

The Beeches Medical Practice
PPG meeting
Monday 2nd March 2015, 6.00pm
at Bayston Hill

Minutes

Present: Rob Gough (chair), Sarah Barker, Gill Berry (secretary), Nikki Fox, Geoff Garrett, Karen Higgins (Youth Champions Project Manager) and Mike (apprentice Youth Champions worker), Joy Jones, Peter Price, Terry Seston, Gilly Turner, Pam White, Teresa Wood

1 Apologies: Jean Cruickshank, Teresa Griffin, Gill Jones, Val Lewis, Caroline Martin, Karen Moseley

2 Update on Shropshire HeartAge - (RG in Gill Jones' absence)

RG made contact with GJ two weeks ago; she was hoping for a new working contract, but RG has had no further contact since then. PP & GJ were hoping to visit the STFC man but have not been able to do this yet. RG will continue to try to make contact with GJ.

3 Youth Champions (KH and Mike (apprentice))

a Report on the training weekend (16-17 February) - Letters of invitation were sent to the young people of the practice; 28 responded, with 25 attending the training. KM also attended, with two youth workers. There was a focus on mental health, about which there is often a taboo, and it was felt that the training offered the opportunity to the young people to talk about the issues which concern them. Evaluation forms gave good feedback for the event. The young people were given attendance certificates and came away with a sense of confidence.

b As a consequence of the training, seven young people have volunteered as Youth Champions at the Practice, and others have signed up to working with hospital, transport or diabetes services. It is hoped that the YCs will be able to have a tour of the practice within the next couple of weeks to see how they can be involved.

c The young people joined with older folk for the coffee morning at Christchurch, and all agreed that not only was this an excellent venue but also that both parties enjoyed engaging with the different age groups.

d It is possible that the training event may help the practice to gain a 'You're Welcome' award.

e The Beeches is the first and currently the only practice in the country with a group of Youth Champions. NHS England is now looking at rolling out the project nationally.

f In answer to a question regarding whether this will be repeated in the near future, KH said that the process will probably be repeated every two years.

- g It is hoped that the YCs may be able to give a presentation to the PPG; KH suggested that the YCs would be able to give feedback for the May meeting.
- h KH outlined the purpose of YC and also outlined an event initiated by several young girls from the Craven Arms girls group when about 400 people attended. The whole day was free to participants, at a cost of £400. The imam from the local mosque came and was keen to ensure that a similar event takes place next year. There is socioeconomic deprivation in Craven Arms and it is hoped that such events might foster a greater sense of community in the town.
- i TS offered a vote of thanks to KH and the YCs for their involvement and hard work.

4 Meeting agenda, AOB & meeting timing

- a There was no other business notified to the chairman.
- b It was agreed to finish the meeting by 7.30pm.

5 Minutes of last meeting - accepted with no amendments.

6 Actions from last meeting

- a **Booking-in machine** - PP has spoken to the company who supplies the machine and will continue to evaluate progress on whether a question from the 'Friends & Family Test' can be incorporated.
- b **Patient online access** - GG has found this easy to access. PPG members are encouraged to contact PP if they would like to access it before it is rolled out nationally on 1st April.
- c PW & NF have set up the **PPG bank account** but have not yet had the relevant documentation. PP will check if this has arrived at the Practice.
- d **Publicity cards** (item 7c viii from previous minutes) - KM has asked about printing at Christchurch but it is thought that Copy Print printed their postcards at a cost of £46 for 50 or £53 for 100. As this seems expensive, KM & PP will look for some better quotes.
- e **Patient participation awareness group (NAPP)** (covered under item 11d in the minutes of February 2015) - GT has read through the resource pack given and assessed its usefulness. After a brief discussion it was agreed that we would not be using it.

7 Practice issues and update

- a **Update from Dr Griffin (PP in TG's absence)**

Changes to GPs:

- i **Dr Smart** is leaving the practice on 31st March.
- ii **Dr Griffin** is leaving on 10th April to practice elsewhere. She has made a significant contribution to the PPG from its inception, which has helped enormously. She has been extraordinarily accepting and

encouraging to patients.

