

**The Beeches Medical Practice**  
**Patient Participation Group meeting**  
**Monday 13<sup>th</sup> June, 6:00pm**  
**at Bayston Hill**

**Minutes**

**Present:** Rob Gough (chair), Gill Berry (secretary), Jean Cruickshank, Geoff Garrett, Maggie Hitchings, Joy Jones, Rob Laycock, Karen Moseley, Kim Richards, Terry Seston, Dolores Vaughan, Pam White.

**1 Apologies:** Nikki Fox, Teresa Lewis.

**Introductions:** Kim Richards (the new Practice Manager at The Beeches), Dolores Vaughan & Maggie Hitchings introduced themselves to the group.

**2 Meeting agenda, AOB and meeting timing**

- a There was no AOB.
- b It was agreed to finish by 7:45 pm.

**3 Minutes of the meeting on 9<sup>th</sup> May 2016**

The minutes were accepted without amendment

**4 Actions from last meeting**

- a **Extension:** It was reported that an outline sketch of the extension had been produced for showing to the previous PPG meeting.
- b RG to follow up GJ on the **health event** held on 21<sup>st</sup> April.

**5 Practice Issues and update**

**a Update from GPs (Rob Laycock)**

- i A new **apprentice** will be start working at the surgery in mid-July.
- ii RL informed the group of an initiative to form a **conglomeration of practices in Shropshire**; Telford & Wrekin will not be part of this initiative, which covers the rest of Shropshire. Currently there is an issue with locum GPs' availability. A GP federation already exists in Shropshire to share services. The practices have met and wish to proceed; there may be more news on this in the next couple of weeks. A similar arrangement has worked in Birmingham recently, with some good initial feedback.

The group of Shropshire practices would like to start working together as soon as possible, although it may take some time to set up. The initiative would include medical as well as admin staff, and the group would provide training, making better use of the overall skillset. It is hoped that this would help to stabilise the situation.

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RG asked RL how would this grouping might affect the relationship with Keele University. RL replied that Bayston Hill has been a centre for partnership with Keele and for training GPs, but that recruitment remains a problem and full-time GPs are becoming rarer as stress levels rise. The practice is continuing to explore all the issues.

The costs may be neutral but will be funded by central government. It was commented that the Prime Minister's initiative on extended hours is only for this financial year. The proposed scheme must be administered by GPs.

**iii Physiotherapist:** Alan Leigh is doing some work at The Beeches currently, until the practice can employ a more permanent physiotherapist.

### b Update from Practice Manager (Kim Richards)

**i Sessional GP:** Dr Jenna Middleton will be doing four extra sessions a week from September; she has a special interest in women's health.

**ii Practice Nurse:** Sally Anne Craig will start work at the practice for 12 hours a week, starting on 11<sup>th</sup> July.

**iii Practice Manager:** The new practice manager, Kim Richards, has started working full-time. Peter Price will leave formally at the end of June.

**iv Assistant Practice Manager:** Helen Steel will become full-time assistant practice manager.

**v CQC:** No inspection date has yet been notified.

**vi Practice promotion:** The practice will be doing a mailshot to new housing developments in Conover and Ryton in the next few weeks advising of the Dorrington Surgery and including a PPG leaflet. It was noted that the PPG leaflet had not yet been validated by the PPG.

**vii Bayston Hill extension:** The architect has prepared plans which have been approved by the partners and submitted for planning consent. The plans include moving the reception area and providing a new consulting room for student doctors.

**viii Opening hours:** The Bayston Hill surgery opened again on 11<sup>th</sup> June and was well used. The next session will be 16<sup>th</sup> July for a Saturday morning surgery as part of the Prime Minister's Extended Opening Hours initiative.

**ix Book library:** KR reported that recent donations from Bayston Hill amounted to about £23.

Receptionists have had queries from patients about how the money is to be used. TS advised that the notice on the honesty box states that it is to be used for equipment at the surgeries. It was agreed that the notice could be improved. A minor surgery light has been suggested for Dorrington (costing £500-£600). Large static blood pressure machines were also suggested, although they are expensive (£1,000) and bulky.

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**Action: RL to discuss this at the Practice meeting tomorrow and one of the GPs will report back to the PPG at the next meeting.**

