

# The Beeches Medical Practice

## PPG meeting

Monday 15<sup>th</sup> June 2015 5.30pm at Bayston Hill

### Minutes

**Present:** Rob Gough (chair), Gill Berry (secretary), Jill Harvey, Gill Jones (Public Health), Joy Jones, Rob Laycock, Judy Shone, Gilly Turner, Pam White, Becky Whitfield

**1 Apologies & introductions:** Sarah Barker, Jean Cruickshank, Geoff Garrett, Val Lewis, Caroline Martin, James Moraghan, Karen Moseley, Peter Price, Teresa Wood. RG welcomed new members Becky and Judy.

### **2 Update on Shropshire HeartAge (GJ)**

**a** GJ explained her involvement with the PPG and the background to HeartAge with its online tool for measuring risk of heart problems.

TS reported that Christ Church have confirmed the morning of the 30th June for a HeartAge event at their coffee morning between 10 and 12am; usually about 40-50 people attend. He asked if the age-limit guideline for testing could be extended beyond 75 in view of the fact that most people who attend coffee morning are over 70. GJ replied that it is possible, although the test excludes those who are already being treated for heart disease or diabetes and the primary focus is on younger people. There will be someone available to do the blood pressure testing. Wi-Fi is available and we will need a password. JJ offered two laptops. GJ can provide a banner. Lucy Roberts (Shropshire Council Community Enablement Officer) is also hoping to attend. TS will announce the event in Christ Church and will be meeting/greeting and explaining the event to people. GJ may also be able to provide scales, a tape measure and height measure.

**Action:** JJ will add details of the event to the Christchurch Facebook page and JS will add details to the Villager FB page.

**b** Allison Ball works with GJ and develops the Help2Change programme, and would like to speak to people in the community who have already used the services. GJ has mentioned to her that the PPG may be able to help. AB is developing a social marketing steering group, looking at advertising and asking for comments and is looking at how the Help2Change programme can improve the lives of local people. She has offered to come and speak to the PPG.

**Action:** RG will contact AB to invite her to speak to the PPG meeting in August.

**c Men's health update (GJ)** - GJ has met with Aiden Wassell at STFC. There are two initiatives at the moment: walking football sessions weekly, Heads Up (supported by Shropshire Mind) and there is to be a football tournament in aid of prostate cancer. AW is looking to raise awareness of men's health and could be useful in helping to support local projects. JS is involved in the Bayston Hill 'Jubilation' projects with activities such as walking football, but would like to do something similar for older people. GJ said that there is funding available for such initiatives. RG explained about PSA testing for the benefit of new members. TS had previously looked at the cost of doing this (around £15 per person). We would need to have a consultant on board. Alison Ball has done something similar with the Rotary Club in Newport. Bridgnorth Lions have

previously tested 750 men. It was noted that people's anxiety can sometimes be raised with testing and they may need to see a GP. This is a complicated issue and there may be false positive results. Dr David Baxter-Smith would be willing to be involved in PSA testing (*see PPG minutes 5<sup>th</sup> Jan 2015*), but there would be cost implications to this. It was agreed we could discuss the issue of funding for mass PSA testing with Aiden Wassell who may have access to some funding.

**Action:** RG will discuss this with Aiden Wassell and invite him to our next meeting.

### **3 Meeting agenda, AOB & meeting timing**

- a AOB: see item 12.
- b It was agreed to finish the meeting by 7.45pm.

### **4 Minutes of last meeting - accepted.**

### **5 Actions from last meeting -**

- a **HeartAge** - covered under item 2
- b **Men's health** - GJ has met with Aiden Wassell.
- c **Virtual PPG** - RG raised this at the SPG meeting, with little interest.
- d **GP patient surveys** - these are lengthy and need to be reduced.
- e **Patient access** - this item was deferred in PP's absence.
- f **Health checks** - this item was deferred.

### **6 Practice issues and update**

#### **a Update from Dr Laycock**

- i **Personnel changes** - the partners are using locums to keep waiting times down. Current figures are: 5 days for routine appointments, longer for a named GP. Senior trainees are due to start in August, so from September the workload spread should improve. The partners are looking at finding a replacement for Dr Chubb. Both trainees are female; we will need someone appropriate longer-term. Drs Vicky Phillips and Lale Tuncer will be back after maternity leave and there will also be another female GP for a year.
- ii Helen Steel & Deena Woodhall, **deputy practice managers**, are settling in well to their new roles.
- iii **GP surveys** - these must be brief, otherwise people won't complete them!
- iv **GP representative** - RL was asked about his frequency of attendance. He replied that he could attend every couple of months, except when on call. RG expressed appreciation for TG's input over the years and believes it is important for the PPG to have regular input from the GP's at these meetings.