- iii **Dr Suzanne Chubb** is starting as a salaried GP for 5 sessions per week on 30th March but will be doing some unpaid shadowing of TG at the Uplands.
- iv **Dr Adam Brocklebank** is starting 1st May for 6 sessions per week as a salaried GP for the first 6 months, with a view to becoming a partner in the autumn.
- v PP has circulated a letter to patients re Dr Chubb, but he has been asked by AB's current employers to wait to publicise his appointment.
- vi **Dr Mel Walsh** will become a partner on 1st April.
- vii PP said that TG's **role with the PPG** would be fulfilled initially by Dr Laycock. It was felt that it was very important to continue having a senior partner to attend the PPG.
- viii SB assured the group that although people general tend not to like change, the surgery has survived previous changes in personnel.
- ix PP will organise a collection to be made for TG on behalf of the practice.
- x RG will write a letter of thanks to TG on behalf of the PPG.

b Update from Peter Price

- i **The Partners' Development Plan** - PP hopes that this will be signed off by the partners at the meeting tomorrow.
- ii There was a **Practice Awayday** at the Mytton and Mermaid in February, which had several aims: to improve communication, and the training and support of staff; to use the Dorrington surgery well, and to improve the accommodation at BH (long-term) in terms of moving reception, improving the upstairs office accommodation, etc. Feedback generated from the Awayday will be added into the Development Plan. The Awayday may become a yearly event.
- iii **The Enhanced Patient Participation Report** has been received. A pro forma should be completed on the group profile. Community involvement, aspect of diversity/inclusivity. RG will write a piece on the progress of the PPG against three of its priorities.

c Update from Karen Moseley:

- i **Men's health awareness:** This issue is ongoing and KM hopes to meet with Adrian Wassall and report back to the PPG.
- ii **Youth Champions** - (*see under item 3*).
- iii **The Good Neighbours group** - KM has now met with Lisa Darkin, who hopes to visit the coffee morning at Christchurch to discuss whether there is a need for the service. TS mentioned that Christchurch would need notice of her visit.

- iv **Toddler group.** KM has had no further contact but still hopes to develop this.
- v **Severn Hospice** - dates have yet to be fixed for KM's visit.
- vi **SureStart** - ditto.
- vii **Dorrington surgery** - KM has been invited to attend the next lunch and will report back to the PPG.
- viii KM & PP met with Adrian Johnson last week, who works for the CCG as the lead link for **Care Coordinators**. He will report back.
- ix **Help 2 Change** (including Help 2 Quit, Help 2 Slim, etc.) - The GP Federation will be managing this service; do we want to provide all, or some of these services? Or can we provide premises and they provide support? The other alternative is to opt out, but PP confirmed that we want to be involved in this. Health checks are currently provided at the surgery, but other services are provided externally.

8 Our priorities:

- a **Helping the frail and vulnerable:** This will be discussed with KM at the next meeting.
- b **Men's health/PSA testing (TS):** This was briefly covered under item 7 c (i) above.

c **Waiting times (PP):**

These are fairly steady at the moment, ranging between 5 days to see locums and 13 days to see a partner. Partners can make a decision to employ additional locums as needed. Urgent appointments will be seen on the day. It is thought these waiting times for appointments are likely to be the best that can be achieved in the circumstances.

d **Increasing our diversity profile (RG):**

- i Rob introduced the concept of a **Virtual Group** as a possible way to increase the involvement of more patients in the PPG and to address our present diversity issue. Whilst we now have the Youth Champions which hopefully will lead to involvement by the youth of Bayston Hill and beyond, we need to do more to improve the diversity and patient representation on the PPG. RG shared a document outlining the setup of a virtual group and explained what this is. We need more representation from young parents with children, people with chronic illness, carers, men, etc. A virtual group would not expect members to attend meetings but they could contribute electronically via the likes of email, the website, Facebook, Twitter.
- ii PP said that it would not be administratively possible to do this from The Beeches alone, but it may be possible to set this up via the GP Federation, who are asking for ideas.
- iii Using Facebook groups is a possibility, although some concern was

expressed at the potential abuse of this; such a group would need to be managed and moderated. PP is meeting with Caron Morton tomorrow morning and will mention this. There are some well-established survey tools which cope with data protection issues, e.g. SurveyMonkey, KwikSurveys, etc., which we could look to use. Overall the group seemed keen to try and progress this aspect; we will await the outcome of discussions with Caron Morton and the GP Federation before deciding on next steps.

