

# The Beeches Medical Practice

## Patient Participation Group meeting Monday 25<sup>th</sup> September 2017, 5:00pm at Bayston Hill

### Minutes

**Present:** Rob Gough (Chair), Gill Berry, Jean Cruickshank, Nikki Fox, Tony Fox, Maggie Hitchings, Dr Rob Laycock, Teresa Lewis, Edward Marvin, Karen Moseley, Kim Richards.

**1 Apologies:** Val Collard, Geoff Garrett, Gill Jones, Terry Seston, Dolores Vaughan.

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

**a Minutes 14<sup>th</sup> August 2017:** Accepted with the following amendments:

- **Item 4 – Women’s Health Event:** GJ offered to speak to Shropshire Public Health staff (not Public Health England) once firm dates and subject areas have been agreed for the event.
- **Item 6c:** The funding for the Dorrington Activities Champion is coming from Shropshire Public Health, not Public Health England.

**b AOB:** None.

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

### 3 Actions

**a Item 3d PPG bank statements:** NF reported that DV has now signed the relevant papers. Another signature is also required, and this is in hand.

**b Item 3e Bookcases:** KR reported that flatpack bookcases and a coffee table have been bought for the Bayston Hill surgery, with similar to be considered for Dorrington surgery.

**c Item 5a Clinicians’ roles:** KR reported that the list of clinicians’ roles is in hand, although this may not be completed immediately.

**d Item 5h Appointments at either site:** KR clarified that appointments had been offered at either site recently as a temporary measure. RL explained that some services were only available at Bayston Hill, and that some patients preferred to come to Bayston Hill for appointments. KR added that the new HCA will be doing a session in Dorrington once a month.

**e Item 5n Flu clinic:** GJ will be unable to attend the flu clinic on 23 October. One clinic was held last Saturday.

**f Item 5o Patient survey:** KR reported that there had been a good response to the surveys and questionnaire.

**g Item 6a Social media platforms (including ‘Next Door’):** ongoing.

**h Item 6b PPG noticeboard:** The progress ‘thermometer’ and picture of the machine will be shared by both sites and the thermometer will be moved to sit alongside the noticeboard. One of the paintings has been sold (£30). NF reported that to date about £590 has been raised from book sales, with the addition of a cheque from KR for £28. (All other actions under this item have now been completed).

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- i **Item 6e NAPP:** The PPG renewal fee has now been paid by the practice; RG asked KR to pass on the group's thanks to the management team.

### 4 Practice issues (KR)

#### a Women's health event:

- JM has spoken to Mr Lacy-Colson. He is willing to speak at an event but would like as much notice as possible.
- KR to contact Dr Kevin Lewis, Dr Jenna Middleton and Dr Mel Walsh.
- GB has spoken to her son Dan about the possibility of doing artwork for publicity.
- There was some discussion as to titles ('Here's to Health,' 'Health in your hands,' 'Life change for ladies,' 'Wonderwomen').
- KR suggested selecting the top three topics from the questionnaire responses.

**Action: KR to analyse the figures and send to GB.**

- **Venue:** Christ Church venue was a good venue for the previous event, with facilities and parking.

**Action: RG to contact TS to ask about booking the Church hall.**

- **Timing:** Wednesday 7 or, more likely, Thursday 15 February was suggested, from 7:30pm – 9:30pm.
- **Publicity:** Copy for *The Villager* needs to be in by the 10<sup>th</sup> of the month, (although there is no issue in January) and so it would need to be in by 10<sup>th</sup> November. EM suggested that copy should also be sent to The Steeplewood Fold, the Mayfair Centre, etc., in Church Stretton. We have a list of pubs, churches, shops, STFC, noticeboards, Radio Shropshire, etc., which may be willing to display publicity.
- **Stallholders:** MIND, Help2Change, gym, village halls health and wellbeing classes (yoga, Zumba, ballroom dancing).
- **Badges:** These have been retained from the previous event and could be used again.
- **Refreshments:** as last time, possibly with a small charge of 50p per person.
- **Feedback forms/pencils.**

### 5 Practice issues

#### a GP update (RL)

- i **Staffing:** A nurse practitioner and two registrars (Dr Vicki Phillips and Dr Adrian Sztucki) have started working at the practice recently, with the result that some pressure is easing and waiting times have reduced. The practice is looking into how best to use the HCA to help ease the workload further. A nurse trainee has also started and will be mentored at the practice for the next couple of months.

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ii **The new consulting room** is finished and one of the trainee doctors is now working out of the new room. Representatives of Keele University are happy with the work carried out.

iii **Waiting times:** down to 8 days.

**Action: KR to send the latest figures to GB for distribution.**

iv **Darwin Health:** The practice is in the process of signing agreements and being formed as a plc for commissioning and services. This will enable the practice to tap into the Prime Minister's Challenge Fund, including out-of-hours cover and accessing extra funds/services. Although practices will remain as separate businesses there will be cooperation and support from the other local practices. This will launch in early October.

### b Practice manager's report (KR)

i **Flu clinics:** KR reported that the first flu clinic had gone very well and was very well organised; she thanked PPG members for their help in this. 297 questionnaires have been completed.

### c Community Care Coordinator update (KM)

i **CoCo:** KM reported that there are now three CoCo volunteers, including TL. Another volunteer is being trained. Depending on the patient's needs, the volunteer would be put in touch with a suitable patient. There are 144 patients on the 'frail and vulnerable' list.

ii **Social prescribing:** A pilot scheme already exists in Oswestry and will be reported next year. KM will update the PPG on future progress.

