

The Beeches Medical Practice

Patient Participation Group meeting

Monday 10th July 2017, 5:00pm

at Bayston Hill

Minutes

Present: Rob Gough (Chair), Gill Berry, Jean Cruickshank, Nikki Fox, Tony Fox, Maggie Hitchings, Dr Rob Laycock, Kim Richards, Terry Seston, Dolores Vaughan.

1 Apologies: Val Collard, Geoff Garrett, Gill Jones, Teresa Lewis, Karen Moseley.

Joy Jones is moving away from the area and will no longer be able to attend meetings. Pam White has also resigned from the PPG due to family commitments. In their absence RG acknowledged their contribution to the group.

2 Meeting agenda, AOB and meeting timing

a Minutes: Item 4m refers to one particular enhanced service, i.e. avoiding unplanned admissions.

b AOB: None.

c Meeting timing: 6:45pm.

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

3 Actions:

a Dorrington Fun Day – this was a well-attended and useful time (see item 4).

b Item 4a – KR handed out a copy of a graph showing current appointment waiting times.

c Item 4d – KR has been on leave over the past couple of weeks and has been unable to complete all the actions.

d Item 4e – The patient reported at the last meeting as being interested in involvement in a patient reference group has asked KR to hold this for the time being.

e Item 6b – complete.

4 HeartAge/Diabetes initiative – Dorrington Fun Day (Dorrington Show): GJ had reported to RG that the initiative was worthwhile as the HeartAge questionnaire had picked up some patients with potential heart problems. Edward Marvin thanked the PPG for their involvement. RG thanked those who had helped on the day and also thanked NF and TF for their preparation of the advertising board.

5 Practice issues (KR)

a Waiting times: Any doctor: 12 days.

b The Advanced Nurse Practitioner (ANP) Jean Appleby has started work at the practice today. She will be assessing and treating patients with acute problems and is also able to prescribe, e.g. antibiotics. The GPs will continue to treat patients with more complex or long-term conditions. It is hoped that this ANP appointment will help to bring down waiting times and that patients will eventually be able to 'self-triage'. DV suggested that the photos of the

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practice staff could be displayed, also stating their role, which might help the system.

Action: KR to discuss this idea at the next practice meeting.

- c Health Care Assistant:** The new HCA, Nicola Banks, has done courses with Help2Quit and Help2Slim and is doing practical training shadowing another HCA at Severn Fields Medical Practice. She will also be able to do flu injections. She has done 64 health checks to date and is enjoying her role.
- d Surgery alterations/building work:** The major part of the work has been completed and the new consultation/treatment room should be available for use by the beginning of August. The builders and decorator have worked very hard and are recommended. 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).
- e Care Coordinator update (KR in KM's absence):**
 - i Co-Co training** is planned on 12 July at Severn Hospice, when two volunteers will be attending.
 - ii Young Health Champions:** TL has been taking Parish Council surveys to the Primary School to find out young people's attitudes to health, and is hoping to link in with the YHCs. KM is also looking for more volunteers to be involved.
- f Pilot scheme: Annual health checks for those with learning disabilities:** The Learning Disability Community Team, based at the Mytton Oak Unit at RSH, is trying to improve the quantity and quality of health checks, and will be visiting the practice tomorrow to advise on this, as The Beeches is part of this important pilot.
- g Dr Vicky Phillips** will soon be returning to the practice after her maternity leave, to complete her GP training.
- h Practice collaboration:** documents to form a limited company are in the process of being signed and should be ready soon. Staff will continue to be employed by the individual practices. Various new models of combining the work and resources GP practices are developing across the country, as extended opening hours are unsustainable by individual practices.
- i Frail and vulnerable patients** will need to provide consent for their medical records to be accessed on the NHS spine.

Action: KR to consider how the people on this register are going to have this explained to them.