- iv Marden Practice already has a virtual group of about 100 people.
- v Such a group may well feed into CQC targets. PP will ask the GP Federation and Caron Morton. This could be achieved by distributing information and requesting further group members. It would be useful to know which diversity category people fit into. RG offered to distribute the Virtual Reference Group document to PPG members but this was not taken up.

9 PPG logo: Thanks were expressed to TW for her work in putting the new logo together. It was agreed to add the words to the footer: 'Working in partnership with the Patient Participation Group' and add the Keele University logo. TW to have a look at adding this.

10 Outstanding actions: RG has culled the action list.

11 Feedback from SPG:

- a There is now a weekly newsletter covering various topics of national and local interest, such as FutureFit events, Shrewsbury & Telford NHS Trust Board meetings, the Care Act, etc. RG offered to distribute it to members electronically, but members declined.
- b PP will arrange for the PPG meeting minutes to be uploaded to the website.

12 The meeting ended at 7.45pm.

13 Date of next meeting: Monday 13th April 2015 at Bayston Hill, 6 pm

ACTIONS FROM PPG MEETING 2nd MARCH 2015

Item No	Item	Actions	Update on Progress
2	Shropshire HeartAge	RG will continue making contact with GJ	
6a	Actions from last meeting	Booking-in machine - PP will look into the possibility of adding in a question regarding the Friends and Family questionnaire.	
6b		Patient Online access - If anyone is interested in looking at their records before 1 st April please contact PP at the Practice.	
6c		PP to check whether the PPG bank account documentation has been received.	
6d		Postcards - KM & PP will look for some better quotes for printing.	
7a ix	Practice update	PP to organise a collection for TG.	
7a x		RG to write a letter of thanks to TG on behalf of the PPG.	
7b iii		Enhanced Patient Participation Report - RG will write a piece about the PPG priorities for the report.	
8e iii	Virtual group	PP to speak to Caron Morton & the GP Federation.	
9	PPG logo	TW to arrange to add to the headed paper the wording: 'Working in partnership with the Patient Participation Group' and also to add the Keele University logo at the bottom of the page.	
10b	Feedback from SPG	PP to arrange for PPG meeting minutes to be uploaded to the website.	

ACTIONS FROM PPG MEETING 2nd FEBRUARY 2015

Item No	Item	Actions	Update on Progress
2d	Shropshire HeartAge	RG will check with GJ as to what resources will be available.	
3b	Youth Champions	KM will attend training 16-17 Feb; TS, CM and RG will also go in during the day.	Completed
3c		KM is meeting with Nicola Riley on 9 th Feb	
6a	Actions from last meeting	Booking-in machine - PP will look into the possibility of adding in a question regarding the Friends and Family questionnaire.	
6c		Patient Online access - If anyone is interested in looking at their records early please contact PP at the Practice.	
6e		PW & NF to set up the PPG bank account.	
7b iii	Partners' Development Plan	All to comment to PP before the next meeting	Completed
7c ii	Men's health awareness	KM to update the PPG re meeting with Aidan Wassall of STFC on Feb 4 th .	
7c iv	Good Neighbours	KM to report on meeting with Lisa on 11 th Feb	Completed
7c viii	Dorrington surgery	KM to attend lunch and report to PPG if there are opportunities to help.	
7c ix	Publicity cards	KM to report back to PPG	
8a	Helping the frail and vulnerable	Good Neighbours - KM to provide some information regarding her role, especially in Conover	
8c		Waiting times - PP to continue keeping a record	
9	PPG logo	TW to look at logo design	Completed
11d	Feedback from SPG: Patient participation awareness group	GT to assess information given	Completed

ACTIONS FROM PPG MEETING 5TH JANUARY 2015

Item No	Item	Actions	Update on Progress
5b	Flu Clinic/NHS Friends & Family Test	PP to consider a message to be added to the check-in system so that more people would be aware of the questionnaire and complete it.	
6c(ii)	Update - Karen Moseley	KM to meet with the Toddler group.	
6c(iii)		KM to visit the Hospice to see the facilities offered.	
6c(iv)		KM to speak to Jamie Edwards (STFC) regarding men's health awareness.	
6c(v)		KM to speak to SureStart group (under-5s) & report back to PPG.	
8	PPG logo	Discussion is ongoing; KM/PP will look for beech tree logos and discuss further with TG.	Action completed
9b	Bank account	PW/NF to set up bank account.	