

The Beeches Medical Practice
Patient Participation Group meeting
Monday 4th April 2016, 6.00pm
at Bayston Hill

Minutes

Present: Rob Gough (chair), Gill Berry (secretary), Dr Adam Brocklebank, Jean Cruickshank, Nikki Fox, Gill Jones, Karen Moseley, Peter Price, Terry Seston, Pam White

1 Apologies/introductions:

Apologies: Geoff Garrett, Joy Jones, Caroline Martin, Lynne Taylor.

RG informed all that Judy Shone had emailed her resignation from the group.

Introduction: Dr Adam Brocklebank was introduced to the group.

2 Meeting agenda, AOB and meeting timing

a There was one item of AOB.

b It was agreed to finish the meeting by 7.45pm.

3 Minutes of meeting on 29th February 2016

The minutes were accepted with one amendment to the table of outstanding actions: under the **YHC** heading the action should refer to the Shropshire Patient Group, not to Shropshire Federation.

4 Actions from last meeting

a **Health checks and DNAs** – reminders to go into the next newsletter (PP).

b **New treatment room:** the budget for this has been increased by £5,000. It is hoped to move the reception area to the rear and turn the current reception into a treatment room.

Action: PP to keep the group informed.

c **Facebook page:** RG has canvassed other practices about their experiences. Church Stretton practice has just set up a FB page. Market Drayton have a local page (not maintained by the practice). A few years ago they had a series of critical comments; the practice felt these were unjustified and responded via the page and local press, but were reluctant to engage further. AB commented that it is very hard to control the comments. The YHCs were very disappointed at this outcome. PP suggested that perhaps the PPG could revisit this issue in time.

d **6c iii Bookcase:** This is now in a more prominent position. To date, the Conover bookshelf has raised £101.70 and the Bayston Hill £54.52. £74 has already been transferred into the PPG, and the remainder will be transferred next week. These funds could be put towards equipment for the surgery. TS has also obtained some 1000-piece jigsaws for the area.

e **6c iv Artwork:** RG has written a letter of thanks to the artist John Willetts.

f **6c v Promoting the practice:** PP has delivered some promotional packs to the new development in Pulley Lane. TS suggested doing another leaflet drop in a year's time. This has resulted in two new patients to date.

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- g **6d ii Youth noticeboard:** KM has created a new noticeboard for the YHCs.
- h **8 Patient surveys:** PP to give details of these in the next practice newsletter.
- i **9 PPG leaflet:** This still needs a website, email address and phone contact number. MW has offered to distribute this in Condoover once completed.

5 Practice issues and update

a Update from GPs (AB)

- i AB reported that the period to the end of the financial year (31st March) had been very busy with QOF, and that the practice had done well in this.
- ii **Prime Minister's GP Access Fund (formerly known as the Prime Minister's Challenge Fund):** AB had been involved in staffing the extended hours on Saturday 19th March, when four patients attended. It was noted that Riverside Medical Practice had treated only one patient, but in Stafford there were 3 doctors with about 15 patients each. This is seen as a cautious start and it was felt that people may not know about this service. AB suggested that information could be given to patients by receptionists. The IT system appears to be working well. The Beeches is hoping to staff one Saturday surgery a month and has opted for early morning opening on Tuesdays at 7am. Home visits in afternoon are made by an acute visiting service based at Mytton Oak Medical Practice, via Shropdoc. The service is well-used. GPs have full access to patient records on their iPads.

b Update from Peter Price

- i **Recruiting new GPs:** The practice is to advertise for a new salaried doctor this week, to be less reliant on locums; it is hoped to appoint a GP with family planning skills. The registrars currently at the practice are due to leave in August.
- ii The appointment of a **nurse practitioner** will be considered once a new GP is in place. AB reported good experiences of this in the Whitchurch and Oakengates practices.
- iii **Health Care Assistant:** There have been around half a dozen applications for an HCA level 2 or 3; the appointed HCA will need to be trained.

c Update from Karen Moseley

- i **CoCo:** KM has been liaising with the four volunteers.
- ii **Dorrington coffee morning:** KM is meeting with Edward Marvin (Dorrington Councillor) on Wednesday to discuss, and will report back to the group.
- iii **Young Health Champions:** KM is setting up a meeting with the YHCs, and hopes that they will be involved in preparing a noticeboard designed for young people.

