

The Beeches Medical Practice
Patient Participation Group meeting
Tuesday 12th March 2019, 5:00pm
at Bayston Hill

Minutes

1 Present: Terry Seston (Chairman), Gill Berry (Minutes Secretary), Anne Chalkley, Valerie Collard, Brenda Fletcher, Nikki Fox, Tony Fox, Maggie Hitchings, Gill Jones, Dr Ed Jutsum, Teresa Lewis, Gwen MacRae, Edward Marvin, Karen Moseley, Kim Richards, Dolores Vaughan.

Apologies: Jean Cruickshank, Geoff Garrett, Rob Gough.

2 Agenda and AOB

a Agenda: The agenda had been distributed prior to the meeting.

b AOB: See item 8.

3 Minutes 5th February 2019

The minutes were accepted without amendment

4 Actions from the last meeting

a Item 9a Water cooler: the reception team will be monitoring the situation.

b Item 7 Health event – publicity:

i TV screen in the waiting area: KR reported that a site survey was carried out today. The internet connection will be upgraded soon.

ii Prescriptions: KR reported that printed information, such as advertising the health event, can now appear on prescription forms.

c Item 5c Frequency of PPG meetings: TL suggested that this should be discussed further after the health event.

d Item 5d Flu clinics: KR reported that uptake for flu injections has increased to 80% of over-65s and increased by 1% for patients with chronic diseases.

5 Terms of Reference (ToR)

The ToR have now been finalised and agreed; TS will sign the paper copy and KR will file it at The Beeches.

6 Health Event

• **Schedule:**

7:00-7:20 Mr Jon Lacey-Colson

7.30-7:50 Dr Rob Laycock

Break

8.10 Dr Ed Jutsum

8:30 Ruth Morriss

with time for Q&A session after each speaker.

• KR has organised a **projector**.

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- **Publicity:**
 - **Posters** have been distributed.
 - **Next Door** is advertising the posters.
 - **Radio Shropshire:** EM will phone and email to send a poster.
- **Stalls/stallholders** are now confirmed; eight tables will be needed. Stallholders will be able to set up in the church hall between 6 and 6:30pm. NF and TF will help to set up during the afternoon (3pm). Brian Evans will arrange microphones and some music as people arrive. The practice has a portable loop and speakers will be asked to use the microphone to help those with hearing difficulties.
- PPG members will be wearing **badges** (KR to provide).
- DV has kindly provided a small **hamper of men's and women's toiletries** to be raffled; the raffle will be drawn before Ruth Morriss's talk.
- TF and VC will **man the door** and give out the **free raffle tickets** for the hamper (KM to provide the tickets).
- **Refreshments:** TS to provide tea, coffee and sugar; TF & NF to provide three large bottles of semi-skimmed milk and some sweeteners; BF and DV to provide biscuits. There will be a basket for donations for the refreshments; KR has prepared a notice asking for donations.
- **Feedback:** KR has produced feedback forms and will provide pencils/pens.

7 Practice issues and updates

a GP update (EJ)

- i It was anticipated that the effects of **Brexit** could prove problematic, as many medications are produced overseas and imported into the UK.
- ii **Future Fit** is undergoing public consultation. Shropshire has a population of about 150,000 people, enough to support one major A&E centre. PRH will be a planned care site and RSH will be a trauma centre; Shrewsbury covers the area into Wales as far as Machynlleth and may qualify for funding from the Welsh Assembly. It is anticipated that these changes should make both hospitals more efficient. Stroke care, most women's and children's care, as well as other acute services, will be moving back to Shrewsbury.
- iii **Minor operations:** EJ reported that at present there is often no room available for carrying out minor operations at Bayston Hill. There is no realistic possibility of extending the Bayston Hill building at present, but patients can be seen at the Dorrington site.
- iv **Darwin Health** is working well for pre-booked appointments, which are very quickly filled.
- v **Increased patient list:** The patient list is now around 6,300 across both sites. The two ANPs are helping to deal with this increase.

