

The Beeches Medical Practice
Patient Participation Group meeting
Monday 2nd November 2015, 6.00pm
at Bayston Hill

Minutes

Present: Rob Gough (chair), Gill Berry (secretary), Jean Cruickshank, Geoff Garrett, Gill Jones (Healthy Heart Project Officer, co-opted from Help2Change), Joy Jones, Dr Rob Laycock, Peter Price, Terry Seston, Judy Shone, Lynne Taylor (Shropshire Youth Association), J-C & R (Young Health Champions)

- 1 Apologies:** Sarah Barker, Nikki Fox, Caroline Martin, Karen Moseley
- 2 Update on HeartAge (GJ):** Christ Church are not progressing their toddlers group. GJ has contacted Anna Dovaston (SureStart Support Worker), who is keen to be involved. There are 1½-hour drop-in sessions based at the local primary school on Thursday mornings, which might be suitable as a base for an event. An event could be advertised in the school newsletter and staffed by PPG members. It may be best to put on an event after Christmas when people are generally more health-conscious. GG suggested doing something similar in Conover as a toddler group meets in the village hall on a Thursday morning.

Action: GJ to contact the Bayston Hill group to see what date would be suitable for the SureStart group and report back.

a Young Health Champions (YHC)

Further involvement with the PPG: the PPG is keen for the YHC to continue to be involved with the group, we wish to have the views of the youth of Bayston Hill and hopefully the YHCs can help us with this. JS suggested that they may like to be involved in an event on 19th November: 'Bayston Hill Jingleations'. LT confirmed that there are no youth clubs in Bayston Hill.

- b 'You're Welcome' award:** PP has spoken to Karen Higgins who says that the award is too complicated. However, there is a national organisation, **Me first** (<http://www.mefirst.org.uk>), which aims to help healthcare professionals to become more young people-friendly.

Action: PP to speak to Karen Moseley regarding **Me first**.

- c Diabeatit:** In the week starting 20th November, schools and pupils can be involved in raising awareness of type-2 diabetes and mental health among secondary school age pupils. LT is promoting this in North Shropshire. Laura Whitmarsh runs a youth group at Christ Church on a Thursday evening, and Clare Wassell runs the BH Guides, which may also be suitable openings for an event. J-C commented that there is a group at the school regarding health, **Chat**, which could link in with diabetes. Letters have been sent out to every secondary school in Shropshire. LT is in contact with schools regarding healthy school meals, etc. There are 47 different projects in Shropshire at present and 240 Youth Champions.

The Beeches Medical Practice

Action: LT to contact Laura Whitmarsh

- d **Facebook page:** PP reported that although the partners appreciated the YCs' input, they were nervous about the issue of moderating a Facebook page. A draft page has been set up. FB have recently changed their settings, so that although it had been possible to disable 'comments,' this has now been removed. It may be possible to 'pause' a FB page over a weekend. A FB page would be in the name of the PPG but monitored from the practice.

Action: J-C & R to investigate FB settings and how a practice FB page could be set up with necessary controls.

3 Meeting agenda, AOB and meeting timing

- a There was no further AOB.
- b It was agreed to finish the meeting by 7.45pm

4 Minutes of meeting on 28th September 2015

The minutes were accepted, with the clarification that at item 3 GJ had emailed the contact at the Methodist church toddler group but it had been returned as 'address unknown.' PP had since sent the correct address to GJ. GJ reported that she has not yet had a reply but will send a reminder.

Action: GJ to send reminder; TS also to contact the toddler group.

5 Actions from last meeting

- a **Item 3** – completed.
- b **Item 6d: Library** – completed. TS has now installed bookcases at Dorrington. PP was unsure what the response has been to this to date. PP reported that blood pressure machines are between £35 and £50 for hand-held and around £1,600 for a static machine.
- c **Item 7a ii: 7-day opening** – to be dealt with later in the meeting (*item 7a iii*).
- d **Item 7a iii: Practice newsletter** – this has not yet been circulated in Bayston Hill or Condoover. It was suggested that the website link should appear in The Villager and the Condoover parish magazine.

Action: PP to follow up placing links in The Villager and parish magazines.

- e **Item 7b ii: Primary care development team** – the team leader had been invited but was unable to attend tonight's meeting (*see item 7a iv*).
- f **Surveys** – to be dealt with at item 8.

The Beeches Medical Practice

- g **Men's health:** RG had contacted Peggy Mullock from Whitchurch, which had staged an event raising prostate cancer awareness and providing mass PSA testing in September (sponsored by the Rotary Club). 180 people attended and some were flagged up as needing further attention. A previous fund raising event raised £2,000. Such an Health event would be possible at Bayston Hill if suitable financial backing could be found.

