

The Beeches Medical Practice
Patient Participation Group meeting
Tuesday 9th April 2019, 5:00pm
at Bayston Hill

Minutes

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

Apologies: Valerie Collard, Jean Cruickshank, Geoff Garrett, Rob Gough, Dolores Vaughan.

Also in attendance: Christine Robertson (Community Care Coordinator, Mytton Oak Surgery).

2 Agenda and AOB

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

b AOB: See item 8.

3 Minutes 12th March 2019

The minutes were accepted without amendment.

4 Actions from the last meeting

a Item 8g: Waiting Room TV: The channel has been changed from Sky News to the BBC News Channel.

b Item 8h: Test invitations: In future, receptionists will check that invitations have not already been sent out, to avoid duplication.

5 Health Event

a TS has had some good **feedback** from people in the village.

b Other feedback: DV added that the event had appealed to both men and women, which reached a wider audience, and the speakers had been excellent. Some people had had difficulty in reading the screen; maybe a larger font could be used in future. It was felt that there was room for improvement as regards the sound quality. It may be useful to cover a different topic with other speakers in future. It was felt that March/April is a good time to hold an event.

c TS expressed thanks to KM for organising the charities to run the stalls, and to KR for inviting Mr Lacy-Colson, the GPs and the other speakers. TS has written letters of thanks to JL-C, the church and the GPs, and has also written an open letter in *The Villager* to local attendees.

d TF also expressed thanks to DV for providing the **hamper** to be raffled.

e Refreshments: A total of £31.01 was raised on the evening. This was felt to be a relatively low amount, but it was suggested that perhaps on another occasion the baskets for contributions could be placed more strategically.

f 89 people took free raffle tickets (with two refusals). A total of 110 attended, including speakers and PPG members.

The Beeches Medical Practice

g **Feedback:**

- Most people had heard about the event **via The Villager**.
- Most attendees scored the event with **4 or 5 stars out of 5** and felt that it had been very useful.
- The most beneficial sessions were felt to be those dealing with **exercise, mental health and colorectal issues**.
- Suggestions of future topics to be covered included **general wellbeing, women's health and diabetic control**.
- **Other comments** were that attendees would like to come to similar events in the future, and one comment was, 'It was all very friendly & interesting.'

h Venue: It was suggested that the **main church meeting room** might be more comfortable as a future venue, with the benefit of a bigger screen and the loop system. It was felt to be quite noisy in the church hall, and sound checks should be carried out beforehand. Fire regulations would need to be clarified.

i Timing: Some people feel unable to come out in the darker evenings before the clocks go forward. Depending on the timing of Easter, it was suggested that a future event could be held in April after the end of the financial year, which is an exceptionally busy time for the practice.

j Frequency: EM suggested that the PPG should hold further health events at least once a year.

k Topics: It had been felt useful to have a consultant in attendance to speak on a specific topic. It was noted that Dr Middleton had been drafted in at the last moment to speak, and it was felt that she did very well.

l Format: it was felt that the format of the evening worked well.

m Outreach: It was suggested that this group may be able to help other PPG groups to organise their own events, possibly repeating a future Beeches event in another locality.

n EM suggested that it would be good to do a **similar event in Dorrington/Condover**; AC suggested that the PPG could do a repeat event there. KR offered to organise speakers and also suggested enlisting the help of Olivia Barker at the Nuffield Hospital in asking consultants to speak on their specialism.

o Gifts: It was agreed that for future events speakers should have a gift of some sort from the PPG as a thank-you.

p Attendees: TS added that representatives of several other PPGs had attended the event, including those at Ludlow, Mytton Oak and Severn Fields Medical Practices.

6 **Frequency of PPG meetings**

After some discussion it was agreed to continue meeting on the second Tuesday of every month except in May, August and December. As TS will not be available for the meeting on 11th June, DV will be asked to chair the meeting.

The Beeches Medical Practice

7 Practice issues and updates

a Practice Manager's update (KR)

- i **The Primary Care Network (PCN)** scheme appears to have started well. Pontesbury Medical Practice will be joining the group. Whitehall Medical Practice, currently owned by Malling Health, is run by a practice manager and salaried GPS, and is also joining the network. The other Darwin practices may join forces to support Whitehall. The patient list there is about 3,000.
- ii **Social Prescribing:** Patients sometimes attend their GP not necessarily needing clinical input, but they may benefit from other community or social help. In such cases, GPs will be able to refer such patients to Social Prescribers (SPs) who will have a range of resources to offer. It is hoped to have two SPs attached to The Beeches by July.

KM stated that the difference between SPs and Community Care Coordinators (CCCs) is that the SPs will act as mentors for three months, supporting and following through with the social prescribing.

CR added that there is some overlap between the two roles, and there is concern that funding for CCCs could be withdrawn if the roles are too blurred.

