

# The Beeches Medical Practice

## PPG meeting

Monday 18<sup>th</sup> May 2015 5.30pm at Dorrington

### Minutes

**Present:** Rob Gough (chair), Gill Berry (secretary), Gill Jones (Public Health), Caroline Martin, Peter Price.

- 1 **Apologies:** Sarah Barker, Jean Cruickshank, Nikki Fox, Geoff Garrett, Jill Harvey, Joy Jones, Rob Laycock, Val Lewis, Karen Moseley, Lucy Roberts (Shropshire Council Community Enablement Officer), Gilly Turner

NB: As the meeting was not quorate no decisions could be made.

### 2 Update on Shropshire HeartAge (GJ)

- a TS was to check with Christchurch about using the church as a venue for testing. GJ informed us that BP monitors are available, and a Help2Change adviser may be able to attend, for a day's pay. GJ could operate BP monitoring if given training. We would need to agree the levels at which to advise people to see a GP. LR has ascertained that Christchurch has Wi-Fi; she has not approached the school re their laptops. The Library has four computers with internet access but no Wi-Fi. RG will forward LR's email. GJ could provide one laptop and 2 iPads.

**Action:** RG will contact TS to check progress.

- b **Men's health update** (GJ) - GJ has made contact Jamie Edwards of STFC, who is happy to meet up, and Aidan Wassall confirmed that they have an interest in promoting men's health issues. GJ suggested having a joint meeting with STFC.

**Action:** GJ to arrange a meeting (RG may also attend) and talk to PP.

### 3 Meeting agenda, AOB & meeting timing

- a AOB: none
- b It was agreed to finish the meeting by 7.00pm.

- 4 **Minutes of last meeting** - accepted, with the amendment that Jean Cruickshank had attended but was omitted from the attendance list.

- 5 **Actions from last meeting** - See under main agenda items.

### 6 Practice issues and update

- a **Update from Dr Laycock (PP in RL's absence).**

- i **Helen Steel**, Assistant Practice Manager, started recently at the Practice. She is working with KM to make the Practice newsletter a priority; she is also involved in creating awareness of the 'flu programme and developing a promotional campaign.
- ii **Dr Suzanne Chubb** has decided not to continue practising as a GP and will be leaving the Practice on Friday. The recruitment process will now begin again.

**iii Youth Champions** - PP reported that three young ladies came with Lynne Taylor to look around the BH practice last week; it was a very useful time for all. They would like to see a noticeboard for youth and queried whether there could be a youth area. They also raised concerns around young people's mental health and anxiety; they are doing projects on these topics, and will liaise with one of the Practice's apprentices, Stacey Alvin, to provide a Facebook page on these issues. Paola Alessandri is the lead for mental health within the Help2Change team and may be able to help with resources. Karen Higgins is hoping to attend with some Youth champions our next meeting in June to give us a presentation.

**iv Virtual PPG** - PP has raised the issue with the CCG. RG had only one response from another practice who would like to do something similar. There is a meeting of Shropshire Patient Group on Wednesday and RG hopes to raise this again with them. However, resources are very limited.

**Action:** RG to raise this issue at the SPG. PP will speak to Tony Marriott, the GP Federation representative.

**v You're Welcome award** - we are waiting for Karen Higgins' reply re the outcome of the Youth Champions training weekend.

**vi GP Survey** - A General Practice assessment questionnaire is the preferred option. Previously the PPG had run an annual survey for two years, but the results were difficult to assess because of the ambiguity of the questions. More specific surveys were therefore run at GP appointments, relating to physiotherapy, waiting times, etc., and these provided a greater insight into the issues. The PPG is obliged to run patient surveys; most PPGs do annual surveys. RG found an example questionnaire on the NAPP website and sent this to PP to raise the issue with the GPs, who say they are happy to revert to an annual survey. RG suggested we review the example questionnaires at the next PPG meeting.

