

The Beeches Medical Practice
PPG meeting
Monday 13th October 2014, 5:00
at Dorrington Surgery, SY5 7LD

Minutes

Present: Rob Gough (chair), Sarah Barker, Gill Berry (secretary), Jean Cruickshank, Teresa Griffin, Jill Harvey, Karen Higgins (Project Manager, Youth Champions), Gill Jones (Project Officer, Shropshire HeartAge), Joy Jones, Val Lewis, Caroline Martin, Karen Moseley, Peter Price, Terry Seston, Teresa Wood

1. Apologies/Introductions

Apologies had been given by Nikki Fox, Geoff Garrett and Pam White.

Gill Berry was introduced as the new secretary for the group.

Gill Jones (Shropshire HeartAge) and Karen Higgins (Youth Champions) were introduced.

2. Shropshire HeartAge (GJ)

This is a pilot initiative launched recently by Shropshire's Public Health team, with an online tool to encourage people aged 21-74 to improve their heart health: <http://shropshire.heartage.me/>. The test is being developed and a mobile phone app is also available with a 12-week plan. Gill has been working with young smokers in Ludlow. Although there is no direct health funding available for cholesterol tests, some companies and Housing Associations in Craven Arms will pay for or subsidise tests for their employees, to promote staff welfare.

How would this work in our community?

- If the **library or village hall** has broadband, people could come and take the test online (Shropshire Libraries are creating Health Zones within their libraries and are about to send out invitations to patient groups to come and use them).
- People would need to **know their cholesterol and blood pressure beforehand**. It was noted that asking GPs for this could put added time and cost pressure on the practices; TG suggested that GPs could help by routinely writing patients' BP down for them. Pharmacies can also check BP. Routine cholesterol tests would be prohibitively costly. It was noted that if a person is on BP tablets the test cannot be carried out. A BP machine in the waiting room could be useful, maybe from any donations - **PP will look into this**.
- **Posters** are being produced, with the intention of helping people to take responsibility for their own health

How can we respond to this initiative?

- We could hold a **HeartAge day** in Bayston Hill, potentially available to anybody, not just Beeches patients. There could be a role for a community nurse in this. **GJ will contact The Rural Community Council**. TG noted that it would not be possible for blood tests to be taken at such an event.

PP

GJ

- PP said that we could draft **posters**.
- **Evenings or a Saturday (9-5)** would be times when we would be more likely to reach working men. **GJ can liaise with the library**. We could start with BH and then Dorrington at a later date.
- We could **advertise**: Parish magazines, posters, etc., which would take at least 3-4 weeks (copy has to be in to the parish magazine by the 10 good idea to wait until January. **GJ will come to our next meeting**, for this to be discussed further.
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GJ

GJ

3. Youth Champions (KH)

Karen works for the CCG and is on secondment for two years to develop 300 Youth Champions in Shropshire.

Her work involves recruiting and training groups of 8-24 young people aged 11-25 from a variety of backgrounds, looking at questions relating to their health and encouraging them to be involved in projects in their community, usually attached to an organisation, e.g. hospital, school nurses, churches, etc.

Karen is looking for three GP practices in Shropshire to work with coordinators who will encourage young people to be involved with their health. A professional youth worker would train the coordinators over two days, probably starting in Jan/Feb next year. One person from the practice (staff/patient group) would work with them, with a budget of e.g. £500. The aim would be to work with young people or the wider practice, for a long-term project, not just a one-off event.

Recruitment would be through the practice initially. We could write letters from the practice to the age group, e.g. 13-15s (i.e. those not in exams) or 18-25s - although they may have more difficulty with time commitment. Parental consent would be required for this, and coordinators would need to act as the young person's responsible adult.

The **consensus** was that this is something that the PPG would like to be involved with. KH could do all the letters and organisation, using data from the practice. Current funding is until May 2015, but it is hoped to secure further funding (all of Shropshire Council's youth workers are being made redundant from 31

The **time commitment** would be two Saturdays/Sundays/evenings. The 'You're Welcome' status of the practice could be encouraged, with a couple of meetings a month with the young people. TW, TG and KM expressed interest in this. TG would also be keen to involve the two new apprentices at The Beeches.

