

# The Beeches Medical Practice

## Patient Participation Group meeting

Monday 20<sup>th</sup> February 2017, 6:00pm

at Bayston Hill

### Minutes

**Present:** Rob Gough (Chair), Gill Berry (Secretary), Val Collard, Jean Cruickshank, Nikki Fox, Tony Fox, Teresa Lewis, Karen Moseley, Terry Seston, Dolores Vaughan

- 1 **Apologies:** GPs, Geoff Garrett, Maggie Hitchings, Gill Jones, Kim Richards
- 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 one amendment (the second action recorded against item 5b ii should be deleted).
- 4 **Actions from the last meeting** (most actions will be discussed as part of the current agenda).
  - a 5a v (Urology/digital health) – complete.
  - b 5a vi (CQC PowerPoint presentation) – complete.
  - c 5a viii – A Spring newsletter is planned (KM).
- 5 **Practice issues and updates**
  - a **GPs' report: deferred as no GP was available to attend the meeting**
  - b **Practice manager's update (KM in KR's absence)**
    - i **Patient Survey:** KR sent her apologies for not attending the meeting to discuss the patient survey figures. There had been a good response to the surveys. Members requested that the report should be circulated and hopefully KR will be able to report to the meeting very soon  
**Action: KR/KM to send the report to GB for circulation.**
    - ii **Waiting times:**
      - Dr Laycock: 10 days;
      - Dr Brocklebank: 7 days;
      - Dr Walsh: 11 days;
      - Dr Jutsum: 12 days;
      - Dr Middleton: 7 days;
      - any other GP/Registrar: 8 days.

It is hoped that the figures will show trends over a longer period.
    - iii **Appointments:** The new Health Care Assistant starts at the practice on 27 February for three days a week and an Advanced Nurse Practitioner will be starting on 6 March, working five sessions a week. The practice is very pleased with both appointments, and it is hoped that the addition of these two posts will help to reduce GP waiting times.
    - iv **Embargoed appointments (Improving Access initiative):** it is hoped that such appointments might take the pressure off A&E for anyone who

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needs an on-the-day appointment. However, this system is often abused and people are attending A&E for minor complaints.

**Action: KM to add a reminder in the Spring newsletter regarding appropriate use of appointments.**

- v **Donated books income (Bayston Hill):** £34.37 (to NF, Treasurer).
- vi **Donation:** there has been a donation of £15 via the Christ Church coffee morning (to NF).
- vii **Blood pressure machine:** TS asked about the possible use of funds raised from the donated books to buy a blood pressure machine and suggested displaying a progress 'thermometer.'
- viii KM reported that **Helen Steel** is willing to attend PPG meetings in her capacity as Assistant Practice Manager if KR is unable to attend. RG commented that this would be much appreciated and thanked Helen

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

- i **Diabetes:** KM reported that Susie Hancock of the Wise & Well Team (Shropshire Rural Communities Charity) would be happy to give a presentation to the PPG.  
**Action:** KM to liaise with SH to arrange a date.
- ii **Young Health Champions:** Lynne Taylor has approached the school but is still waiting to hear from them regarding young volunteers.
- iii **Co-Co (Compassionate Communities):** KM has put an advert for volunteers in the March edition of The Villager, and it is hoped that this will generate some interest. Training is planned in March.

6 **Digital health (RG):** the practice has sent out letters to those men in the practice who have had prostate cancer, inviting them to participate in the digital health pilot scheme. To date ten men have responded, four have accepted, and it is likely that the other six will accept. Others may sign up in due course. The communication of the practice has been praised by organisers of the project.

### 7 **Diabetes:**

- a TS reported that the diabetes education initiative proposed to be held at **Christ Church coffee morning** is now not considered viable as most people attending are more elderly than the age parameters allow.
- b **Bayston Hill WI (JC):** a proposal to hold a diabetes awareness session may be put before the committee, but only for next year. It was suggested that a women's event might be more successful.

**Action: JC to take this to the WI committee.**

### 8 **Our priorities:**

- a **Health awareness promotions:** It was decided that the possibility of holding a **women's event** would be discussed at the next meeting.
- b TF mentioned that free **PSA blood testing** had been carried out in Telford, funded by the local Rotary Club. RG confirmed that the practice GPs would not be happy to hold such an event, as routine blood testing for prostate cancer is not recommended by clinicians. RG stated that it is his belief that Practice members are a fundamental part of this PPG and as such he would

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be very uncomfortable about going against the wishes of the GPs on this issue. This aspect has been discussed in detail previously at PPG meetings and had been agreed.

