

# The Beeches Medical Practice

## Patient Participation Group meeting

Monday 12<sup>th</sup> December, 5:30pm

at Dorrington

### Minutes

**Present:** Rob Gough (Chair), Gill Berry (Secretary), Jean Cruickshank, Nikki Fox, Geoff Garrett, Maggie Hitchings, Karen Moseley, Kim Richards, Terry Seston, Dolores Vaughan

**1 Apologies:** Val Collard, Tony Fox, Gill Jones, Joy Jones, Teresa Lewis, Pam White, GPs

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

**a AOB:** No other business was notified.

**b Meeting timing:** 7:30pm

**3 Minutes of the last meeting** – accepted with amendments:

**Item 1 (Apologies):** Geoff Garrett did not attend the last meeting.

**4 Actions from the last meeting** (most actions will be discussed as part of the agenda)

**Item 6a (CQC inspection):** KR will prepare a brief summary of the report and pass details to TS (for The Villager), to GG (for the Condover parish magazine) and RG (for the Ryton parish newsletter). The report has not yet been officially published but should be after Christmas. Dr Mel Walsh has passed on the congratulations of the PPG to the practice.

**Action: KR to prepare a summary of the CQC inspection**

**Item 6d (i) (Bookshelves):** KM has altered the notice to request a minimum donation of 50p. Recent amounts donated are: £16 (Bayston Hill) and £44 (Dorrington); a total of £441.06 has been raised, to 31 October. A children's bookshelf has been added at Bayston Hill. However, it seems that some people are taking books but not paying. It was suggested that we should define a target for use of the funds, e.g. a blood pressure machine; the practice could also contribute if they wished.

**Action: KR to take this suggestion to the practice meeting.**

**Item 8 (Men's health awareness event – checklist)** – DV has completed this.

**Action: DV to email a copy to GB for distribution.**

**5 HeartAge initiative (RG/KM in GJ's absence)**

**a** RG has emailed Edward Marvin regarding the use of the Dorrington Village Hall and received a reply which was too unclear for us to move forward. The next Village Hall meeting has been postponed until January and KM is hoping to attend this. RG suggested that we wait until after the Community Health Group meeting and also speak to GJ. KM has sent details to RG; KM will attend the next meeting.

**Action: KM to attend the next meetings of Dorrington Village Hall committee and report back to this meeting.**

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**TS** has spoken to Margaret Hastings, who organises the Christ Church coffee morning, and she suggests delaying involvement in the diabetes risk score until the new year.

**JC** will also delay discussing this with the local WI until January.

**KM** suggested that Susie Hancock of the Shropshire Rural Communities Charity, who is also doing a presentation at the practice training day next Tuesday, would be a very good point of contact. At a recent event 120 invitations were sent out; sixteen people attended the first session and eighteen the second. **KM** has spoken to the practice nurse responsible for diabetes, who she says that it could be difficult to identify the relevant patients; we would need to have contact details of the people who need to be targeted. **TS** offered to put up notices at the Roy Fletcher Centre. It is hoped that **GJ** and **EJ** (who is responsible for diabetes care at The Beeches) might attend a meeting to be better informed to discuss this further.

### 6 Practice issues and updates

**a GPs' report:** deferred as no GPs were available to attend the meeting.

#### **b Practice manager's update (KM)**

**i Waiting times:** Due to holiday leave Dr Jutsum's and Dr Walsh's waiting times at present are 21 and 14 days respectively. Other times are:

Dr Laycock: 6 days

Dr Brocklebank: 7 days

Any GP: 4 days

Patients needing urgent appointments will always be seen on the day.

The practice is looking at the situation and analysing how many appointments are available. The size of the practice has increased with the extension of the practice boundary and new housing developments. **KR** commented that 6,000 patients were registered at the practice when she began as practice manager six months ago; there are now 6,120.

**ii Missed appointments:** the practice is working to ensure that patients' contact details are being updated via MJog (an automated appointment reminder system) and asking patients to cancel beforehand if they find they no longer need their planned appointment. The situation will be reviewed periodically.

**iii Flu vaccines:** further stocks of flu vaccine are now available.

**iv** In a recent press release **Future Fit** recommends that emergency and critical care should be based in Shrewsbury and that day care surgery should be based at Telford. **RG** commented that NHS England is questioning this recommendation and that the issue is fast becoming a political issue.

**v Shrewsbury Alliance ('Working at scale'):** Discussions are ongoing. Various ideas are being considered, including a Travel Health Clinic, pooling secretarial work, educational work, data protection, etc. Extended Access is currently administered by Shropdoc but could be better run by working together; a Business Case must be submitted by 23 December.