KH expressed her pleasure of our involvement, **she will get back to us with more details**

KH

4. Meeting agenda, AOB & meeting timing

Everybody introduced themselves, for GB's benefit.

It was agreed to finish the meeting by 7pm

5. Minutes of last meeting - accepted

6. Actions fom last meeting:

- **Account:** RG has contacted Pam, who is keen to set up an account for the group. TS will be another signatory.
- **Secretarial support (PP)** - Gill Berry is taking on this role - the meeting expressed great pleasure and thanks to Peter and Gill for this outcome.
- **Youth Champions** - Karen Higgins spoke tonight
- **NHS Friends and Family Test (a pilot scheme) (TS)**
 - o The BH flu clinic was very busy!
 - o In answer to the question: 'Would you recommend this practice?' 183 responded: 5 'don't know's', 1 'unlikely', 128 'extremely likely.' In future the survey will be more localised. It was noted that there was some confusion as to whether the scheme related to the wider NHS or to the practice itself, and the word 'test' was confusing.
 - o The focus will be more on the carers next time.
 - o **TW offered to help TS with the next flu clinic at Dorrington on 4th. TS will contact JJ to help with the clinic on 25**
- **Health awareness events (KM):** Movember (Men's health awareness); Macmillan Breast Cancer awareness month in October - in hand with KM.

TW/
TS

7. Election of Officers:

Vice chair: TS

Treasurer: PW, who is to set up the account, with the assistance of NF and CM as signatories

Secretary: GB

Chair: RG

8. Practice issues and update

- a. **Staffing** - The practice will be fully staffed in November with a full complement of receptionists, a new nurse and a new salaried GP (Mel Walsh) for 5 sessions a week, maybe with a view to partnership. Emma Smart will be back from maternity leave in November. The two registrars will be on maternity leave from December and we will need some locums.
- b. **Waiting times for appointments** - RG noted that there had been a problem in getting appointments; discussion followed. The online appointment system may help to improve this. **PP is keen to develop some routine performance reporting systems for such situations;** the weekly management meeting is an opportunity to assess and respond to the need.
- c. **Patient Online services** - By the end of this financial year, we need to have a number of pieces of information about each patient and will need to have a plan of action in place. It would be useful to have a pilot run, perhaps with PPG members, to determine how this can be done

PP

- d. **7-day service** - pilot schemes is are in place around the country and RG wondered if this was being considered for the Shrewsbury/Bayston Hill area?, TG pointed out that these pilots had not as yet been agreed with all the powers that be and the resources to fulfil this are very limited, in terms of doctors. Nothing planned for this area at present. The on-call service is shared currently with Shropdoc or South Hermitage.
- e. **Karen Moseley's proposed programme of work.** The main objectives/priorities are:
- i. **The 2% frail and vulnerable people** who are at risk of going into hospital. Attendance avoidance - care plans reviewing end of life care, etc. Any A&E or discharge letters coming to the practice will be given to KM and cross-referenced, and KM will make contact with the patients to see how she can help or support.
 - ii. **Supporting NHS projects** - supporting people, Gold Framework Standard meetings, HeartAge, etc.
 - iii. **Prioritising this role in the community** - Youth Champions may be a good opportunity for this. KM also wants to visit parent and toddler groups, the hospice, etc. On these visits KM confirmed she would be keen to spread the word re the PPG and its role
 - iv. **Communication** - keeping the website updated. KM and others have created a seasonal newsletter (*distributed at the meeting*). Any new patients joining the practice will be sent a letter detailing services provided by the surgery. RG suggested that KM's role should be made known via the Parish magazine, etc., and is happy to write something on behalf of the PPG. Copies could be distributed via the library. Production costs are part of the communication budget. **KM asked all to let her have any comments on the Newsletter asap please.**
- f. **Shropshire CCG** - Caron Morton has offered to come to PPGs to speak on the Future Fit consultation process. The CCG are keen to communicate this in the community via the local press etc. **TG and PP will be attending the GP Locality Group soon, which the CCG is attending, and will bring an update to the PPG, information is also updated online).**
- g. **Minor surgery** waiting times and availability will be discussed at a later date.