- c **Diabetes awareness (TS)** has a lot of coverage nationally at present. It is hoped that with GJ's involvement we can help present information and help to the practice's patients.
- d **The priorities for last year** included men's health, waiting times, health awareness promotions and community involvement, and a more diverse and representative PPG. It was decided to add a women's event for this year and it is hoped that advertising would include radio advertising.
  - i **RG** mentioned his concern that the PPG is not really reaching younger people, younger mothers or working-age men especially. TL suggested adding links to the Parish Council and The Villager websites. RG added that it was essential to review the PPG website and update it.

**Action: we need to agree who is in a position to update the website**

- ii **Facebook page:** (RG) reported that a Shropshire PPG (Brown Clee) has successfully set up a Facebook page; this success appears to be due to the involvement and support of the GPs. RG suggested that we could make use of their expertise, maybe to trial such an initiative in Bayston Hill, and wondered if the GPs of the two surgeries could liaise to discuss this. It was agreed to attempt to proceed with the possibility of a PPG Facebook page. GB added that Data Protection safeguards would need to be considered.
- iii TF suggested adding a contact telephone number to the noticeboard in the practice waiting room and making a larger sign.

**Action: TF & NF agreed to adapt the noticeboard information.**

In summary, after a full discussion, the following were agreed as the PPG's objectives for the 2017/18 year:

- GP waiting times
- To hold a women's health education event.
- Consider how to best spread education on diabetes.
- Reconsider the Practice/PPG launching a Facebook page.
- Make better use of the Practice website.
- Consider forming a Virtual Reference Group

**9 Men's health awareness checklist:** item completed, with thanks to DV for her work on this.

### 10 AOB:

#### a Minutes:

- i Due to technical problems NF had not received the previous minutes or PowerPoint document; GB to resend.

**Action: GB to reissue documents accordingly.**

- ii KM to provide larger scale printouts of the PowerPoint document for TS and JC as some of the writing is too small to be legible.

**Action: KM to provide larger scale documents as above.**

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- b Dorrington Village Hall:** RG has heard from Edward Marvin to say that they are holding a Dorrington Fun Day on Saturday 24<sup>th</sup> June, and wondered whether the PPG might use the opportunity to do a health event there. Gill Jones has agreed to attend if this goes ahead.

**Action: RG to reply to EM agreeing to this provisionally, and to confirm with GJ. To be discussed at the next PPG meeting.**

- c NAPP (National Association for Patient Participation):** RG to distribute the latest newsletter via GB.

**Action: RG to distribute.**

- d Defibrillator training (TL):** two training sessions are organised for Bayston Hill residents by the Parish Council, one this Wednesday (22<sup>nd</sup> February) and another in April, for the public access defibrillator outside The Beeches.

### 11 Dates of next meetings:

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

**24<sup>th</sup> April** (Bayston Hill) – 6:00pm

**5<sup>th</sup> June** (Bayston Hill) – 6:00pm

The meeting ended at 7:50pm.

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<b>Outstanding actions as at 16<sup>th</sup> January 2017</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.	Complete
<b>CQC inspection</b>	EJ/KR to email GB with the PowerPoint presentation for distribution to the group.	EJ/KR/GB
<b>HeartAge</b>	KM to attend the next meeting of Dorrington village hall committee and report back.	KM
<b>Diabetes Prevention Programme</b>	RG to liaise with practice nurses re incorporating diabetes risk tool into next year's flu clinics. KM to liaise with Susie Hancock re giving a presentation to the PPG. JC to propose a diabetes presentation to the local WI committee.	RG KM JC
<b>Practice issues</b>	<p><b>Support for Vulnerable GP Practices:</b> AB/another GP to look into the scheme and report back.</p> <p><b>Statistics for waiting times:</b> KR to provide figures to show the trend.</p> <p><b>Book sales:</b> KR to suggest to the GPs using the funds raised to buy a blood pressure machine.</p> <p><b>Practice newsletter:</b> KM to prepare a new issue to update on new personnel appointments and add a reminder regarding appropriate use of appointments.</p> <p><b>PPG website:</b> we need to agree who is in a position to update the website</p> <p><b>Noticeboard:</b> TF/NF to adapt the noticeboard information in the waiting room.</p> <p><b>Survey results:</b> Members to read for discussion; KR to report back at the next meeting. KR/KM to send the report to GB for circulation.</p> <p><b>CoCo:</b> KM/RG to update on the CoCo initiative at the next meeting.</p> <p><b>Dorrington Village Hall:</b> RG to reply to Edward Marvin re Fun Day and confirm with GJ.</p> <p><b>NAPP newsletter:</b> RG to distribute latest newsletter via GB.</p> <p><b>Minutes:</b> GB to reissue documents to NF.</p> <p><b>PowerPoint document:</b> KM to provide larger scale printouts.</p>	<p>AB/other KR/ongoing KR</p> <p>KM All TF/NF KR/All KR/KM KM/RG RG RG/GB GB KM</p>
<b>Digital health/urology</b>	KR and RG to update PPG members as appropriate.	KR/RG/ ongoing