

# The Beeches Medical Practice

## Patient Participation Group meeting

Monday 14<sup>th</sup> August 2017, 5:00pm

at Bayston Hill

### Minutes

**Present:** Rob Gough (Chair), Gill Berry, Val Collard, Jean Cruickshank, Nikki Fox, Tony Fox, Maggie Hitchings, Gill Jones, Edward Marvin (Chair of Condover Parish Council), Dr Jenna Middleton, Kim Richards, Terry Seston, Dolores Vaughan.

**1 Apologies:** Geoff Garrett, Teresa Lewis, Karen Moseley.

### 2 Minutes, agenda, AOB and meeting timing

**a Minutes 10<sup>th</sup> July 2017:** Accepted. Although July's minutes had been emailed to all the members, some people had not received them; GB agreed to resend.

**Action: GB**

**b Item 4 HeartAge:** This stated that 'the questionnaire at the Dorrington Fun Day had picked up some patients with potential heart problems'; this should read: 'with potential **health** problems'.

**c AOB:** No formal other business had been notified; however, VC asked why the PPG no longer meets at the Dorrington site. RG/TS explained that as attendance had been consistently lower at Dorrington, it had been decided earlier in the year to meet at Bayston Hill for the time being [*see PPG minutes, January 2017, Item 6 AOB*]. EM offered the occasional use of Dorrington Village Hall as an alternative venue if this was thought to be useful.

**d Meeting timing:** 7:00pm.

### 3 Actions

**a Item 5b Staff photo board:** it was clarified that this applied to the GPs, nurses and practice manager only, whose photos are displayed on the existing photo board, and KR is to update this.

**Action: KR**

**b Item 5i Frail and vulnerable patients:** KR explained that frail and vulnerable patients will need an enhanced medical record on the NHS 'spine', which allows the exchange of their medical records across local and national NHS systems. The practice nurse and HCA will be contacting people who have had falls. KM (Care Coordinator) will also phone to find out how patients are doing and discuss whether they wish to have their medical records available to the hospital. GPs will discuss their medication and give advice regarding accident prevention.

**c Item 6e (i) PPG bank statements:** NF has been to the bank in person and has now been given copies of statements from October 2016.

**d Item 6e (ii) Bank account signatory:** DV has been to the bank to arrange this, and left documentation with them as they requested.

**Action: NF to send additional documentation to the bank**

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- e **Item 7 Children's book corner:** KR plans buy some more bookcases and rearrange the children's book corner.

**Action: KR**

### 4 Practice issues (KR)

- a **Women's health event:** JM had discussed this with Dr Walsh; they suggest that topics could include mammograms, cervical screening, the menopause, contraception, smoking, diet, exercise, weight loss, etc., depending on the target age range. It was acknowledged that it would be harder for younger women with families to attend screening or an evening event because of childcare issues, and that the timing would depend on the target age group, and vice versa.

JM suggested inviting a consultant to speak at such an event and offered to talk to the colorectal surgeon, Mr Jon Lacy-Colson. GJ will also speak to Dr Kevin Lewis, Director of Help2Change, and suggested that one of the Public Health England staff might be willing to attend.

It was suggested that Christ Church hall could be a good venue, as this worked well for the men's health event, and it was proposed that a women's health event be held in the new year.

GB agreed to speak to her son Dan about the possibility of doing publicity artwork.

It was proposed that the next PPG meeting should be devoted to discussion of this event.

**Action:**

- **JM to speak to Mr Lacy-Colson.**
- **GJ to speak to Dr Kevin Lewis & Public Health England staff.**
- **GB to ask Dan Berry about doing publicity artwork.**

### 5 Practice issues (KR)

- a **Clinicians' roles:** KR reported that the Advanced Nurse Practitioner, Jean Appleby, has helped in creating a list of the clinicians' roles. KR agreed to distribute this to the PPG once it is completed.

**Action: KR to send the list to GB for distribution.**

- b **Dr Adam Brocklebank** is due to go on paternity leave next week.
- c **Waiting times:** appointments with any doctor: 9 days.
- d **Dr Vicki Phillips** will be returning to work at the practice in September.
- e **Another GP registrar** will be starting work at the beginning of September.
- f **Two new trainees** will be starting work at the practice this month.
- g **Locums:** KR reported that it had been very difficult this year to find locums to cover GPs' holidays.
- h VC asked about appointments available at Bayston Hill and Dorrington sites; KR replied that patients should be offered the first available appointment at either site, regardless of whether they lived in Bayston Hill or Dorrington.

