

**The Beeches Medical Practice**  
**Patient Participation Group meeting**  
**Monday 13<sup>th</sup> August 2018, 5:00pm**  
**at Bayston Hill**

**Minutes**

**1 Present:** Terry Seston (Chair), Gill Berry, Valerie Collard, Brenda Fletcher, Nikki Fox, Tony Fox, Geoff Garrett, Maggie Hitchings, Gill Jones, Gwen MacRae, Edward Marvin, Kim Richards, Dolores Vaughan.

**Welcome:** Gwen MacRae was welcomed to her first PPG meeting. Anne Chalkley wishes to attend meetings but was unable to attend this time.

**Apologies:** Anne Chalkley, Rob Gough, Dr Rob Laycock, Teresa Lewis, Karen Moseley.

**2 Agenda, AOB and meeting timing:**

**a Agenda:** This had been distributed prior to the planned meeting in July, which had been cancelled due to various key people being unable to attend.

**b AOB:** See item 8.

**3 Minutes 4 June 2018:** Accepted.

**4 Actions:**

**a Item 4a Health event:** It was confirmed that Olivia Barker is willing to help in organising a health event in the spring, and KR will continue to liaise with her.

**b Item 4e Clinical Research Network:** KR reported that Charlotte Thornley may be able to attend a PPG meeting in September or October.

**c Item 4g Practice website:** KR will be contacting Ian Carley soon.

**d Item 4h Water cooler:** DV reported that £199 funding for a new water cooler in the Bayston Hill surgery is available from a local keep-fit class. KR confirmed that the practice has agreed to fund the water supply on an ongoing basis.

Dorrington surgery may be able to benefit from a similar grant. Funding application forms from Condover Parish Council are not available until November, but DV will take action at the appropriate time.

**e Item 4i Press release:** KR has prepared a press release for inclusion in *The Villager* and will also send to GG for inclusion in the Condover Parish magazine.

**f Item 4k Dementia care:** In KM's absence this item was deferred.

**g Item 6c ii Gardening Club:** KR reported that unfortunately the practice's indemnity insurance would not allow this at the Bayston Hill site. EM said that there is a Gardening Club in Condover; the next meeting is on Saturday 8<sup>th</sup> September at 2pm.

**Action:** EM to speak to KM about this.

**h Item 6c iii Susie Hancock/Diabetes awareness:** It is hoped that diabetes awareness will be included as part of the next health event.

**i Item 7a Waiting times for appointments:** GB has emailed details of waiting times to PPG members.

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- j **Item 8c Drop-in health event on 26 September at Dorrington:** GJ and TS hope to attend this event.
- k **Application for grant for water cooler:** TS has had a reply from Bayston Hill Parish Council, who have refused the application, and this was felt to be disappointing. TS will reply to the Parish Council.

**Action: TS.**

### 5 Future Health Event

The practice GPs are happy to support another health event in early spring; it is suggested that the timing, venue, refreshments, etc., should be as previously.

**Action:**

- **EM to contact Mr Jon Lacy-Colson (consultant colorectal surgeon) to ask if he would be willing to be involved again.**
- **GMR has ongoing contacts at the hospital and will also make enquiries regarding speakers at the event.**
- **KR to liaise with Olivia Barker and report back to the next meeting.**

### 6 Practice issues and update

#### a Update from GP:

(In Dr Rob Laycock's absence KR incorporated details from the GPs' update into the Practice Manager's update).

#### b Update from Practice Manager:

- i **New phone system:** This has now been installed and Wi-Fi is available in the surgery. A new answerphone message has been prepared. GMR commented that patients needing to make an appointment may not know whether to speak to admin or reception; KR agreed to consider altering the message to add Appointments. The staff have been promised further training; the average waiting time for receptionists to answer the phone is about two minutes.

**Action: KR.**

- ii **Extended hours:** KR reported that the scheme will be operational within the Darwin Health grouping from 1<sup>st</sup> October 2018, covering Saturdays until 8pm. A pilot scheme is being carried out to ensure that all the computer systems, etc., function properly. Practices are sharing the cover on various nights: **Marden** (Mondays), **The Beeches** (Tuesdays), **South Hermitage** (Wednesdays) and **Claremont** (Thursdays), etc. The Beeches is rostered for cover on four weekends per year. Twenty hours extra cover must be provided over the course of the weekend; few patients and doctors would like routine appointments on a Sunday. The first Tuesday evening duty at The Beeches took place last week and worked well. It was noted that only patients who have opted in to the Shared Summary Care Records will be able to arrange an appointment under the extended hours scheme.
- iii **Flu campaign:** Under-65s and over-65s are to have different vaccines this year. There is some anxiety over when the vaccines will be received, as a new company is providing them. Only 40% will be available in September, and the rest in November. It was felt that the more vulnerable patients

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should receive the vaccines first. There is also ongoing concern that advertising by pharmacies will remove available funding from the practices. The practice is planning the clinics and preparing an information leaflet.

