

The Beeches Medical Practice

Patient Participation Group meeting

Monday 5th June 2017, 5:00pm

at Bayston Hill

Minutes

Present: Rob Gough (Chair), Gill Berry, Val Collard, Jean Cruickshank, Gill Jones, Dr Rob Laycock, Teresa Lewis, Kim Richards, Terry Seston, Dolores Vaughan.

1 Apologies: Nikki Fox, Tony Fox, Geoff Garrett, Karen Moseley

2 Meeting agenda, AOB and meeting timing

a Minutes: RG queried that a trial period of GPs attending alternate PPG meetings until the end of the year; this was confirmed as being for 6 months (see item 3 of the previous minutes).

b AOB: None.

c Meeting timing: 6:45pm planned finish.

d Other: Items 7 & 8 to be addressed at a future meeting.

3 Dorrington Fun Day (GJ): This event will take place at 2pm on Saturday 24th June. It was confirmed that Wi-Fi is available. TS (and his wife), RG and JC volunteered to attend to help. GJ will be there at 1:30pm to set up. It was suggested that we need a poster/sign to indicate that the health awareness activity is being organised from The Beeches. KR offered to print 50 colour leaflets about the PPG for distribution. It was suggested that the noticeboard in the reception area could be used. KR had found the badges used at a previous PPG event which could be used by PPG members at the Fun Day.

Action:

- **RG to contact NF & TF re obtaining the necessary materials.**
- **GJ to gather info re diabetes and heart health.**
- **RG to send an electronic copy of the PPG leaflet to KR for printing.**
- **KR to print 50 colour PPG leaflets.**

4 Practice issues (KR)

a Waiting times:

- **Any doctor:** 8 days;
- **Dr Brocklebank:** 27 days (annual leave);
- **Named GP (e.g. Dr Walsh):** 12 days.

AB plans to take paternity leave in August, which will impact these figures. It is hoped that the practice will be able to employ locums to cover leave but this is difficult and, in common with many other practices, it is a struggle to find GPs; many locums are self-employed and can charge what they like. It is hoped that the Advanced Nurse Practitioner appointment will help to relieve waiting times, and the practice is also looking at the possibility of employing an Urgent Care Practitioner.

Action:

- **KR to email updated waiting time figures to GB.**

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- **KR to provide a suitable graph to show the trend of these figures over the last twelve months so this can be better viewed over time.**
- b The Advanced Nurse Practitioner (ANP)** appointed in March has since left the practice. Jean Appleby will be the new ANP, starting on 10 July.
- c Health Care Assistant:** The new HCA, Nicola Banks, is fitting in well to the surgery team; her work involves taking blood, carrying out health care checks, etc. She is currently taking a course in wound care.
- d KR reported that the practice is streamlining its services**, which will free up GPs' time for more complex cases.
 - The receptionists are undergoing **Care Navigation Training**, to triage and make sure that patients are seen by the right person with the right skillsets, both within the practice and in external services.
 - The practice is having a **new phone system** installed in September, funded by the CCG. Patients will eventually be able to 'self-triage'. TS suggested that the pre-recorded telephone message should not be too lengthy, especially for patients who are unwell or anxious. TL suggested that information could also be relayed via the TV in reception. By the end of July there should be list of the clinicians' interests and specialisms; KR agreed to let the PPG have sight of the list before its release.

Action:

- **KR to prepare list of GPs' special interests to show to PPG members.**
- **KR to consider how these changes are best going to be communicated to patients.**
- e Patient reference group:** KR reported that a patient has expressed interest (via www.mysurgery.org) in being involved in a patient reference group.

Action: KR to forward details to RG.

- f Surgery alterations:** the alterations are well under way. The surgery will be closed for training this Thursday, when the reorganisation of the reception area will take place. Work can then begin on the new consulting room (formerly the reception area).
- g Care Coordinator update (KR in KM's absence):**
 - i Co-Co training** is planned on 12 July and KM is awaiting responses from the volunteers.
 - ii Young Health Champions:** Lynne Taylor (project leader) has tried on numerous occasions to involve the local school, sadly without success. KR suggested that the PPG could write a letter to the school; after discussion it was not thought to be correct for the PPG to do this. TL added that as she has had previous contact with the school re health and fitness awareness, LT might be able to establish contact via the same person.

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- h Practice collaboration (KR):** along with twelve practices in Shrewsbury, the practice has signed up to Darwin Health. It is hoped that **travel vaccinations** will be given in a central hub once a week manned by dedicated nurses. **Secretarial work** could also be carried out on the same collaborative basis. **Indemnity insurance** for individual practices is very expensive, but less so as a group. Surgeries pay the CQC £6,000 per year currently; it is hoped that in future they will pay a **lower group fee**. There will be a meeting in July to decide how to move forward with this. Patients will be informed about the travel clinic via the website, on posters and via the nurses. It was noted that flu clinics already work on a collaborative basis.
- i Patient access online:** At present patients can partly access their medical records (test results, immunisations, medications, problems), book/cancel appointments and order repeat prescriptions online. It is anticipated that in the next few months hospital discharge letters and consultants' letters could also be available. However, it is vital to ensure that there is no room for error, and discussions are ongoing regarding this. This service will not be available to under-18s. RG felt that patients would need to be informed for this to happen. Practices are contracted to have 10% of patients registered online; by 31 March 2018 this figure will rise to 20%; this could be advertised via the surgery newsletter.
- j Digital Health project:** There has been a good response from patients to this initiative of Mr Elves, Consultant Urologist, and the practice is waiting for Mr Elves to get back to the practice regarding the scheme.
- k Learning Disability Health Check pilot scheme:** The practice is keen to involve the 60 adult patients with learning disabilities in getting health checks done in the best way possible, and is looking at how to best help adults with learning disabilities. This is a 12-month pilot scheme in association with the Mytton Oak Community Unit based at RSH.
- l Research:** The practice is involved in a research project in association with Keele University into the genetics of lean and thin people (STILTS).
- m Enhanced services:** this scheme has ended, although the practice is continuing. A new national scheme will be introduced towards the end of the year for 'frail and vulnerable' people, to help avoid unplanned admissions.