ALL

TG/
PP

The meeting ended at 7.15pm.

NB: Priorities and items following on the agenda have been deferred until the next meeting

Date of next meeting: 17th November at Bayston Hill, 6:00

ACTION LIST

Date	Item No,	Item	Actions	Update on Progress
7 th	7	Practice website & the Practice leaflet	Practice to look to get both updated asap – 25/06/14 – Peter to get the website updated ahead of it being advertised to patients.	
17	8	PPG Logo	Teresa to discuss the logo options with the Management Team	Discussions have taken place and agreement reached, logo still to go onto the website
18	6	CoCo/Good Neighbours	Information to be put together to be sent to the WI's etc – Teresa, Emily and Rob	
23	5	Newsletter	Teresa to alert us when any PPG contributions are required for the Newsletter	
19	7	Website	Nikki to review the PPG page on the website and provide fresh ideas of how it could usefully be updated.	
19	8	Good Neighbours	Margaret and Jackie to come back to us re ideas of them spreading their volunteer provision area.	
2 nd	11	Surveys	Teresa to feedback progress re suggested changes to improve waiting times	
30	8	Community & Care co-ordinator role	Emily to put a leaflet together to fully describe this role, this will then need to be suitably distributed, The Villager, Parish magazines etc. Update - this is now with Karen.	
28	9	Bank Account	Pam to set this up on behalf of the group. Update - Rob to contact Pam to see if this has been completed as yet, Nikki has offered to take this over if Pam is unable to.	
6 th	3	Heart Age initiative	Teresa to discuss with the management team before we contact Public Health re going ahead with this initiative	Action completed
6 th	5	PPG Flier	Rob to provide the words for a new flier to go into the two surgeries, explaining our present priorities and asking for new members and Reference Group idea.	Action completed
6 th	7	Cool drink facility in the surgeries	Peter to look into this provision	
6 th	8	Role of the Community & Care Coordinator	Peter to report back on this. Update, Karen to provide info re this at October 2014 meeting.	Action completed
15th Sept	4	Heart Age initiative etc with Public Health	Peter to ask the Public Health project officer to our next meeting.	Action completed
15th Sept	5	Secretary support for PPG	Peter to consider how this could be achieved	Action completed
15th Sept	6	Flu Clinic and Family & Friends Test	Terry to coordinate the PPG input/support to these two initiatives	In hand
15th Sept	7	PPG Priorities	Karen to include all the PPG priorities into her work programme.	
15th Sept	7	PPG Priorities	Teresa and Peter to discuss all these priorities at the Partners Development Day	
15th Sept	8	Health Awareness Events	Karen to obtain the necessary publicity info for the following events - ,Movember, & Lung Cancer Awareness	Action completed

ACTION LIST

13th Oct	2	Shropshire HeartAge	Peter to look into the possibility of a Blood Pressure machine being added to the waiting rooms	
13th Oct	2	Shropshire HeartAge	Gill J will contact the Rural Community Council re this initiative in Bayston Hill	
13th Oct	2	Shropshire HeartAge	Gill J will liaise with the BH library	
13th Oct	2	Shropshire HeartAge	Gill J to come to our November meeting for further discussion on this.	
13th Oct		Youth Champions	Karen H to come back to us will more details on this.	
13th Oct		Waiting times	Peter to consider a performance reporting system re waiting times	
13th Oct	8	Newsletter	All to provide any comments to KM	
13th Oct	8	Futre Fit	Teresa and Peter to report back following the CCG Future Fit update at the next GP Locality Board meeting	