

The Beeches Medical Practice
Patient Participation Group meeting
Monday 28th September 2015, 5.30pm
at Dorrington

Minutes

Present: Rob Gough (chair), Gill Berry (secretary), Sarah Barker, Gill Jones (Healthy Heart Project Officer, co-opted from Help2Change), Joy Jones, Caroline Martin, Peter Price, Terry Seston

1 Apologies: Geoff Garrett, James Moraghen, Karen Moseley.

2 Men's Health: Jamie Edwards (Community Manager, Shrewsbury Town Football Club) had been due to attend the meeting; however, in his absence he provided the information that STFC is promoting '**Walking football**' for men aged 55 and over on Mondays between 6 and 7pm at a cost of £3.50.

'**Extra time**' is another initiative for those of retirement age 55, with light activity, including social interaction. This is held on Thursdays between 10am and 12pm at a cost of £4 per person,

3 Update on Help2Change (GJ): There is little to report. TS has contact details for the Toddler group at the Methodist Church and will contact them tomorrow. GJ has emailed and sent hard copy (?) but has had no reply as yet.

Action: GJ to follow up. TS to contact the Toddler group.

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 24th August 2015

These were accepted.

6 Actions from last meeting

a JS to provide contact details of *The Villager* – completed

b RG to contact Aiden Wassell – completed

c **NAPP (national patient group):** payment of the PPG's share of the subscription cost has been completed (NF). RG showed the meeting a affiliation certificate which we have been sent by NAPP.

d **Library (TS):** RG has contacted Marden Medical Practice. Two ladies from their PPG organise the library. There is an 'honesty box' for funds. Old/unsuitable books are recycled. People buy the books with a donation but they often bring them back after they have read them. Marden have bought six blood pressure machines with the proceeds. SB agreed to help with this

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at Dorrington. It was suggested that the charity *Reviive* in north Shrewsbury may be able to help with providing bookcases; PP will let TS know what size would be suitable. PP will investigate the price of blood pressure machines similar to those often found in chemists.

Action: PP to give measurements to TS.
TS to enquire of *Reviive* for bookcases
PP to investigate pricing of BP machines.

- e **Virtual PPG:** PP has spoken to the GP Federation. Part of their website was under-utilised and could be used for a virtual PPG. The condition of use would be that it must be moderated by someone on the PPG. The website is limited to 50 users. Unless we can find someone to moderate such a group it will not be possible to do this.

Action: None at present as there are no volunteers to help with this.

- f **You're Welcome award:** PP will meet with Karen Higgins and hopes to report back at the next meeting.

Action: PP.

7 Practice issues

a Update from PP

- i **Staffing:** Sister Holt has now returned to work.
- ii **Seven-day opening (RL):** This has been highlighted in the recent Practice newsletter, together with details of early morning surgeries on Tuesdays.

Since the last PPG meeting, RL has had contact with ShropDoc and the GP Federation. Initially the Practice was not involved in the seven-day opening scheme, but after discussion among the partners it has been agreed that the Practice will sign up to it.

This will involve offering **extended hours** on Saturdays between 9am and 3pm, and Sundays between 9am and 1pm. This is different to the walk-in centre in that routine appointments only will be offered. Nine practices in the Shrewsbury & Atcham area are involved, and so The Beeches would be in use at the weekend only once every nine weeks.

GPs, nurses, paramedics, physios, and other **new staff** will be recruited with the help of the Prime Minister's Challenge Fund. There will be no cost to the surgery as such. Communication, including posters, etc., will need to be prepared. Patients will also be informed that they will need to allow the sharing of their medical records if they want to make use of this service. Emergency appointments will not be dealt with in these surgeries. ShropDoc and the GP Federation are responsible for this, including the IT. Nationwide, the feedback is that Saturdays tend to be taken up, rather than Sundays. Emergency appointments will continue to be dealt with via ShropDoc.

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Nurses will be available Mondays to Fridays between 6pm and 8pm.

The **acute visiting service** will be available Mondays to Fridays between 1pm and 5pm, with locum doctors doing home visits if the GPs aren't available.

Funding will only be provided for the first twelve months of the scheme; after this funding would have to be provided by the CCG.

There is no definitive **starting date** for this as yet, although it is due to start in October.

- iii **Practice newsletter:** the newsletter has gone to the pharmacy, pub and surgery reception. TS will provide some to Christ Church and others will be given to the library. The link will also go in *The Villager* for the online version.

Action: PP to email copies of the newsletter to PPG members.

Action: PP to email Geoff Garrett and ask him to distribute the newsletter in Condoover.

- iv **NAPP:** see item 6c

- v **General health check figures:** see item 11

- vi **Dementia Friends:** this is ongoing. JJ expressed interest in doing the course.