#### **b Update from Karen Moseley - deferred in KM's absence.**

### **7 Patient surveys**

RG had distributed a version of example surveys with 45 questions, some of which were somewhat repetitive and need trimming. GT suggested a brief general survey with a more detailed one for those with known health conditions. PP had

previously reported that GPs would prefer an annual survey. However, it may be more useful to do a more detailed survey. We need to determine what we want from a survey and what the real issues are. It was felt that GPs already know what the problems are - but there are limited funds. RG explained that PPGs are obliged to carry out a survey each year, in this case by next March. PP will need to be involved so we will defer looking at the survey until PP and/or RL are able to attend the meeting. BW recommended using Survey Monkey.

**Action:** RG asked members to look at the survey in more detail to see what would be most useful. Especially important in light of previous surveys, we need to ensure that questions are not ambiguous.

## **8 Our priorities:**

**a Helping the frail & vulnerable** - we can do no more on this and will remove the item from the agenda.

**b Men's health:** BW has done some research on gender differences in accessing health care and how to improve this by making it OK for men to go to the GP, take time off work, getting STFC and pubs, etc. involved.

**Action:** BW will consider local initiatives in which the PPG could be involved.

**c Waiting times:** the Practice is continuing to monitor waiting times on a weekly basis.

**d Health awareness promotions and community involvement (HeartAge)** - see under item 2.

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

**i Virtual Group** - see under item 5c.

**ii Youth Champions** - it was hoped that the YCs might attend the PPG tonight, but we now hope that they might attend July's meeting. Young people do think differently and we need to engage with them.

**9 Dementia Friends** - NF spoke to HH who is willing to speak to the PPG. Some PPG members have already done the training, which takes 45m-60m.

**Action:** NF will contact PP re using the surgery as a venue, and HH re speaking.

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

**11 Feedback from Shropshire Patient Group (RG)** - linked with Shrewsbury & Atcham PPG Locality Group. The next tier is Shropshire Patient Group, which has just been reorganised, working with the CCG on various healthcare issues such as Future Fit and Better Care Fund. There is a meeting in July for the election of new officers. They have recently set up a new website: PPG members can be registered if they are interested and RG encouraged all PPG members to consider doing so.

**12 AOB** - NF reported that the PPG bank balance is £0. RG has £100 from the CCG that should be paid in.

**Action:** NF will let RG have the bank details to transfer the money.

**13 The meeting ended at 7.45pm.**

**14 Date of next meeting:**

Monday July 27<sup>th</sup> at Dorrington, 5.30pm

**OUTSTANDING ACTIONS as at 15th JUNE 2015**

<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.	Complete
	JJ will add details of the event to the Christchurch Facebook page and JS will add details to the Villager FB page.	
	RG will contact Allison Ball to invite her to speak to the PPG meeting in August.	
<b>Men's health check</b>	GJ to arrange a meeting and talk to PP. RG may also attend.	Complete
	RG will discuss the possibility of funding for mass PSA testing with Aiden Wassell and invite him to our next meeting.	
	BW will consider local initiatives in which the PPG could be involved.	
<b>Youth Champions</b>	'You're Welcome' award - PP to follow this up with Karen Higgins.	Ongoing
<b>Practice update</b>	Virtual group: PP will speak to Tony Marriott, the GP Federation representative.	Ongoing
	Enhanced Patient Participation Report - PP to speak to the GPs about a new survey.	Completed
	GP Patient Survey - RG to email the surveys	
	Publicity postcards - TS will look for some better quotes for printing.	TS to do
	Booking-in machine - PP will look into the possibility of adding in a question regarding the Friends and Family questionnaire.	Ongoing
	RG to provide PPG minutes pre-Oct 2014 for scanning & uploading to the practice website	Ongoing
<b>Update from Karen Moseley</b>	KM to meet with the Toddler group.	Ongoing
	KM to visit the Hospice to see the facilities offered.	Ongoing
	KM to speak to Jamie Edwards (STFC) regarding men's health awareness.	Ongoing
	KM to speak to SureStart group (under-5s) & report back to PPG.	Ongoing
<b>Patient surveys</b>	PPG members to look at the survey sent by RG in more detail to see what would be most useful.	
<b>Our priorities</b>	Waiting times	Ongoing
<b>Dementia Friends</b>	NF will contact PP re using the surgery as a venue, and HH re speaking.	
<b>Bank account</b>	NF to give RG account details to transfer money	