

The Beeches Medical Practice

PPG meeting

Monday 13th April 2015 6.00pm at Bayston Hill

Minutes

Present: Rob Gough (chair), Sarah Barker, Gill Berry (secretary), Nikki Fox, Gill Jones (Public Health), Joy Jones, Val Lewis, Caroline Martin, Karen Moseley, Peter Price, Lucy Roberts (Shropshire Council Community Officer), Terry Seston

1 Apologies: Geoff Garrett, Jill Harvey, Rob Laycock, James Moraghen, Gilly Turner, Teresa Wood

2 Update on Shropshire HeartAge (GJ)

- a GJ's contract with Shropshire HeartAge ended at the end of 2014. She is now directly contracted to the Public Health team and also working with the Shropshire Healthy Heart team. This has involved working in Craven Arms, engaging firms in workplace heart health. PPG members could help staff a similar event, which GJ would help to publicise and resource, including: free blood pressure checks (with BP machines provided by Help2Change advisers), cholesterol testing (at a cost of about £10). JBS3 is a test used by GPs and professional to predict a person's heart-healthy life. Patients would need to know their blood pressure, etc. to assess their Heart Age. Leaflets are available on smoking, levels of activity, healthy eating, blood pressure, etc.

It was agreed that the PPG would be involved in the planning of a health check event. Discussion followed regarding the practicalities of holding an event in the local library, school or church. LR will investigate whether there is Wi-Fi in the church or school, and whether laptops could be available. Advertising would need to be in the local *Villager* newsheet by 10th of the month. RG suggested that we should trial an event firstly with a known group such as the Tuesday morning coffee group at Christchurch.

Action: LR to investigate re use of Wi-Fi and laptops in the Church and school

Action: TS will take some publicity material to present to Christchurch, with a view to organising an event in June.

- b **Men's health update** (LR) - Tony Wilson has been promoting the **Men in Sheds** project in Shrewsbury/Hadnall, which could link with the Community-led plan on health and wellbeing. The national prostate cancer charity, Prostate Cancer UK, may be able to help with publicity. STFC may also be able to help (contact: Jamie Edwards); they are trying to encourage men to keep healthy with a range of activities at the football club.

Action: GJ?

3 Meeting agenda, AOB & meeting timing

- a AOB: See under item 9.

- b Karen Higgins had mentioned a 'You're Welcome' award for the Practice following the Youth Champions event.

Action: PP will follow this up.

- c It was agreed to finish the meeting by 8.00pm.
- 4 **Minutes of last meeting** - accepted with no amendments.
- 5 **Actions from last meeting**
 - a RG made contact with GJ, present at the meeting today.
 - b **Booking-in machine** - PP will investigate further.
 - c **Patient online access** - now available to all (from 1st April).
 - d **The PPG bank account** has now been actioned.
 - e **Publicity cards**. TS will investigate the price of printing.
 - f Books have been bought as **leaving gifts for TG and ES** for PPG member to see if they so wish.
 - g **RG has written to TG** to thank her for her work at The Beeches; RG read her reply to the group.
 - h **Enhanced patient participation report** - (see item 6 a ix).
 - i **Virtual group** - PP is looking into this.
 - j **PPG logo** - TW has redesigned the logo, which is now in use.
 - k **PPG meeting minutes** from October 2014 are now on the Practice website. RG will provide previous minutes, also to be uploaded.
- 6 **Practice issues and update**
 - a **Update from Dr Laycock (PP in RL's absence)**. (GP attendance at PPG meetings will be discussed at a Practice meeting tomorrow).
 - i **Dr Smart** left the practice on 31st March.
 - ii **Dr Griffin** left on 10th April to practice in Bishops Castle.
 - iii **Dr Suzanne Chubb** started as a salaried GP for 5 sessions per week on 30th March.
 - 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. He has done some locum sessions previously at The Beeches. PP has circulated a letter to patients giving Dr Brocklebank's details and will also arrange for patients to be informed of their new named GP.
Action: PP
 - v **Dr Mel Walsh** became a partner on 1st April.
 - vi **Two assistant Practice Managers** have been appointed: Deena Woodhall (business services) and Helen Steel, starting on 1st May, (patient services, including dispensing). Julie Thomas will be returning to a dispensing and reception role.
 - vii **The Friends and Family Test** figures for January have now been sent to NHS England. The percentage of recommendations to the practice is 96% of the top two bandings, with the second highest sample in the county.

- viii TG has provided the results of the **GP Patient Survey**, a national response from GPs asking how they view working additional hours, etc.

Action: RG will scan the document and circulate it.

- ix **Enhanced patient participation report surveys** - when the PPG first started, there was an annual survey. However, on analysis the results were unclear as the wording was ambiguous. Following this, GPs and receptionists handed out surveys on particular topics, e.g. physiotherapy, waiting times, etc. We now need to decide how we gain information from patients, and reintroduce either an annual survey or a topical survey. There may be some national sample questionnaires available.

Action: PP will speak to the GPs about this.