- b **GP update:** In RL's absence PP provided a report.

- i **GP staffing:** There are now two registrars: **Dr Tuncer** has returned from maternity leave today, and **Dr May** started work at the Practice in August. **Dr Middleton** started as a sessional GP last week. **Dr Vicky Phillips** will be returning from maternity leave in January 2016.

- ii **Primary Care Development Team – initial feedback:** The Practice has had a visit from a free consultancy team via NHS England. The team includes a doctor, a manager, a nurse and an admin team; they spent three days at the Practice, interviewing patients, staff and RG to find out what were the issues/areas of concern. The team is due to report back in the next 2-3 weeks (by mid-October). The aim is to develop and improve the services offered by the Practice, which was described as a 'friendly practice.' They will return with the report and feedback. All the Practice team will have access to their report. It was queried whether this is a one-off event; PP explained that it was voluntary but funding is an issue and further visits may need CCG funding. The manager offered to visit the PPG to offer feedback. We can demonstrate that the practice is open to learn and improve, and this should prove useful in the CCG inspection. SB added that there was a questionnaire to raise areas of concern.

Action: RG to invite the team manager to the next PPG meeting.

- iii **Nurse Practitioner option? (RG)**

This option had been mentioned to RG by the Primary Care Development Team, whereby a nurse practitioner would deal with the more

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straightforward appointments in place of the GP. This option has not been considered previously. PP stated that this may be possible, although it is also possible that a further GP may be employed next year; he added that the practice has been fortunate in having good GPs.

Action: to be reviewed next year at the workforce review; PP will feed back to the PPG.

- c **Update from Karen Moseley** (*PP – briefly, in KM's absence*) KM has now returned to work. The Development Team came to the coffee morning and were impressed. KM is to contact Compassionate Communities (CoCo) to see if their services can be utilised.

RG explained that Paul Cronin [*Severn Hospice*] came to visit the PPG a few years ago and explained about the work of CoCo. It was not taken further at that stage as the Good Neighbours scheme was doing a similar thing and there would be too much overlap.

Action: RG to obtain further information about CoCo if required by KM/Practice.

8 Youth Champions – Facebook page (PP)

- a **Facebook (FB) page:** The Practice would need to control any postings on a FB page. It was noted that FB have changed their practice in recent months. Unless we can get the problem of moderation sorted this cannot go forward. This is a problem for many FB groups. Also, use of FB tends to be outside normal working hours but moderation from the practice could only be carried out during working hours. Additionally, a FB page could only be set up via the PPG. This is a frustrating situation. Someone from the Practice could monitor this from 9-5. JJ offered to assist RG with moderation outside working hours.

PP suggested proposing setting up a FB page on a trial basis for a couple of months and then review. It would have to be a 'closed group' that a person would have to apply to join. If postings are deemed inappropriate then they can be blocked. The practice has information on who are patients at The Beeches; there would have to be some liaison between the PPG and the Practice. It is important to communicate but we will need to assess and review whether it is taking up too much time for practice staff. We are unable to set up a virtual PPG at present, so a FB page may help. It's important to keep posts positive. It was recognised that this is a risk – are we willing to proceed? It was noted that a FB group should be named as 'The Beeches Medical Practice PPG' rather than the Practice.

Action: PP to discuss this with the Partners and the resourcing between the hours of 9-5.

- b We would like to give the YCs good references and don't want to lose contact with them. NF suggested that we could also give them feedback.
- c One priority for YCs is type 1 diabetes in young people; they are also involved in a project called '**Diabeatit**' to combat type 2 diabetes.

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Action: RG to contact Lynne Taylor to see if there is any way the YCs can continue to be involved with the practice.

9 Patient surveys (PP)

A transport questionnaire is already on the booking machine; the other two regard the quality of doctors' and nurses' services and are to be launched in October. These will be in the waiting areas. Other questionnaires could be given out in the flu clinics.

The first clinic is at BH on Saturday 3rd October. CM and TS are willing to help in this on 3rd and CM on 6th October; TS will attend on 3rd & 17th, JJ on 17th and SB on 6th and 20th October. These surveys are more specific than the FFT. Clinics will be held on 6th and 20th at Dorrington, 3rd & 17th at Bayston Hill. TS will explain about the surveys at the clinics.

There may be a similar survey in regard to receptionists at some point in the future. TS suggested making name badges to identify PPG members.

Action: PP to provide the questionnaires and name badges.

TS, CM, JJ and SB to assist with the questionnaires at the various flu clinics.

10 Our priorities

a Men's health – Becky White has not come back to the PPG on this. NF commented that the Practice in Whitchurch is involved in promoting men's health. The Shropshire Patient Group meeting is tomorrow night and RG will ask about this and report back.