### d Other initiatives:

i **Care Navigation:** RG mentioned that he had seen some negative comments about this national scheme, which aims to direct patients to the most appropriate clinician. Although KR also had some reservations she reported that the scheme was going ahead at the practice, but that it would need to be monitored. RG suggested the practice consider getting some 'positive' publicity out before the launch; KR to consider best method of doing this.

**Action: KR to consider publicity re the above initiative.**

## 7 Our priorities for 2017/2018

a **Prescribing of generic medicines:** RL reported that most patients are happy with this and prescribing costs are being reduced. He mentioned that as from 1<sup>st</sup> September patients with gluten-free diets can no longer order food such as gluten-free bread on prescription, as this is now widely available in shops.

b **Musculoskeletal operations:** At present in Shropshire there is a high percentage of people being operated on with musculoskeletal issues, e.g. orthopaedic foot surgery. There is some evidence that knee operations, for example, should be tailored to individuals, as outcomes after two years are similar to receiving intensive physiotherapy.

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- c Virtual reference group (VRG):** A question about this had been added to the patient survey. RG asked for feedback about this, and on the basis of the response the PPG will be able to discuss how to approach this issue.

**Action: KR to provide any information to RG regarding volunteers for the VRG.**

- 8 Feedback from Shropshire Patients Group:** RG reported that Dr Simon Freeman (Accountable Officer for Shropshire CCG) had spoken well at the last meeting of the group. He also mentioned that the Future Fit scheme is going out to public consultation.

- 9 Visit from Shropshire CCG:** Karen Higgins has a role within Shropshire CCG to encourage patient participation and would like to visit the PPG. RG anticipates giving her a 20-minute slot at one of the future PPG meetings.

**Action: RG to contact Karen Higgins to invite to a PPG meeting**

### 10 AOB:

- a** TL mentioned that Bayston Hill Parish Council is preparing a **community plan** and she has contacted a company about raising the profile of health issues in the village. They are hoping to have a 'Taster' event in November for their needs within the village.

**Action: TL to report to the PPG on progress.**

- b** RG asked the question of both EM and TL as to whether there is any **joint working across the two Parish Councils** as he wondered if this could be to the benefit of our patients, particularly in the areas of health and wellbeing.

**Action: TL and EM to consider this.**

### 11 Date of next meeting:

The meeting ended at 19:00.

The next meeting will be held on **Monday 23 October at Bayston Hill** with a start time of **5:00pm**.

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

**Monday 8 January 2018 at Bayston hill, 5:00pm**

(provisional dates)

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### Outstanding actions as at 25<sup>th</sup> September 2017

Item	Actions	Progress
Practice issues	<b>Statistics for waiting times:</b> <ul style="list-style-type: none"> <li>• KR to email updated waiting time figures to GB.</li> <li>• KR to provide a graph to show the trend of these figures over the last twelve months.</li> </ul>	KR KR
	<b>Staff photo board:</b> KR to update the photo board.	KR
	<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.	KM/ongoing
	<b>Noticeboard/posters:</b> <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>	Complete Complete Complete Complete Complete
	<b>Vascular clinic:</b> KR to check details of the clinic and report back.	KR/HS
	<b>PPG bank account:</b> NF to arrange another signatory.	NF
	<b>Children's book corner:</b> KR to buy more bookcases and rearrange the corner.	Complete
	<b>Women's health event:</b> <ul style="list-style-type: none"> <li>• JM to speak to Mr Lacy-Colson.</li> <li>• GJ to speak to Dr Kevin Lewis &amp; Shropshire Public Health staff.</li> <li>• GB to ask Dan Berry about doing publicity artwork.</li> <li>• KR to analyse the top three topics from the questionnaires and send to GB.</li> <li>• RG to contact TS to ask about booking Christ Church hall</li> </ul>	Complete Complete Complete KR RG
	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.	KR/ongoing
	<b>Appointments at either site (item 5g (Aug)):</b> KR to speak to GPs about this.	Complete
	<b>Care Navigation scheme:</b> <ul style="list-style-type: none"> <li>• KR to scan the document and send to GB for distribution.</li> <li>• KR to consider publicity re Care Navigation scheme.</li> </ul>	KR KR
	<b>Flu clinics:</b> KR to let GJ know when the Dorrington clinic is arranged.	Complete
	<b>Patient surveys:</b> KR. <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> </ul>	Complete

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### Outstanding actions as at 25<sup>th</sup> September 2017

Item	Actions	Progress
	<ul style="list-style-type: none"> <li>• KR to prepare a questionnaire re women's health.</li> </ul>	Complete
	<b>Health checks for adults with learning disabilities:</b> KR to consider how to communicate this to the people on this register.	KR
	<b>Virtual reference group:</b> KR to provide any information to RG regarding volunteers for the VRG	KR
	<b>Visit from Shropshire CCG:</b> RG to contact Karen Higgins to invite her to a PPG meeting	RG
	<b>NAPP:</b> KR to discuss with the GPs re paying the renewal fee.	Complete
	<b>Cooperation:</b> TL and EM to consider working across the two Parish Councils	TL/EM
<b>Digital health/Urology</b>	KR and RG to update PPG members as appropriate.	KR/RG/ongoing