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EM asked about the breakdown of patient numbers in the total catchment area. KR replied that about 22% attend the Dorrington site. EM felt that many Conover parish patients found difficulty in travelling in to Bayston Hill.

**Action: KR to speak to the GPs about this issue.**

- i KR reported that the **Care Navigation scheme** (Active Signposting) was being introduced at the practice. This will mean that the receptionists will aim to ensure the patient is booked with the right person, whether a GP, nurse, ANP or HCA. KR showed the group a document about the scheme; she will scan this document and send to GB for distribution.

**Action: KR to scan the document and send to GB for distribution.**

### j **Community Care Coordinator update**

KM is on annual leave at present and so there was no report.

However, EM mentioned that he had discussed some issues with KM at the Christ Church coffee morning. He queried whether KM has the information she needs; KM will clarify this on her return from leave.

- k **Practice cooperation:** all the paperwork has been agreed and eleven of the twelve Shrewsbury medical practices have now signed up to the scheme.
- l **Medical procedures:** procedures such as phlebotomy, ear syringing and dressings are not strictly speaking within the remit of primary care and practices receive no funding for these. A new member of the Shropshire CCG team, Nicky Wilde, is looking into how best to pay for these services fairly.
- m **Learning disabilities annual health checks:** KR reported that the practice had been disappointed that the team from the Mytton Oak Unit did not attend last month as arranged, and no further appointment has been made.
- n **Flu clinics: 23 September and 7 October, 9:30-11:30am (Bayston Hill).** The clinics will be held earlier this year, as pharmacies are also providing a service in competition with practices. RG asked about the possibility of integrating the diabetes tool into the clinics. GJ would not be available on 23 September; she also thought this would probably not be relevant to the target age group, as the tool relates to 18-75-year-olds.

The Dorrington clinic date has yet to be arranged and GJ would consider this.

**Action: KM to let GJ know when the Dorrington clinic is arranged.**

- o **Patient surveys:** KR agreed to send GB a copy of the next patient survey for distribution/comment from PPG members, and to prepare a questionnaire regarding the proposed women's health event.

**Action:**

- **KR to send GB a copy of the survey for distribution/comment.**
- **KR to prepare a questionnaire re women's health.**

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### 6 A more diverse and representative PPG

- a Facebook page:** KR reported that although the practice management team acknowledged the importance of communicating with patients, they had made a final decision not to set up and manage its own Facebook account. It was suggested that The Villager has a Facebook page which could be used for communicating practice information. In the light of this decision it was agreed that further thought should be given to the issue of better communication with patients.

EM added that Condoover's 'Next Door' scheme includes Bayston Hill and a range of other neighbourhoods, and agreed to send details to KR.

**Action:**

- **KR to keep the PPG informed as to progress.**
- **EM to send KR details of the 'Next Door' scheme, etc.**

- b PPG noticeboard (NF & TF):** NF and TF have prepared 'thermometers' for both Bayston Hill and Dorrington sites, showing donations from books amounting to just over £562. NF added that there is now £640.26 in the bank, which could go towards a blood pressure machine to be shared between the two sites. DV also has £40 from the Christ Church coffee morning to pay into the account. NF gave the two posters to KR. RG felt that we need to explain on the posters why we are raising money, maybe with a picture of the BP machine, and also show thanks for donations.

There has been no response to date via the noticeboard from people wanting to join the PPG.

**Action:**

- **KR to provide a photo of the proposed BP machine.**
- **NF/TF to update the posters.**
- **KR to put info on the practice website re the BP machine and joining the PPG.**
- **EM to pass info to KR re where info can be posted to.**

- c Diabetes awareness (GJ):** GJ agreed that she may be able to attend one of the flu clinics and the proposed women's health event, although she explained that the focus of her work has moved more towards pilot projects regarding health awareness in the workplace.

EM added that Public Health England has provided funding for an Activities Champion, led by Miranda Ashwell (physical activity lead at Help2Change), to link people to some of the activities taking place, for example the Women's Institute and Zumba classes.