PPG noticeboard: this is now displayed in the waiting room. Information includes date of the next PPG meeting, minutes of the last meeting, objectives, etc., and will be updated regularly.

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RG showed the group a leaflet produced by the Bishop's Castle surgery as an example of a useful information leaflet. KM to consider something similar for this Practice.

- iv **Bereavement Group:** (Roger Skelford?) of Cruse has met with Helen Steel (Deputy Practice Manager) to discuss this. Cruse could provide group training at £75 and help in setting up a support group.

Action: KM will update the group on progress at the next PPG meeting.

PP added that KM has had good feedback from her contact with vulnerable patients, helping them with non-medical issues.

c **Shropshire CCG:**

- i **CCG structure changes:** PP reported that Shropshire and Telford CCGs are to share an **Accountable Officer** (David Evans) for the time being but will remain separate bodies; there were no applicants for the post of Accountable Officer in the Shropshire area.

- ii **Shropshire Patient Group (RG):** Shropshire CCG is under 'Directions' – which may mean that they are less obliged to take account of patients' views. David Evans is speaking at the SPG meeting tomorrow; there is cause for concern at this situation.

Action: RG to report back on this from the SPG meeting.

- iii **Shropshire CCG financial situation and implications (RG):** A letter has gone out from Shropshire CCG to all practices outlining the current financial situation, although a plan has yet to be finalised. Shropshire CCG now has a £14m deficit. AB commented that nursing homes are reducing their prescribing and figures are shown on their monthly returns.

- iv **Community Hospitals (RG):** Medical practices in the southern and northern parts of the county are very concerned about possible cutbacks and closures to Community Hospitals.

- 6 **HeartAge Initiative: SureStart health event (GJ):** Although SureStart's Anna Dovaston will be away on training course the event is planned to take place at Oakmeadow school on 21st April. GJ will let PP know further information. GJ aims to start at around 9am. The event will include BP testing, etc. TS offered to attend, and it is hoped that KM will also be able to attend. GJ will check about serving refreshments.

- 7 **Men's health awareness event (AB):** This issue had been brought to the partners' meeting and it was suggested that staging an event in June would give time to prepare. Men may be more inclined to attend with the encouragement of their partners. The aim would be to raise awareness of men's specific health problems, e.g. prostate cancer, heart disease, BP, smoking, etc., in particular targeting men who might not normally come to the surgery. PowerPoint presentations and discussions. Two or three partners might come, with a local urologist (e.g. Mr Elves). RG will talk to him. He is also against mass PSA testing. Whitchurch surgery are expecting 200 people at an independent PSA testing event.

RG asked whether, if men wanted to make an appointment for a prostate cancer test, they would be accepted. AB replied that they would be counselled, given information and offered a test if this was felt to be suitable. RG commented that

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some GPs will still not give appointments for PSA testing unless men are over a certain age and have certain symptoms. AB agreed that the resultant workload could be managed, but the GPs' main concern is that prostate biopsy has a recognised risk of causing harm. RG added that a biopsy would not necessarily be the next step. TS commented that the presence and information from a urologist may help to carry weight with patients. GJ has offered to be involved in terms of Heart Age. AB will report back with more definite plans. TS suggested that the Memorial Hall could be a possible venue and he would look into the possibility of obtaining funding for the hire of the Hall. Promoting the event will be a key issue. July may be a better time, before the school holidays start.

Action: AB/GPs to report back at the next meeting for further discussion.

TS to investigate funding the hire of Bayston Hill Memorial Hall.

8 Our priorities:

a Men's health: see item 7 above.

b Waiting times (PP): 6 days for a named GP (MW), 20 days for EJ. The practice is in a reasonable position because of the registrars. Waiting times are monitored on a weekly basis.

c Booking-in machine: PP reported that there have been no further problems.

9 Outstanding actions: RG ran through the list of outstanding actions (*see updated list on pages 5-6*).

10 Feedback from SPG (RG):

a Another meeting is planned for tomorrow.

b Brigid Stacey, interim Accountable Officer, will be handing over to David Evans and the joint management team for Telford and Shropshire. Dr Julian Povey (clinical lead) will also be at the meeting.

c Shrewsbury & Atcham PPG locality group are sending a survey this week to see what is wanted from the group, whether it helps. Only about half of the PPGs actually attend SPG meetings.