Practices are being asked to provide a range of different services as part of the new GP contract. It is hoped that SPs will be employed - and funded - by an outside agency, although it is unclear whether SPs will be expected to do home visits, for example, as well as simply signpost to sources of help. The BMA has guidelines for the SPs' job description.

- iii Shropshire Council has **cancelled the funding for Help2Quit and Help2Change** for this year. The Beeches has a trained HCA attached to the surgery who advises on these issues, and so this practice should not be too badly affected. However, this was felt to be a cause for some concern.

iv Some statistics over the past 6 weeks:

- **12,139 calls** were answered by receptionists – an average of 46 calls an hour.
 - There were **121 'DNAs'** ('did not attend' the appointment). Patients are subsequently asked why they have not attended, and this has helped to improve the situation; the automated text reminder service has also helped. It was suggested that reminders should be sent a week in advance as well as a day in advance.
 - **86 new patients** have been registered at the practice.
- v It was mentioned that the **Health TV screen** consistently shows incorrect information. KR will investigate this.
 - vi The **bookcase** for second-hand books has been moved to a more suitable location in the waiting room.

The Beeches Medical Practice

- vii TF asked about the lack of **availability of medications** at the pharmacies, whether this is due to Brexit and consequent difficulties with the supply chain. KR replied that although there may be some effect, this was not felt to be a great problem at present; sometimes it is possible to go to a different pharmacy or to have an alternative medication.

viii Waiting times

| Next available routine appointment – 12th April 2019 | |
|--|----------------------------|
| NAME | No. of working days |
| Dorrington GP | 7 |
| Dr Laycock | 15 |
| Dr Jutsum | 12 |
| Dr Walsh | 10 |
| Dr Brocklebank | 14 |
| Dr Middleton | 10 |
| Jean/Andrea (ANP) | 7 |
| Any GP (Locum, Registrar) | 7 |
| Nurse | 7 |
| Health Care Assistant | 1 |
| Darwin Health GP Appointment | 9 |

Subsequent to the meeting, KR also provided figures for April-May (see below).

| Next available routine appointment – 13th May 2019 | |
|--|----------------------------|
| NAME | No. of working days |
| Dorrington GP | 8 |
| Dr Laycock | 12 |
| Dr Jutsum | 15 |
| Dr Walsh | 10 |
| Dr Brocklebank | 13 |
| Dr Middleton | 10 |
| Jean/Andrea (ANP) | 7 |
| Any GP (Locum, Registrar) | 8 |
| Nurse | 6 |
| Health Care Assistant | 1 |
| Darwin Health GP Appointment | 6 |

The Beeches Medical Practice

b Community Care Coordinator's update (KM)

- i **Social Prescribing** (see also item 7a ii): KM brought some notes to the meeting on the evaluation report from Westminster University regarding the Shropshire Model of Social Prescribing (May 2017 to November 2018). The focus of the evaluation looks at outcomes from four North Shropshire GP practices. The participants were stated as being 'very satisfied'; two people stopped smoking and 59% took up more exercise.

The findings were that Shropshire's model is innovative and that Social Prescribing relieves the demand on Primary Care services in terms of mental health, lifestyle, loneliness and isolation, and long-term illnesses. Social Prescribers effectively had more time to spend with participants, who felt that their concerns had been listened to.

The main conclusion of the evaluation of the report is that 'prevention is better than cure'. Around 40% of participants had concerns around pain and arthritis, and 14 out of 16 lost weight. Increased physical activity and stopping smoking improved risk factors for diabetes, cancer and cardiovascular problems.

Phase 2 of the evaluation is being followed up and it is anticipated that this will be completed by July this year.

- ii KM had had some very positive comments and emails from the **stallholders at the Health Event**.

8 AOB:

- a TL wished to add to her report (recently sent to PPG members via email) that the PPG is a dedicated group of people working for the benefit of the patients.
- b CR asked about the **origins and set-up of The Beeches PPG**. TS replied that it had always been felt important for a GP to attend meetings, and occasionally speakers are invited to discuss topics of interest. Funds are raised for various projects via the sale of second-hand books, etc. There is local representation via the town council, teachers from local schools, church representatives, the practice newsletter, etc. TS offered help in setting up a group at Mytton Oak.
- c **Blood pressure machine:** There was some discussion as to how can we raise more money for another machine for the Dorrington site.
- d **Finance:** NF reported that there is £729.14 in the bank account.
- e **Projects:** It was clarified that the PPG will add to the finance to support future and ongoing projects for the surgery.
- f TL suggested that **new chairs** proposed for the practice waiting room should be wipe-clean in the interests of hygiene.

9 Date of next meeting:

The meeting ended at 7:00pm.

The next meeting will be held on:

Tuesday 11th June 2019 at Bayston Hill, starting at 5:00pm.

9th July 2019

10th September 2019

Minutes of PPG meeting – Tuesday 9th April 2019