- d Shropshire Patient Group:** RG is to attend tomorrow's meeting; Simon Freeman, the Accountable Officer for Shropshire CCG, will also be presenting.

- e NAPP:** NF reported that the NAPP (National Association for Patient Participation) membership fee was due for renewal. RG asked KR if the practice would be willing to pay all or part of the premium, and she agreed to consider this.

**Action: KR to discuss this with the GPs.**

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**6 AOB:** None.

**7 Date of next meeting:**

The meeting ended at 19:10.

The next meeting will be held on **Monday 25 September at Bayston Hill** with a start time of **5:00pm**.

**Future meetings: Monday 23 October at Bayston Hill, 5:00pm**

**Monday 27 November at Bayston Hill, 5:00pm**

(provisional dates)

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### Outstanding actions as at 14<sup>th</sup> August 2017

Item	Actions	Progress
<b>Diabetes Prevention Programme</b>	RG to liaise with practice nurses re incorporating diabetes risk tool into next year's flu clinics.	Complete
<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 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><b>Staff photo board:</b> KR to update the photo board.</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. KR to discuss and task Laura Sheffield with maintaining the <b>PPG website</b>.</p> <p><b>Noticeboard/posters:</b></p> <ul style="list-style-type: none"> <li>• KR to provide a photo of the proposed BP machine.</li> <li>• NF/TF to update the posters.</li> <li>• KR to put info on the practice website re the BP machine and joining the PPG.</li> <li>• EM to pass info to KR re where info can be posted to.</li> <li>• TF/NF to adapt the noticeboard information in the waiting room.</li> </ul> <p><b>Vascular clinic:</b> KR to check details of the clinic and report back.</p> <p><b>PPG bank account:</b></p> <ul style="list-style-type: none"> <li>• NF/KR to check statements.</li> <li>• NF to send additional documents to the bank.</li> </ul> <p><b>Children's book corner:</b> KR to buy more bookcases and rearrange the corner.</p> <p><b>PPG/Practice issues:</b> RL to respond to the request to comment on the draft set of <b>PPG priorities</b>.</p> <p><b>Women's health event:</b></p> <ul style="list-style-type: none"> <li>• JM to speak to Mr Lacy-Colson.</li> <li>• GJ to speak to Dr Kevin Lewis &amp; Public Health England staff.</li> <li>• GB to ask Dan Berry about doing publicity artwork.</li> </ul> <p>KR to prepare list of <b>GPs' roles</b> to show to PPG members and to consider how these changes are best going to be communicated to patients.</p> <p><b>Appointments at either site (item 5g (Aug)):</b> KR to speak to GPs about this</p> <p><b>Care Navigation scheme:</b> KR to scan the document and send to GB for distribution.</p>	<p>Closed</p> <p>KR</p> <p>KR</p> <p>KR</p> <p>KM/ongoing</p> <p>Complete</p> <p>KR</p> <p>TF/NF/ongoing</p> <p>KR</p> <p>EM</p> <p>TF/NF</p> <p>KR/HS</p> <p>Complete</p> <p>NF</p> <p>KR</p> <p>Complete</p> <p>JM</p> <p>GJ</p> <p>GB</p> <p>KR</p> <p>KR</p> <p>KR</p>

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### Outstanding actions as at 14<sup>th</sup> August 2017

Item	Actions	Progress
	<p><b>Flu clinics:</b> KM to let GJ know when the Dorrington clinic is arranged.</p> <p><b>Patient surveys:</b> KR.</p> <ul style="list-style-type: none"> <li>• KR to prepare next survey for use at flu clinics &amp; send to GB for distribution/comment.</li> <li>• KR to prepare a questionnaire re women's health.</li> </ul> <p><b>Facebook page:</b> KR to discuss this with other practice managers. RG to reissue the paper from Brown Clee Hill PPG re their FB page.</p> <p><b>Health checks for adults with learning disabilities:</b> KR to consider how to communicate this to the people on this register.</p> <p><b>NAPP:</b> KR to discuss with the GPs re paying the renewal fee.</p>	<p style="text-align: center;">KM KR KR KR Closed Complete  KR/ongoing KR/GPs</p>
<b>Digital health/Urology</b>	KR and RG to update PPG members as appropriate.	KR/RG/ongoing