

The Beeches Medical Practice
Patient Participation Group meeting
Monday 19th November 2018, 5:00pm
at Bayston Hill

Minutes

- 1 **Present:** Rob Gough (Chairman), Gill Berry (Minutes Secretary), Anne Chalkley, Brenda Fletcher, Nikki Fox, Tony Fox, Maggie Hitchings, Dr Rob Laycock, Teresa Lewis, Gwen MacRae, Edward Marvin, Karen Moseley, Kim Richards, Terry Seston, Dolores Vaughan.

Apologies: Valerie Collard, Gill Jones.

Resignation: TS reported that Jean Cruickshank, one of the founder members of the group, was retiring from the PPG due to illness. RG will send her a letter of thanks for her greatly-valued contribution over the years.

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

- a **Agenda:** This had been distributed prior to the meeting. Discussion about the timing and possible change of day of the meeting will be included under item 5.
- b **Meeting timing:** 7:15pm.
- c **AOB:** See item 9.

3 **Minutes 22nd October 2018:** Accepted with the following amendments:

- Gill Jones did not attend the previous meeting.
- Item 3b should say 'see item 7.'
- Item 4e should say 'several months' rather than 'two months.'

4 **Actions:**

- a **Item 4a Practice website:** KR confirmed that the PPG page would be available on the new website.

Action: (KR)

- b **Item 6b NHS England random survey:** KR confirmed that the encouraging results of the survey are shared with all those working at the practice.
- c **Item 7d Practice booklet:** KR confirmed that the practice booklet now includes details of the PPG, and that other details have been updated.
- d **Item 7e Blood pressure machine.** KR confirmed that the practice is not in a position to match-fund for items beyond their contracted provision of service. RG suggested including this under discussion of the Terms of Reference.
- e **Item 7f PPG minutes:** KR confirmed that the GPs discuss PPG issues at the weekly practice meeting and that she will distribute the minutes to all the GPs.
- f **Item 7h The Signal Hub:** AC confirmed that Signal's drop-in advice service based in the Riverside shopping centre, for people with hearing loss, deafness and tinnitus, has definitely closed due to their funding being withdrawn. However, it seems that conflicting information is being displayed and KR will investigate this.

Action: KR.

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5 GP attendance at PPG meetings

It was felt that a Tuesday might be a better evening to hold a PPG meeting, to enable a GP to attend. It was agreed to hold the meeting on the first Tuesday of the month normally.

6 Terms of Reference (ToR)/AGM (RG)

- a RG confirmed that some of the **items are now out of date** as they were set up in 2014.
- b TL outlined some of her thoughts on the ToR. It had been suggested that the PPG may want to hold an AGM on a more formal basis. However, it was decided that **informal reviews** from time to time should be sufficient for this group.
- c It was decided that the PPG should **review the need for elections annually**, alongside the Terms of Reference, but that there will be **no formal 3-year term of office**.
- d It was agreed that the **election of officers** will now take place early in the new year.
- e RG explained that local PPGs work in different ways across the country, and each decides on their own primary purpose and function; for example, some exist only as fundraising bodies. It was agreed that if the PPG is to involve itself in **fundraising**, this should be towards purchasing specific items, rather than random fundraising.
- f RG confirmed that he would not be standing again for election as Chairman.

RG left the meeting at this point and handed over to TS.

7 Future Health Event

- a **Main speaker:** KM reported that Mr Jon Lacy-Colson was delighted to have been invited again to speak at the Health Event about colorectal matters. The date of the event is yet to be confirmed, but JL-C suggests any Wednesday or Thursday in February or March. In view of the lighter evenings and the possibility of inclement weather it was thought best to hold the event on a Wednesday in March. The proposed date would be either 6, 13 or 20 March.
- b **Topics:** RL suggested that mental health and wellbeing, as well as lifestyle, would be useful extra topics to include, which are relevant to both men and women.
- c **Publicity:** GB has asked her son Dan if one of his students might be able to prepare a poster. This would be possible, but she will need as much specific information as possible. Details will need to go in *The Villager* by 10 January.
- d **Other speakers:** We will ask two other GPs to speak at the event, as well as the physical fitness teacher Ruth Morriss. It was agreed that if Ruth was unable to come, Christina Morgan of Elevate should be asked instead.

Action: KM to invite Ruth Morriss.

- e **Exhibitors:** These could include organisations such as Help2Change (Gill Jones?), Elevate (Christina Morgan), Fertility Unit (via GMR).

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8 Practice issues and update

a Update from GP (RL):

- i **Darwin Health** is continuing to provide extended hours clinics across the week; The Beeches' allocated clinic is on a Tuesday between 6:30pm and 8pm. Sunday morning appointments have not proved to be popular. To access an extended hours appointment, patients should contact their own practice, and they will then be directed to the next available clinic, which may be based at another practice.
- ii **Overnight closure of Accident & Emergency services:** The closures are proposed because there are not enough doctors to staff A&E services adequately and the department becomes unsafe. This situation exists across the country, and there is also difficulty in recruiting A&E nurses.

b Update from Practice Manager (KR):

- i The **flu clinics** are going well despite the provision of vaccine for the over-65s being delayed.
- ii **Parking at The Beeches** pub for patients has recently been a problem, but KR reported that this has now been resolved.
- iii **Book sales:** KR handed NF some more money from the proceeds of second-hand book sales.
- iv **The water cooler** is not yet operational but should be fitted by the end of this week.
- v **The blood pressure machine** is back from Dorrington to Bayston Hill and may need to be recalibrated. The price of the machines is coming down and it may be possible to provide one for Dorrington at some point in the future.
- vi **BF** offered to make a cake to raffle at Easter.

c Update from Care Coordinator (KM):

- i **Bereavement group:** The first meeting of the bereavement group has now been confirmed as Tuesday 29th January 2019.

9 AOB:

- a **Hand sanitiser in the waiting room:** AC reported that this was not working. KR said that it has been checked and it is full, but she will investigate further.

Action: KR.

- b **Waiting times:** AC queried waiting times to see Dr Jutsum. RL explained that the situation is triaged according to medical need. Despite employing more health professionals over the last couple of years, the need is increasing. KR reported that currently over 600 patients phone the practice on a Monday. Telehealth is one of the new ways of working.

Action: (KR)

- c It was agreed to focus on the **Health Event** at the next meeting and to defer the election of officers until the new year.

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10 Date of next meeting:

The meeting ended at 7:10pm.

The next meeting will be held on:

Tuesday 4 December 2018
at **Bayston Hill**, starting at **5:30pm**.