-term is due to come back to work in the next couple of weeks.

- i **Seven-day opening (RL):** RG raised this topic and was keen to hear the Practice's views. This is the Prime Minister's initiative of a non-urgent additional primary service. There is a pilot scheme in Shropshire involving over 30 practices and the practice decided to wait to see the outcome of the first year and will consider getting involved from next April. It is a case of all the involved practices pooling resources to see if services can then be offered outside of the usual periods. For example, routine appointments can be offered with any GP, on Saturdays on Sunday, patients would need to agree to their records being shared with other practices for this to work. This is organised and facilitated by ShropDoc, i.e. a group of GPs in the GP Federation for Shropshire and Telford & Wrekin.

RG said that he had no recollection of the issue being discussed by the Practice with the PPG. PP agreed that it would have been good for the PPG to be told. CM commented that she had not known about the early morning appointment facility; PP agreed that the practice could prepare a leaflet to go into the waiting room.

Action:

- PP to consider the best method for informing the patients of just when appointments are available presently, e.g. early Tuesday mornings, etc.
- PP to keep the PPG informed regarding Practice involvement in the seven-day opening initiative.

- ii **CQC visit:** There is no date as yet for an inspection, which will be in the next six months.

- iii **Primary Care Development Team:** PP informed the group that a specialist consultancy team has been commissioned to work with the practice during September. They will evaluate how the practice works and identify opportunities for improvement. This is a free-of-charge NHS England-sponsored initiative.

- b **Update from Karen Moseley** (*deferred in KM's absence*)

- c **Practice newsletter:** This has not yet been completed. It will be put on the website and hard copy placed in the waiting room. It may be possible to put leaflets in the pharmacy and library, and it could also be distributed via email, in the parish council's community page and via a link in the electronic version of *The Villager*. It was also suggested that Bluebird Care workers may be able to take copies into clients' homes. The PPG felt it was important to get the newsletter distributed far wider than it just being available at the surgery.

Action: PP to organise the wider distribution of the newsletter.

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- d **NAPP:** The CQC have published examples of outstanding practice in a new online toolkit for GPs. There is also a £15m scheme to give pharmacist support in GP surgeries. And how to make the best use of the Friends and Family Test.

Action: RG to forward Jul/Aug 2015 newsletter to PP

8 Youth Champions – Facebook page (PP)

There needs to be some sort of control of comments, etc., on the Facebook page. There is to be a meeting on Thursday with the youngsters, who are very enthusiastic. The partners are happy with the proposal, subject to controls.

9 Patient surveys (RG)

The last survey carried out by the PPG was a 4-week survey of the services of the doctors, nurses, physios and waiting times. RG had given PP the topic-specific surveys; PP had spoken about this to the partners and gained their agreement. It seems reasonable to use the same questions as were used in the previous survey. CM suggested using occasions such as the flu clinics to help in completing the surveys. Previously TS had come into the surgery and handed out surveys. PP said that the new booking-in machine could be used for this. Training on the machine has now been completed. The flu clinics will be held in late September and another at a later date. PP is also keen to do a transport survey, which could also be added to the booking-in machine. PP is keen to move this forward and sees this as a priority as it is an evidence base, in light of the forthcoming CQC visit. PP hopes to identify one of the admin staff to help with this. A box could be provided for the completed questionnaires. RG stated that previously the doctors and nurses had given out the questionnaires at the end of their appointments. PP would like to start the process within the next couple of weeks, perhaps using one survey per week/fortnight. Last time the PPG had an input to the wording of the questionnaire. The physiotherapists formulated their own questionnaire; however, the PPG had no feedback from it. PP suggested doing one survey every two weeks, and will circulate details to PPG members. Various PPG members offered help at the flu clinics.

Action: PP to circulate details of the surveys to PPG members.

10 Our priorities

- a **Waiting times (PP):** The shortest wait to see a GP is 5 days and the longest 11 days. By using the extra locums and new GPs this should help to improve the position.

- 11 **Figures for general health checks and annual health checks for those with a learning disability:** 56 patients with a learning disability are registered at the practice and 46 patients were checked last year. PP confirmed that the plan for this year is to start checks in October. The health check was introduced as there were difficulties in diagnosing illness for patients with learning disability. PP did not have the figures for 2014-15 for general health checks but would provide this for the next meeting.

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Action:

- PP to provide general health check figures.
- PP to ascertain why 10 patients with a LD did not have their annual health checks.

12 Outstanding actions:

- a Dementia Friends:** NF to contact PP.
- b Shropshire patient group:** there are now four co-chairs as the job was becoming too big for just one person, with a lot of meetings. The approach of having different locality groups is continuing; due to the geography of the county there are problems with a meeting in the north of Shropshire, so the north area may be split into two.
- c Locality groups:** discussion is continuing.

13 Any other business: none

Close: The meeting ended at 19:35.

Date of next meeting:

Monday 28th September 2015, at Dorrington, 5.30pm

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Outstanding actions as at 24 th August 2015		
Item	Actions	Progress
Shropshire HeartAge/ health check event	Allison Ball & Aiden Wassell invited to attend the August PPG meeting	Complete
	KM to identify a group contact for young mothers and liaise with GJ	KM
Help2Change	JS to give AB contact details of <i>The Villager</i> .	JS
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
NAPP	NF to pay half of the subscription cost to the practice.	NF
	RG to forward Jul/Aug 2015 newsletter to PP	RG
Books library	RG to contact Marden practice for further details.	RG
Virtual PPG	PP to report back in due course.	PP
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
	PP to circulate details of the surveys to PPG members.	PP
Update from Karen M	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
National patient group	PP to ask Partners to support a 50:50 contribution to the annual subscription now due	Complete
7-day services	PP to consider the best method for informing the patients of when appointments are available presently, e.g. early Tuesday mornings, etc.	PP
General & Learning Disability health checks	PP to provide general health check figures.	PP
	PP to ascertain why 10 patients with a LD did not have their annual health checks.	PP