11 AOB: TS had been asked whether the surgery has a letter box to post prescriptions after hours, when the gate is shut. PP confirmed that there was one in the side door.

Next meeting: Monday 9th May. TS will be chairing as RG is unable to attend; PP to take minutes as GB will be away on holiday.

Additionally, the meeting due to take place on 18th July was requested to be brought forward to 11th July.

Action: PP to ask the partners if one of them would be available to attend on 11th July.

Dates of next meetings:

9th May (Dorrington) – 5.30pm

13th June (Bayston Hill) – 6pm

11th July (Dorrington) – 5.30pm (**new date to be confirmed**)

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Outstanding actions as at 4th April 2016

Item	Actions	Progress
Shropshire HeartAge/ health check event	GJ to contact Anna Dovaston (SureStart) to confirm 21 st April as the date of an event.	Complete
Men's health check	JJ to add details of the event to the Christ Church Facebook page and JS will add details to the Villager FB page.	Closed
	BW to consider local initiatives in which the PPG could be involved.	Closed
	JM to enquire re funding for health projects via Shropshire Council	Closed
	PP to ask one of the partners to speak to the PPG on a men's health event/PSA testing.	Complete
	PP/MW to speak to the partners about a men's health education event.	Complete
	AB/GP to report back at the next meeting for further discussion. TS to investigate funding the hire of Bayston Hill Memorial Hall.	AB/GPs TS
Young Health Champions	RG to ask the Shropshire Patient Group about their experience regarding a practice FB page.	Complete
	LT to contact Laura Whitmarsh re YCs' involvement in the DiabeatIt programme	Closed
	PP to meet with YHC R to discuss a way forward and to keep the PPG updated.	Complete
	RG to report on any responses via the SPG of other practices' experiences re Facebook pages	Complete
Patient surveys	PP to document and agree actions. Further results are to be integrated into the surveys.	Complete
	PP to look into timing of appointments with students.	Complete
	PP to prepare a brief report & action plan on patient surveys for the PPG & the CQC inspection.	Complete
Update from Karen M	KM will continue to identify and contact vulnerable patients using the 'Urgent Care Dashboard'.	Complete
	KM to meet with the Toddler group.	Ongoing
	CoCo/Good Neighbours: KM to liaise with the Hospice/Cruse Bereavement Care and to coordinate volunteer training.	Closed
	KM to refresh the noticeboards , highlighting young people's health issues and giving more prominence to the PPG.	Complete
Practice issues	7-day services: PP to consider the best method for informing the patients of when appointments are available presently, e.g. early Tuesday mornings, etc.	Ongoing
	PP to prepare a form of words to advertise this in the parish magazine.	Complete
	Health checks: PP to look at performance on health checks.	Complete

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Outstanding actions as at 4th April 2016

Item	Actions	Progress
	PP to remind patients about health checks/attendance in the next practice newsletter.	Ongoing
	Primary Care Development Team: RG to invite the team manager to the next PPG meeting.	Closed
	Appointment reminder texts: PP to add an item re DNAs to the next practice newsletter	PP
	Bookcase: PP to organise a more visible notice re the 'honesty box'.	PP
	Bookcase at Bayston Hill	Complete
	New treatment room: PP to keep the PPG updated.	Complete
	Coffee morning at Dorrington	PP/ongoing
	Dementia Friends: NF to identify possible dates for a meeting and liaise with PP re venue.	Closed
	Nurse Practitioner: To be reviewed next year at the workforce review; PP will feed info back to the PPG.	Closed
	Funds: RG to write thank-you letter to artist John Willetts.	Complete
	Promoting the practice: PPG literature to be included in practice promotional packs.	Ongoing
PPG promotional leaflet	RG to prepare a promotional leaflet for the next PPG meeting	Ongoing
Shropshire Patient Group	RG to forward a copy of the SPG newsletter to GB for distribution to PPG members.	Ongoing
AOB	Hard copy PPG minutes/other docs to be printed out at the surgery for collection/distribution rather than posted.	Complete