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b Practice Manager's update (KR)

- i KR reported that by June 2019 all general practices will be required to be part of **Primary Care Networks (PCNs)** of between 30,000 and 50,000 patients. PCNs will receive 100% funding to employ social prescribers and 70% funding for clinical pharmacists in 2019/20. In future years they will receive 70% funding for physiotherapists, although they may need to be shared by a group of practices. Social prescribers will be able to refer patients for a range of non-clinical services such as exercise, Park Runs, walking groups, etc. It is anticipated that this will especially benefit people with mental health issues, although the criteria are still unclear. Dr Jenna Middleton is involved in this on behalf of the practice. The CCG is putting together a presentation that surgeries will be able to display on their websites.

GJ added that Social Prescribing means GPs can have confidence in what they can do, as the results are measurable and risk-assessed. It was noted that the PPG may be able to help identify different groups of patients who may benefit from this.

- ii TS queried the **appointments system**, which can only be booked one month ahead. GPs may suggest that patients return for a further appointment in six weeks' time; however, by booking nearer the time, there are often no appointments available. KR affirmed that patients can speak to either her or Helen Steel (Deputy Practice Manager) if they have difficulty in booking suitable appointments. KR added that the demand for appointments has increased dramatically in the past three years, with more than 100 extra appointments being asked for each week. On a Monday recently, there were 673 phone calls to the practice – a massive workload increase.

iii Waiting times

Next available routine appointment – 12th March 2019	
Dorrington GP	8
Dr Laycock	14
Dr Jutsum	-
Dr Walsh	14
Dr Brocklebank	14
Dr Middleton	10
Jean/Andrea (ANP)	5
Any GP (Locum, Registrar)	8
Telephone Consultation	5
Darwin Health GP Appointment	5

c Community Care Coordinator's update (KM)

- i **Social Prescribing:** KM will bring some notes to the next meeting on the evaluation report from Westminster University regarding Social Prescribing.

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8 AOB:

- a DV has kindly produced an **Easter hamper**, and raffle tickets for this will be sold at Bayston Hill and Dorrington, with the money raised going to the surgery. The Christmas hamper raised about £270 which went towards equipment for the nurses, e.g. thermometer, pulse oximeter, diagnostic set.
- b The practice would like to buy a **blood pressure machine for Dorrington** to supplement the one at Bayston Hill, and PPG members agreed that this could be the focus of a future fundraising project. Currently, these cost about £1,500.
- c **Finance:** NF reported that there is currently £688.10 in the bank account.
- d EM reported that **Dorrington Fun Day Saturday 29th June 2-5pm** is being planned. GJ suggested talking also to Miranda Ashwell, physical activity lead at Help2Change, who may be able to attend and help with the event.
- e **Waiting room:** KR reported that the practice would like to provide new chairs for the waiting room as several are in poor condition.
- f **Gill Jones:** GJ reported that this is probably her last meeting with the PPG as her contract is changing. TS expressed appreciation for her valued input over the past few years. She would like to remain on the mailing list and will share health developments from the north of the county as appropriate.
- g **Waiting room TV:** TL requested that the TV channel should be changed to BBC News Channel as the subtitles are better synchronised than Sky News.
Action: KR
- h **Test invitations:** AC queried whether there may be some duplication of invitations being sent out for blood test results when an appointment had already been made.
Action: KR.
- i **Alternative medications:** GMR reported that a friend had had to visit several pharmacies to get her prescription dispensed. KR said that there are manufacturing problems because of Brexit and finding alternative medications; the Medicines Management Team at the CCG can suggest alternatives.
- j **Grant:** Bayston Hill Village Association is a charity, and it was suggested that The Beeches PPG could apply for a grant from them (noting that under the charity conditions this would apply only to Bayston Hill). The chairs in the practice waiting room need to be replaced (see item 8c), and it was felt that this could be a suitable project.
- k **Health event:** Feedback to be discussed at the next meeting.
- l **Christine Robertson**, Care Coordinator at Mytton Oak Surgery, would be interested to observe a PPG meeting at The Beeches, as they would also like to set up a PPG there. It was agreed that she should be invited to a future meeting.

9 Date of next meeting:

The meeting ended at 6:30pm.

The next meeting will be held on:

Tuesday 9th April 2019 at Bayston Hill, starting at 5:00pm.

Minutes of PPG meeting – Tuesday 12th March 2019