EM commented that Condoover Parish Council newsletter includes details of flu clinics at the surgery and suggested that KR might email Brighid Carey (CPC Clerk) regarding this.

**Action: KR.**

It was noted that the practice's flu survey will be delayed this year.

**NHS England** is randomly sending a flu survey to patients, with a current response rate of 53%. It was suggested that parents with young children might be surveyed at the immunisation clinics, and TS offered help in this.

- iv Practice information booklet:** The booklet will include information regarding the PPG and the Care Coordinator's services. It was noted that the Pharmacy First scheme for people on benefits is being discontinued, as there is now to be a greater focus on self-care.
  - v The NHS Diabetes Prevention Programme** is being launched for those who are identified via the EMIS patient information system as being pre-diabetic. The programme is run by Ingeus, an outside agency. EM suggested that as part of the Care Coordinator's role KM might deliver information about self-care measures to people in this health bracket.
  - vi A new programme, Elevate**, has been launched to help improve strength and balance for over-65s. Sessions are led by trained postural stability instructors; Bayston Hill classes are held in the Youth and Community Centre. A similar trial event has been held in Dorrington. Classes must have a minimum of 10 people attending to be viable, and a referral is required, either a self-referral or referral by a GP or physiotherapist.
  - vii A new Dispensary Manager** (Lisa Clarke) has started working at Dorrington and is proving to be very knowledgeable and helpful.
- c Update from Care Coordinator (KR in KM's absence)**
- i New projects:** It has been suggested that a bereavement club could be a very useful addition to the practice's resources.
  - ii Gardening Club:** See item 4g.
  - iii Diabetes awareness:** This was discussed as part of items 4h and 5.

### 7 Our priorities:

- a The large blood pressure machine** is due to go to Dorrington shortly.
- b The portable 24-hour BP machine** is working well and is a great asset to the practice. NF reported that after paying for the machine £446.91 is left in the bank account, plus £65.92 passed to NF by KR.

### 8 AOB:

- a Antibiotics prescribing:** In response to a query from Rob Gough KR reported that new NICE guidelines do not represent a great change in practice. She added that there is often pressure from patients to be prescribed antibiotics, but that GPs will only prescribe these appropriately.

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- b Top Tips for Families and Carers:** In response to a query from Rob Gough KR reported that this leaflet is available in reception. The leaflet aims to provide information that will make feedback, concerns and complaints easier for families and carers of those with learning disability, autism or both.
- c GP online consultation systems fund:** As part of the General Practice Forward View, a £45 million fund has been created to contribute towards the costs for practices to purchase online consultation systems, improving access and making best use of clinicians' time. In response to a query from Rob Gough KR reported that Shropshire CCG is currently in the consultation process for this fund.
- d Future Fit public consultation:** In response to a query from Rob Gough KR reported that the consultation process is nearing completion and will soon be reported on. RG offered help in getting more publications, posters. Questionnaires, etc., from the CCG.
- e Out-of-hours service:** A new delivery partnership between Shropdoc and the Shropshire Community Health NHS Trust (Shropcom) is to provide Integrated Urgent Care GP-led out-of-hours service, starting on 1<sup>st</sup> October 2018.
- f** Rob Gough has reported that the **fundraising thermometer at Dorrington** needs to be updated (to be dealt with at a later date).
- g Shropshire Patient Group meetings:** In response to a query from Rob Gough KR mentioned that minutes of the SPG meetings are available from him if members wish to see them.
- h** In response to a query from Rob Gough it was agreed to discontinue using the **PPG minutes Outstanding Actions log** as it was felt to be unnecessary and time-consuming.
- i Postal items:** TS said that documents posted to him from the practice showed no postage, and he had had to go to the sorting office and pay £2 to obtain them. KR apologised for this oversight.
- j Jean Cruickshank** is unable to attend meetings currently due to ill-health. It was agreed that TS would arrange to send her some flowers from the PPG.
- k Appointment timing:** TF requested that receptionists inform patients if GPs or nurses are running late. The LED display in reception can sometimes show that the GP is on time, although in reality this information is often incorrect. KR agreed to investigate this.

**Action: KR.**

### 9 Date of next meeting:

The meeting ended at 6:50pm.

The next meetings will be held on:

**Monday 24 September 2018 and 22 October 2018**

**at Bayston Hill, starting at 5:00pm.**