**Action:** RG to email the surveys.

**vii Access to patients' medical records online** has been live since 1<sup>st</sup> April. There is now also an option for A&E to have limited access to a patient's records online. This patient record is now available to A&E unless patients have withdrawn their permission; it is thought, however, that many patients are unaware and need to be alerted.

**Action:** PP to look at making this known to the patients via the website, handouts, newsletter and posters in the Practice.

**viii Health checks** - for over 40s who don't attend the surgery on a regular basis and for all with learning disabilities. One of the Practice nurses, Claire Hughes, does the health checks at The Beeches. The NHS Health Check is a 5-yearly check whereas the check for those with LD is annual.

**Action:** PP to discover figures of how many have been done over the past year for both types of health checks plus plans for the future.

**b Update from Karen Moseley:** This was deferred in KM's absence.

## **7 Our priorities:**

- a Helping the frail & vulnerable** - deferred in KM's absence.
- b Men's health/PSA testing:** see item 1b.
- c Waiting times (PP):** the Practice is continuing to monitor waiting times on a weekly basis. Currently waiting times are 19 days for Dr EJ (he is on leave). The average wait for seeing any doctor is 5 days; patients needing to be seen urgently will be seen on the day. More locums will be needed once SC leaves the Practice.
- d Health awareness promotions and community involvement (HeartAge)** - see under item 2.
- e Increasing our diversity profile (RG):**
  - i Virtual Group** - see under item 5a (iv).
  - ii Youth Champions** - KH is hoping to attend our June meeting (see item 6a (iii)).

**8 Dementia Friends** - NF has spoken to Helen Hall about coming to talk to the PPG group. Some members have already completed the training and it was therefore hoped that HH might be able to talk to those who have not, outside of the PPG meeting time. RG was hoping to find out tonight who could attend; however, insufficient members attended for a decision to be made. PP hoped that the common room at BH might be available as a venue, depending on the time of day. We will delay further action until next meeting when hopefully more members can be present.

**9 Outstanding actions** were dealt with under the main agenda.

**10** The meeting ended at 18.45pm.

**11 Date of next meeting:**

Monday June 15<sup>th</sup> at Bayston Hill, 6pm

<b>OUTSTANDING ACTIONS as at 18<sup>th</sup> MAY 2015</b>		
<b>Item</b>	<b>Actions</b>	<b>Progress</b>
<b>Shropshire HeartAge/ health check event</b>	TS will take some publicity material to present to Christchurch, with a view to organising an event in June. RG to contact TS to check progress.	<b>Ongoing</b>
<b>Men's health check</b>	GJ to arrange a meeting and talk to PP. RG may also attend.	
<b>Youth Champions 'You're Welcome' award</b>	PP to follow this up with Karen Higgins.	<b>Ongoing</b>
<b>Practice update</b>	<b>Virtual group</b> - RG to raise this issue at the SPG. PP will speak to Tony Marriott, the GP Federation representative.	
	<b>Enhanced Patient Participation Report</b> - PP to speak to the GPs about a new survey.	<b>Completed</b>
	<b>GP Patient Survey</b> - RG to email the surveys	
	<b>Publicity postcards</b> - TS will look for some better quotes for printing.	<b>TS to do</b>
	<b>Booking-in machine</b> - PP will look into the possibility of adding in a question regarding the Friends and Family questionnaire.	<b>Ongoing</b>
	RG to provide <b>PPG minutes</b> pre-Oct 2014 for scanning & uploading to the practice website	<b>RG</b>
<b>Update from Karen Moseley</b>	KM to meet with the Toddler group.	
	KM to visit the Hospice to see the facilities offered.	
	KM to speak to Jamie Edwards (STFC) regarding men's health awareness.	
	KM to speak to SureStart group (under-5s) & report back to PPG.	
<b>Our priorities</b>	<b>Waiting times</b>	<b>Ongoing</b>
<b>Dementia Friends</b>	NF to report back to next meeting; to be discussed further at June meeting	<b>Ongoing</b>