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- vi **Enhanced services:** RG commented that the Shropshire practices wish to ensure that enhanced services are appropriate and provided locally.
- vii The practice is holding its **staff party** this Friday.
- viii **Dr Jenna Middleton** is settling in very well at the practice.

### c **Community Care Coordinator Update (KM)**

- i KM had a meeting with Lynne Taylor (**Young Health Champions**); the two YHC were invited although neither attended. KM reported that LT had recently hosted a health event with 11-year-olds to promote diabetic awareness. RG suggested that GJ might be able to assist in organising a similar event, and PPG members expressed support for this.
  - ii **Co-Co training:** KM reported that she had attended a meeting with Garry Kirlew at Severn Hospice regarding the possibility of a Co-Co training event.
  - iii **The Care Coordinator's role:** the questionnaires sent out have now been evaluated. The issue of the role of Care Coordinators is on hold until next March. RG commented that because a new Accountable Officer has been appointed the funding of these posts is being reconsidered.
- d **CQC inspection:** RG asked if the process has led the practice to think about things that need to be done. KR replied that several of the practice's procedures have been highlighted, e.g. what happens when a patient dies; protocols, training certificates, etc. Helen Steel and KR are using half a day every couple of weeks to look at CQC issues. KR agreed to present a report from time to time, to update members.

**Action: KR to report back on these follow-up issues.**

- 7 **Digital health/urology:** RG reported that he is involved in a county-wide pilot project, funded by the Lingen Davies appeal, to develop a Smartphone app. It is envisaged that this will enable patients to monitor and report side-effects of chemotherapy via mobile phones or other devices and transform long-term follow-up care of people with prostate cancer; the aim is to empower patients to self-manage their condition. Local urologist Mr Andy Elves has been in touch with Dr Adam Brocklebank regarding the practice's potential involvement; KR confirmed that this issue will be discussed at tomorrow's practice meeting and she will update the PPG at a future meeting. RG commented that a similar app could be used for other health conditions, and has great potential.

**Action: KR and RG to update PPG members periodically.**

- 8 **Checklist for future health events.** Following discussion, it was agreed that we should think about car parking available at the venue, the timing of refreshments, etc. KM had emailed details to other local Care Coordinators. Various other suggestions were made as to where posters could be displayed.

**Action: All to give further thought to details; DV to email RG/GB with an updated doc for distribution.**

### 9 **Our priorities**

- a RG suggested **reviewing our priorities** in the new year.

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- b PPG promotional leaflet:** RG reported that Shropshire CCG was unable to provide funding for this.
- c Supporting vulnerable practices:** AB to report to the group in the new year.
- d SPG/PPG Locality Group feedback:** RG reported that the new chairman of the Shropshire Patient Group is Mr Graham Shepherd (Marden Practice).

**Action:** RG to send the latest SPG newsletter to PPG members. He reminded members that they can sign up to receive the weekly newsletters via email if they wish.

**10 NAPP:** RG to email details to PPG members via GB.

**11 Elections:** RG reminded members that the PPG needs to elect a chair, vice-chair, etc., early in the new year.

**12 Dates of next meetings:**

**16<sup>th</sup> January 2017** (Bayston Hill) – 6:00pm

**20<sup>th</sup> February** (Dorrington) – 5:30pm

**20<sup>th</sup> March** (Bayston Hill) – 6:00pm

The meeting ended at 7:25pm.

## The Beeches Medical Practice

<b>Outstanding actions as at 12<sup>th</sup> December 2016</b>		
<b>Item</b>	<b>Actions</b>	<b>Progress</b>
<b>Men's health event</b>	DV's checklist to be sent to PPG members for all to comment.	DV/GB/all
<b>PPG promotional leaflet</b>	RG to have 1000 of the leaflets printed by the CCG. The CCG will not fund this now.	Closed
<b>CQC inspection</b>	(Item 4) KR to prepare a summary of the CQC inspection and report back on follow-up issues.	KR
<b>HeartAge</b>	KM to attend the next meeting of Dorrington village hall committee and report back. KM to forward info from EM to RG re numbers attending groups at Dorrington village hall RG to email EM to clarify the PPG's function.	KM KM RG
<b>Diabetes Prevention Programme</b>	Liaise with practice nurses re incorporating diabetes risk tool into next year's flu clinics	RG
<b>Practice issues</b>	AB/another GP to look into the Support for Vulnerable GP Practices scheme and report back. KR to provide statistics for waiting times to show the trend. <b>Book sales:</b> KR to suggest to the GPs using the funds raised to buy a blood pressure machine.	AB/other KR/ongoing KR
<b>Digital health/urology</b>	KR and RG to update PPG members as appropriate.	KR/RG/ ongoing
<b>Our priorities</b>	RG/GB to distribute the latest SPG newsletter.	RG/GB
	RG/GB to distribute the latest NAPP newsletter.	RG/GB