Action: JM to enquire re funding for health projects via Shropshire Council

6 Practice issues

a Update from Rob Laycock

- i **Staffing:** Adam Brocklebank has agreed to become a partner at the practice, with effect from 1st November. He will have responsibility for IT within the practice.

ii Seven-day opening (RL):

Prime Minister's Challenge Fund – This initiative aims to provide access to routine appointments during extended hours; RL announced that Sunday opening has been dropped. Staffing (clinical and admin) would be needed between 9am and 3pm on Saturday and 6pm-8.30pm Monday to Friday. With ten practices in the pilot scheme in Shrewsbury, The Beeches will be involved in Saturday opening once every ten weeks. The service will be accessible via a central number. ShropDoc and the walk-in centre services are to remain the same. Patients will need to give consent for their records to be shared in order to access this service. There are technical issues in copying the information to the patient's own practice.

JM asked whether there are safeguards for consent; RL replied that all the systems are audited regularly to ensure there are no breaches.

PP added that there are a number of options within the scheme, e.g. offering the premises only and allowing the practice to be staffed by others. The scheme is due to start next month. The resources offered by each practice will be discussed. At Bayston Hill the premises will be offered, but there are no volunteers for staffing this as yet.

The other element of the scheme is the **acute visiting service**, with a locum GP available for home visits; this is in addition to usual GP home visits. RL added that there is no guarantee which GP a patient will see. Continuity of managing chronic problems may also be an issue requiring a follow-up visit to their own GP. PP informed us that promotional literature will be available.

Action: PP to make the meeting aware of the promotion material.

- iii **Primary Care Development Team visit – initial feedback:** PP has received an informal report of the findings of the PCDT. The practice will deal with the relevant issues. The team met with around 50 patients, with good feedback. There were issues of nursing staffing and the development of a communications strategy. It is felt that it was a useful (and free!) consultancy service. RG queried whether this service had

The Beeches Medical Practice

helped to prepare for the CQC inspection; PP replied that it was a consultancy service which would enable issues to be flagged up beforehand, but that it was not directly linked to the CQC inspection. The manager of the team has offered to come and talk to the PPG.

Action: RG to invite the manager of the PCDT to attend the next PPG meeting.

- iv **CCG referral initiative:** PP reported that as part of the enhanced service the appropriateness of referrals is being reviewed. There is an 'Advice and guidance' option which could be used, rather than a formal referral, and this would enable consultants to decide whether a referral should take place.

RL commented that GPs pool their expertise and deal in-house with dermatology, for example, and so make fewer dermatology referrals.

- v **New osteoarthritis and hip and knee initiative.** PP reported that this has been successful in South Shropshire. Further details to follow.

- b **Update from Karen Moseley** (*PP in KM's absence*). KM has been contacting vulnerable patients. She is also hoping to develop the CoCo service; PP & KM were due to meet Paul Cronin from Severn Hospice but the meeting was cancelled.

7 Patient surveys (PP)

TS and JJ have helped with almost 500 doctors and nurses surveys over two weeks, with only two rejections. The questions were identical to the previous survey so we can compare. There were 238 at the flu clinic in the first week and slightly fewer the second week at Bayston Hill, with others at Dorrington.

Action: PP to provide the comparison of the current and previous surveys for the next meeting.

- 8 **Any other business:** TS reported that on the day of the flu clinic one lady had problems with hearing and missed her call for her injection from the smaller reception room.

Action: PP to remind staff to speak clearly on such occasions and also to look into other options, e.g. loop system, numbered ticket system, etc.

Close: The meeting ended at 19:55.

Date of next meeting:

Monday 14th December 2015, at Dorrington, 5.30pm

The Beeches Medical Practice

Outstanding actions as at 2nd November 2015

Item	Actions	Progress
Shropshire HeartAge/ health check event	GJ to contact the Bayston Hill toddler group to see what date would be suitable for the SureStart group and report back.	Ongoing
	TS to contact the toddler group	TS
Men's health check	JJ to add details of the event to the Christ Church Facebook page and JS will add details to the Villager FB page.	Ongoing
	BW to consider local initiatives in which the PPG could be involved.	Ongoing
	JM to enquire re funding for health projects via Shropshire Council	JM
Young Health Champions	J-C & R to investigate FB settings and how a practice FB page could be set up with necessary controls.	J-C/R
	PP to speak to Karen Moseley regarding Me first	PP
	LT to contact Laura Whitmarsh re YCs' involvement in the DiabeatIt programme	LT
Patient surveys	PP to provide the comparison of the current and previous surveys for the next meeting.	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 SureStart group (under-5s) & report back to PPG.	Complete
	RG to obtain further information about CoCo if required	Ongoing
Dementia Friends	NF to identify possible dates for a meeting and liaise with PP re venue.	Ongoing
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.	Ongoing
Primary Care Development Team	RG to invite the team manager to the next PPG meeting.	(Ongoing)
Nurse Practitioner	To be reviewed next year at the workforce review; PP will feed back to the PPG	Ongoing
Practice newsletter	PP to follow up placing links in The Villager and parish magazines.	PP
Any other business	Waiting rooms: PP to remind staff to speak clearly and also to look into other options, e.g. loop system, numbered ticket system, etc.	PP