Action: RG to investigate and report back.

b Waiting times (PP): 11 days for Dr EJ; there are now extra sessions so the situation has improved. There may be more demand but there are further resources to deal with is. RG asked SB about the reaction of patients to waiting times. SB – some are disappointed, and with holidays it is sometimes difficult, but usually it is a matter of having confidence in other GPs. RG asked whether the situation is similar at BH and it was explained that some of the work is divided between BH and Dorrington. Some receptionists may not be as confident as others to explain to patients about seeing other doctors; patients may also not have the confidence in the person at the end of the phone. PP commented that it would be useful to have a survey for reception. Stacey Alvin was praised but we were informed that she is leaving for a full-time post at another practice. PP stated that we will need extra cover for this and the practice is looking at resources.

Action: PP to feed back the praise to the receptionists.

c Health awareness promotions & community involvement

d A more diverse and representative PPG

i Virtual reference group – update: see item 6e

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11 Figures for general health checks and annual health checks for those with a learning disability: PP stated that 48 health checks for people with a learning disability were carried out last year, although 54 are on the register. PP explained that the difference is because some were temporary patients. There were about 50 general health checks this year. One of the nurses who does these has been off sick but will now be continuing the checks. The number of general health checks carried out for those aged between 40 and 74 is unclear.

12 Outstanding actions: all actions are up to date

13 Feedback from Shropshire Patients' Group

- a Dr Caron Morton (Accountable Officer for Shropshire CCG) and Dr Bill Gowans (Vice Chair) are on approved leave and described as 'no longer in post.' Brigid Stacey, Director of Nursing and Quality NHS England (North Midlands), has been seconded to the CCG as Acting and Interim Accountable Officer. Dr Julian Povey will now be the interim lead GP for the CCG. No reason has been given.
- b The Chief Executive of the orthopaedic hospital (RJAH) has also stepped down.
- c The latest newsletter contains the CCG Accountable Officer's briefing, which RG offered to distribute to PPG members; however no one took up this offer.
- d GJ added that the GP newsletter contains the advice that practices who are struggling with resources for health checks should contact the ShropDoc bank of nurses.

14 Any other business: TS mentioned his concern that PPG attendance numbers have been reduced and asked RG to write to previous members to ask if they are still interested in being involved. A comment was made that people wondered how they could be actively involved. People are able to contribute to the work of the PPG in different ways. People may be keen to help but may be more attracted doing a specific job under the banner of the PPG, e.g. running a fundraising stall. SB suggested that flyers about the PPG, with the date of the next meeting, and a record of what the PPG has achieved over the past year, could be prepared and distributed at the flu clinics. Looking at new ways of fundraising – we welcome your ideas. Depends on people's expectations and what people get out of being involved.

Action: RG to write/email to current and past PPG members.

Close: The meeting ended at 19:40.

Date of next meeting:

Monday 2nd November 2015, at Bayston Hill, 6.00pm

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Outstanding actions as at 28th September 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
	TS to contact the Toddler group	TS
Help2Change	JS to give AB contact details of <i>The Villager</i> .	Complete
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
	RG to investigate and report back from the Shropshire Patient Group meeting	
NAPP	NF to pay half of the subscription cost to the practice.	Complete
	RG to forward Jul/Aug 2015 newsletter to PP	Complete
Books library	RG to contact Marden practice for further details.	Complete
	PP to give measurements to TS for bookshelves	PP
	TS to enquire of Revive for bookcases	TS
	PP to investigate pricing of BP machines	PP
Virtual PPG	PP to report back.	PP
	No further action at present as there are no volunteers to help with this.	
Youth Champions	PP to discuss with the Partners the resourcing of a Practice Facebook page between the hours of 9-5.	PP
	'You're Welcome' award: PP to follow this up with Karen Higgins.	Ongoing
	RG to contact Lynne Taylor to see how the YCs can continue to involved with the practice	RG
Patient surveys	RG to forward previous surveys to PP; PP to produce new draft questionnaires.	Complete
	PP to circulate details of the surveys to PPG members.	PP
	PP to provide the questionnaires and name badges	PP

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Outstanding actions as at 28th September 2015

Item	Actions	Progress
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
	RG to obtain further information about CoCo if required	RG
Our priorities	Virtual PPG: PP to evaluate using part of the GP Federation website, and report back	Complete
	Waiting times: PP to feed back praise to the receptionists	Ongoing/PP
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.	Complete
	PP to ascertain why 10 patients with a LD did not have their annual health checks.	Complete
Primary Care Development Team	RG to invite the team manager to the next PPG meeting.	RG
Nurse Practitioner	To be reviewed next year at the workforce review; PP will feed back to the PPG	PP
Any other business	PPG attendance: RG to write/email to current and past PPG members	RG