Actions: KR to research what other new initiatives are being planned.

- 5 2016 survey results/Action Plan (KR):** There has been a good response to the survey, with 275 patients participating. KR has documented a comparison with the response to the previous year's survey and added in some extra areas, e.g. regarding receptionists and comparing results from Dorrington with those from Bayston Hill. The age groups surveyed were not necessarily representative of the patient demographic, with younger people not so well represented. 80% of those surveyed were very satisfied with their treatment by doctors. Questions regarding receptionists showed that this part of the surgery's services could improve, and action is being taken to remedy this. KR had not been aware that the PPG had been involved in helping to formulate previous surveys but agreed to involve the PPG members in assessing the questions to be asked for the 2017 surveys.

Action: KR to begin preparation of the next survey for use at flu clinics.

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6 Priorities (RL):

- a The CCG is asking that over-the-counter medications should be paid for by patients rather than being prescribed by a GP; overall this will save the NHS a substantial amount of money. A number of people will also have to change to more generic medications, gaining savings averaging around £500 per year per patient. The practice would like to enlist the PPG's help in advertising this. As a consequence of savings made, surgeries can apply for grants which will ultimately benefit patients. GJ suggested adding information to this effect for the Dorrington event at the end of the month – how much the NHS could save if patients bought their own Paracetamol, for example. It was agreed that **communication** is a major factor in this.
- b The practice will be contacting all the **partially-sighted patients** with information regarding the alterations.

7 **Future PPG meetings:** RL is the GP elected to attend PPG meetings; over the next six months he will arrange to not be on call on the days when there is a PPG meeting in alternate months. Feedback from the GPs is that the practice does value the input of the PPG. RG commented that he felt this had been in question. RG added that we need to devote extra time in meetings to the PPG's priorities.

8 Date of next meeting:

The meeting ended at 19:10 due to RL being delayed joining the meeting.

The next meeting will be held on **10 July at Bayston Hill** with a start time of **5:00pm**.

Future meetings: 14 August 5:00pm; either 4 or 25 September 5:00pm

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Outstanding actions as at 5th June 2017

Item	Actions	Progress
Diabetes Prevention Programme	RG to liaise with practice nurses re incorporating diabetes risk tool into next year's flu clinics. SH to provide PowerPoint of her presentation – KM to liaise.	RG Complete
Practice issues	<p>Support for Vulnerable GP Practices: AB/another GP to look into the scheme and report back.</p> <p>Statistics for waiting times: KR to provide figures to show the trend. KR to email updated waiting time figures to GB. KR to provide a graph to show the trend of these figures over the last twelve months.</p> <p>Practice newsletter: KM to prepare a new issue to update on new personnel appointments and add a reminder regarding appropriate use of appointments. KR to discuss and task Laura Sheffield with maintaining the PPG website.</p> <p>Noticeboard: TF/NF to adapt the noticeboard information in the waiting room.</p> <p>Survey results: Members to read for discussion; KR to report back at the next meeting.</p> <p>CoCo: KM/RG to update on the CoCo initiative at the next meeting.</p> <p>Priorities: AB/KR to raise the issue of priorities for 2017-18 at the practice meeting</p> <p>Vascular clinic: KR to check details of the clinic and report back.</p> <p>PPG bank account: NF/KR to check statements.</p> <p>Dorrington Fun Day: RG to check whether Wi-Fi is available at the Village Hall.</p> <p>PPG/Practice issues: RL to report to the GPs/management team details of the meeting and to attend the next PPG meeting. RL to respond to the request to comment on the draft set of PPG priorities.</p> <p>KR to prepare list of GPs' special interests to show to PPG members and to consider how these changes are best going to be communicated to patients.</p> <p>Patient reference group: KR to forward details of an interested patient to RG</p> <p>Enhanced services: KR to research what other new initiatives are being planned.</p> <p>Patient surveys: KR to begin preparation of the next survey for use at flu clinics.</p> <p>Dorrington Fun Day: RG to contact NF & TF re obtaining the necessary materials. GJ to gather info re diabetes and heart health. RG to send an electronic copy of the PPG leaflet to KR for printing. KR to print 50 colour PPG leaflets.</p>	<p>AB/other Complete KR KR KM/ongoing</p> <p>KR/LS TF/NF Complete Complete Complete KR/HS NF/KR Complete Complete</p> <p>RL KR</p> <p>KR/RG KR KR RG/NF/TF GJ RG KR</p>
Digital health/Urology	KR and RG to update PPG members as appropriate.	KR/RG/ongoing