6 Priorities (RL):

- a** RL explained that, in a **drive to reduce prescribing**, Shropshire CCG is encouraging patients to buy their own medication for repeat dispensing and for minor/common conditions, e.g. vitamins, hay fever medication and painkillers such as aspirin and paracetamol. Communication of this scheme to patients will be key, and the practice is asking the PPG for help in this. RG believes this is another good reason for a practice Facebook page to be reconsidered

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- b Women's health education evening:** After much discussion within the meeting it was agreed that the practice's GPs are to discuss which aspects of women's health could be usefully discussed (depending on the target age group) in such an outreach venture. Realistically, the age group most likely to attend will be 'women of a certain age.' KR will ask Drs Mel Walsh and Jenna Middleton if they would be willing give a talk about such women's health issues and whether they might also need a consultant from RSH to assist.

Action: KR to ask MW and JM if one of them would be able to attend the next PPG meeting to discuss this.

c A more diverse and representative PPG

- i Facebook page:** RG hoped the practice would be willing to reconsider the possibility of developing a Facebook page to enable a wider and more diverse range and of patients being involved with the PPG and the Practice as a whole and also to improve of our present communication routes to patients. RL commented that there could be difficulties in administering and moderating this. RG reminded the meeting that Brown Clee Medical Practice has set up a 'closed' Facebook page, i.e. only those registered and invited could post comments. RG offered to reissue to paper produced by the Brown Clee PPG on this issue. Although there was concern initially that this would be used for public criticism, this proved not to be the case, and any negative comments had been refuted by other patients. Many patients generally are now using FB and Twitter, especially the younger generation, and websites are considered 'old hat'. RG suggested that such a group could provide information about keeping healthy, FutureFit, flu clinics, discussions, updating, etc. RL repeated his concerns about moderation. KR has a Practice Managers' meeting this week and will talk to other practice managers about this possibility. The YFCs might like to be involved in this, and there would also be some admin work involved.

Action: KR to discuss with other practice managers.

Action: RG to reissue the paper from Brown Clee Hill PPG re the successful launch of their Facebook page.

- ii** RG has been asked to attend a PPG meeting at **Pontesbury Medical Practice** to explain how the Men's health Event was organised and the sort of things that the Beeches PPG does.

- d PPG noticeboard:** RG thanked NF & TF for their work on the noticeboard. TS suggested that a financial 'thermometer' could enhance this, perhaps showing a target of £2,000 in increments of £100. It was suggested that contact details and phone numbers could be shown in a larger font and that details of the next PPG meeting could be added.

Action: NF & TF to update the noticeboard.

e Bank account:

- i** Despite contacting the bank, neither NF nor KR have received statements to date.

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- ii Following Pam White's resignation, a new signatory will have to be appointed; DV volunteered to do this and all agreed.
 - iii TS reported that he would be giving a cheque to NF from the coffee morning.
- f Walking for Health:** TL had sent information on behalf of Bayston Hill Parish Council regarding a new Walking for Health Group in Bayston Hill.
- g Condover Parish Council:** Edward Marvin, Parish councillor from Dorrington, has asked RG to meet with him tomorrow regarding Condover Parish Council's thoughts on health and wellbeing and the relationship with the practice. KR has also spoken to him and has suggested that he attends a PPG meeting. RG will inform him that TL is a Parish Councillor for Bayston Hill who is also a member of the PPG.
- 7 AOB:** TS suggested that the adult bookcase should be moved to a more visible position. KR reported that it was hoped to site the children's books in a 'Children's Corner.'

8 Date of next meeting:

The meeting ended at 19:10.

The next meeting will be held on **14 August at Bayston Hill** with a start time of **5:00pm**.

Future meeting: 25 September 5:00pm

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Outstanding actions as at 10th July 2017

| Item | Actions | Progress |
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| 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 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>Staff photoboard: KR to discuss showing staff photos and roles with the partners.</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>Vascular clinic: KR to check details of the clinic and report back.</p> <p>PPG bank account: NF/KR to check statements.</p> <p>PPG/Practice issues: 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</p> <p>Facebook page: KR to discuss this with other practice managers. RG to reissue the paper from Brown Clee Hill PPG re their FB page.</p> <p>Health checks for adults with learning disabilities: KR to consider how to communicate this to the people on this register.</p> | <p>AB/other KR KR KR KM/ongoing</p> <p>KR/LS TF/NF KR/HS NF/KR/ongoing RL</p> <p>KR</p> <p>On hold KR KR Complete KR RG KR</p> |
| Digital health/Urology | KR and RG to update PPG members as appropriate. | KR/RG/ongoing |