### c Update from Karen Moseley

- i **Youth Champions:** one of the objectives of this initiative is to help the practice become more young people-friendly. KM met with R & C-J a couple of weeks ago, and it was suggested that they carry out a survey of young people. GG suggested using SurveyMonkey, which is a free online survey software & questionnaire tool.
- ii **Awards:** KM has heard from youth worker Lynne Taylor regarding awards for youth-friendly practices.
- iii **CoCo Training:** this had been planned for 15<sup>th</sup> June, for seven volunteers, five of whom have other commitments that day, and so the date is to be rearranged. Garry Kirlew of Severn Hospice will carry out the training.
- iv **Dorrington:** A meeting had been called by Samantha Tilley (Head of Planning & Partnerships, Shropshire CCG), aimed at utilising Dorrington Village Hall better in the community. Helen Steel of The Beeches attended this meeting. It was felt that the community needed more services at the village hall, perhaps along the lines of the Mayfair Centre at Church Stretton. A mini-survey of patients at Dorrington is proposed, to find out how they would like to see the centre being used, although this would not be a 'wish list' and would have a wider remit than simply health services. GG commented that a new vicar, Laura Hill, is starting at Dorrington on 13<sup>th</sup> July and might like to be involved in future developments. The meeting had been unaware that the HeartAge/SureStart health event had taken place in Bayston Hill; it is now hoped to set up a similar event in Dorrington.
- v TS commented that he and his wife volunteer at the hospital, and are involved in a **pilot scheme** to help vulnerable patients without ongoing support in the early days after their discharge from hospital. it is planned that a team of five people will cover Shropshire, and TS and his wife have agreed to cover Bayston Hill residents. RL commented that discharge information is sent to surgeries from the hospital, often online; KM follows up people who are frail and vulnerable on their discharge. RL suggested that this scheme may not facilitate a quicker discharge from hospital, but that communication between the group and the practice would be helpful.

**Action: TS & KM to keep the group updated.**

vi **Cruse:** KM is still waiting for further information.

vii **CoCo:** See item 5c iii above.

### 6 HeartAge initiative

In Gill Jones' absence there was nothing new to report, although TS advised that the event at SureStart on 21<sup>st</sup> April had gone very well.

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### 7 Men's health awareness event

- a RG reported that **Mr Elves, consultant urologist** at RSH, is happy to speak at an event. RG will ask him if he would talk to the partners and/or to the PPG.
- b The **timing of the event** was discussed. It was felt that it may be best to hold it in an evening.
- c **Topics to be covered** include blood pressure monitoring, heart health, stopping smoking, stopping drinking, prostate health and mental health. TS added that one of the Rotary Clubs had nearly 150 men at an event, eight of whom merited further medical investigations and care. RG mentioned that this week is Men's Health Week, and added that the suicide rate among men is quite high.
- d It was suggested that the **Memorial Hall** would be a useful venue. The Public Health team may be interested in being involved in such an event. There could be poster presentations, discussions around tables, etc.
- e KM suggested that Miranda Ashwell of **Help2Change** may wish to be involved.

**Action: RG to contact Mr Elves.**

**Action: The partners to discuss in detail and suggest possible dates.**

### 8 Our priorities

- a **Men's health:** see item 7 above.
- b **PPG leaflet:** RG has tailored the generic leaflet (distributed to PPG members on 7<sup>th</sup> April 2016) to The Beeches, copies of which were passed around and approved. KR confirmed that the practice will be printing out copies. GG commented that there are new houses being built in Ryton and Conover; Dr Walsh is planning to organise the distribution of leaflets in these developments and RG offered to help with this in Ryton.

**Action: RG to have 1000 of the leaflets printed by the CCG.**

- c **Waiting times:** KR reported that last month's figures had improved with access to GPs/Registrars varying between three days for patients to see any doctor and 10 days for a named doctor. All urgent cases will be seen on the day.

### 9 Outstanding actions

The outstanding actions were listed and are outlined in the table at the end of this document.

### 10 Feedback from Shropshire Patient Group

- a There is a meeting this week to vote in a new Chair, vice-chair and priority leads (FutureFit, Community care, etc.). Information is on the SPG website.
- b It was agreed RG will continue to send out the **SPG newsletter** to PPG members once a month.

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- c **Shrewsbury and Atcham Locality Group:** there was no meeting last month. At the next meeting there will be a visit from the person who organises the PM's GP Access Fund.
- d **Shropshire CCG:** There are no further updates.

11 **AOB:** None.

### 12 **Dates of next meetings:**

4<sup>th</sup> July (Dorrington) – 5:30pm.

8<sup>th</sup> August (*provisional*) (Bayston Hill) – 6:00pm.

The meeting ended at 19:45pm.

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Outstanding actions as at 13 <sup>th</sup> June 2016		
Item	Actions	Progress
<b>Health event</b>	RG to follow up GJ on the <b>health event</b> held on 21 <sup>st</sup> April	RG
<b>Men's health event</b>	To be arranged for September at The Beeches. RG to contact Mr Elves. The GP partners to discuss in detail and suggest possible dates; RL to report back to the PPG at the next meeting.	Ongoing Ongoing RL/Ongoing
<b>Young Health Champions</b>	KM to update the PPG on progress re survey on young people's health	Ongoing
<b>Update from Karen M</b>	KM to refresh the <b>noticeboards</b> , highlighting young people's health issues and giving more prominence to the PPG. TS & KM to keep the group updated re aftercare of elderly and vulnerable patients.	Complete  KM/TS/ Ongoing
<b>Practice issues</b>	<b>Coffee morning</b> at Dorrington	Complete
	<b>Promoting the practice:</b> PPG literature to be included in practice promotional packs.	Complete
<b>PPG promotional leaflet</b>	RG to prepare a promotional leaflet for the next PPG meeting	Complete
	RG to have 1000 of the leaflets printed by the CCG.	Ongoing
<b>Shropshire Patient Group</b>	RG will continue to send out the <b>SPG newsletter</b> to PPG members once a month.	Ongoing