- x The CCG have notified PP that **KM's role as Care Coordinator** will continue to be funded for the next six months.

b Update from Karen Moseley:

- i Lisa Darkin (Wise and Well scheme) has put together a survey of the **Good Neighbours** group to see whether this is still required; there may be some overlap between GN and the RVS. Two members have retired from the group and LD has asked whether KM would consider being on the committee; she will get back to KM in a couple of weeks time.

- ii **Men's health awareness** - see item 2.

- iii **Youth Champions** - after doing the training all is now quiet. There are a couple of dates for activities with the young people. YC will be getting in touch with KM. KH would like to know the date of the May meeting with a view to some of the young people doing a presentation for the PPG.

Action: RG to provide KH with dates for May and June meetings

- iv **Toddler group** - KM has had no further contact.

- v **Severn Hospice** - KM has arranged to see Paul Cronin on Thursday.

- vi **SureStart** - KM has had no further contact.

- vii **Dorrington surgery** - No further news.

- viii **Care Coordinators** - See under item 6 a x.

- ix **Help 2 Change** - No further news

- x **Chatterbox** (national befriending service) - KM has spoken to Tom Memery, who is keen to promote this. Palliative care, lonely and vulnerable people.

- xi Report from the **Enhanced Patient Participation Group** (RG and PP compiled). The Beeches PPG compares well with other practices in terms of having clear aims and outcomes. The report is on the practice website.

xii **Proposed extra hours:** The Practice was not open over the Easter period as some others were. It is proposed that there will be cross-working with other practices within the GP Federation, probably on a rotational basis (as ShropDoc is). Costs are to be met by the Prime Minister's Investment Fund.

Action: PP to provide further information when he receives it.

xiii **Patient access:** Medical records are now all online. Patients' identities must be verified before gaining access to their records on EMIS. Patients could be informed that this is available to them by adding the information to the next Practice Newsletter.

Action: KM/PP.

7 Our priorities:

a **Helping the frail and vulnerable:** nothing further to report.

b **Men's health/PSA testing:** see under item 2b.

c **Waiting times (PP):** PP reports the figures to the GP meeting on a weekly basis. Routine appointments currently have a waiting time of 5 and 12 days. If this increases, GPs will provide extra sessions. This has cost implications and the Practice's resources must be balanced. Current resources do not match the increasing numbers of patients, and consequently GP incomes are decreasing.

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

i **Virtual Group** - we still need more information (see item 5 i).

8 **PPG logo:** a copy of the new letterhead was distributed. PP expressed thanks to TW for her help in designing the logo.

9 **AOB (NF)** - Helen Hall has written in *The Villager* about becoming a Dementia Friend and suggests giving a talk to the PPG (about an hour). Several of the group have already done the training and recommend it.

Action: NF will contact HH to arrange a date outside of the normal PPG meeting.

10 Outstanding actions:

See tables at the end of this document.

11 Feedback from SPG:

a RG attends a Patient Locality meeting every 6 weeks in Shrewsbury & Atcham. RG has devised a questionnaire for each local PPG to complete which will show the differences between PPG's and what each is working on; he will collate the information and report back at a future PPG meeting.

b RG will be attending the Shropshire Patient Group meeting tomorrow.

12 The meeting ended at 19.50pm.

13 Dates of next meetings:

Monday 18th May 2015 at Dorrington, 5.30pm *and*
June 15th at Bayston Hill, 6pm

ACTIONS FROM PPG MEETING 13th APRIL 2015			
Item No	Item	Actions	Update on Progress
2a	Shropshire HeartAge/ health check event	TS will take some publicity material to present to Christchurch, with a view to organising an event in June.	
3b	Youth Champions 'You're Welcome' award	PP to follow this up with Karen Higgins.	
5	Actions from last meeting	GP Patient Survey - RG to scan and circulate the document.	
5b		Booking-in machine - PP will look into the possibility of adding in a question regarding the Friends and Family questionnaire.	Ongoing
5e		Publicity postcards - TS will look for some better quotes for printing.	TS to do
5k		RG to provide PPG minutes pre-Oct 2014 for scanning & uploading to the practice website	RG
6a viii	Practice update	GP Patient Survey - RG to scan and circulate the document	Completed
6a ix		Enhanced Patient Participation Report - PP to speak to the GPs about a new survey.	
6b xiii		Patient Online Access - PP/KM to arrange to advertise this in the practice newsletter	
8e iii	Virtual group	PP to investigate further	Ongoing
9	AOB	NF to arrange a time for Helen Hall to talk to the PPG re Dementia Friends	

ACTIONS FROM PPG MEETING 2nd MARCH 2015			
Item No	Item	Actions	Update on Progress
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.	Ongoing
6d		Postcards - KM & PP will look for some better quotes for printing.	TS to do
8e iii	Virtual group	PP to speak to Caron Morton & the GP Federation.	Ongoing
10b	Feedback from SPG	PP to arrange for PPG meeting minutes to be uploaded to the website.	Ongoing

ACTIONS FROM PPG MEETING 2 nd FEBRUARY 2015			
Item No	Item	Actions	Update on Progress
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.	Ongoing
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 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	
8c	Helping the frail and vulnerable	Waiting times - PP to continue keeping a record	

ACTIONS FROM PPG MEETING 5 TH 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.	