

The Beeches Medical Practice
Patient Participation Group meeting
Monday 9th April 2018, 5:00pm
at Bayston Hill

Minutes

- 1 Present:** Terry Seston (Chair), Gill Berry, Jean Cruickshank, Nikki Fox, Tony Fox, Geoff Garrett, Gill Jones, Teresa Lewis, Edward Marvin, Karen Moseley, Kim Richards.

Apologies: Rob Gough, Maggie Hitchings, Dr Rob Laycock, Dolores Vaughan.

RG will be unable to be involved in the PPG at least for the next few months and wished the group to discuss the possibility of voting for a new chairman if this was felt to be the best way forward. However, **TS** felt that it would be best for him to continue as acting chairman until **RG** was able to return.

Action: GB to email RG sending the group's good wishes.

- 2 Agenda, AOB and meeting timing**

a Agenda: This had been distributed prior to the meeting.

b AOB: See item 7.

- 3 Minutes of last meeting:** accepted.

- 4 Women's Health Event**

- a Report and feedback:**

Overall, it was felt that the evening had gone very well; 36 people attended, including several men. Most attendees were over 65. Other people who had been invited said they would have come if the weather had been less snowy. Ruth Morriss was prevented from coming by the weather and therefore unable to deliver her talk. Some of the nurses who were due to attend were also unable to do so.

It was felt that events held in June or September might be better attended, and issues around promoting such events were discussed. One suggestion was that the PPG could hold other occasional events. **EM** felt that a more regular event might develop familiarity and greater attendance, although it was acknowledged that there may be difficulties or embarrassment regarding sensitive health issues. A combined men's and women's event was suggested, and it was hoped that women might be encouraged to bring their husbands/partners to events covering heart health, diabetes, etc.

TL reported that unfortunately the arrangements to promote the event via Radio Shropshire did not work out.

KM suggested that a number of smaller flyers for future events should be available at reception for patients to take away.

EM hoped that GPs might be able to encourage patients to attend such events and added that using social media could help to promote future events either via the practice website, Community Councils' websites, *The Villager's* website or via individuals' Facebook pages.

Action: KR to email results of the feedback forms to GB for distribution.

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It was felt that the PPG would value the continuing input of the GPs. TF also asked if the GPs themselves could provide the PPG with some feedback.

Action: KR to discuss these points with the GPs.

- b** It was reported that Susie Hancock from the Wise and Well Team (Shropshire Rural Communities Charity (SRCC)) will be running two **diabetes awareness programmes** on June 13 and 20 at the Bayston Hill Memorial Hall. GJ commented that this is for people who already have diabetes and that there are other diabetes prevention programmes. KR added that Dr Ed Jutsum is the practice's GP with a special interest in diabetes.

c Possible future events:

TS suggested that future events should focus on two or three specific subjects, e.g. heart disease, diabetes and vascular dementia.

It was noted that it would generally be very difficult for younger people to attend evening meetings.

It was suggested that another event could be arranged for September or October this year.

GJ said that although Dr Kevin Lewis had been unable to attend the recent health event, he is willing to be involved in future events if he is available.

d Other:

- i** TS has written thank-you letters to all those involved and has also written a piece in *The Villager*. For future events he suggested writing a brief item for inclusion in the Condover Parish magazine.

e Funds raised:

- i** It was noted that £23.30 was raised from refreshments at the event.

- ii** A patient at the practice has generously donated £1,500 towards the blood pressure machine funds; TS has already written a letter of thanks.

The blood pressure machine will cost £1,598.99 including VAT. The machine will be sited in the reception area and is guaranteed for two years; KR suggested that a privacy screen should also be bought, at a cost of around £150-£200.

Action: KR to order the machine and give invoice details to NF, who will transfer the money via BACS.

- iii** There is currently £2,625.55 in the PPG account. After paying for the blood pressure machine, there will be £77.70 in the PPG funds (having started with £200 in 2015).

- iv** TS suggested that now the target for the blood pressure machine has been reached, the PPG could help to raise funds for a 24-hour blood pressure monitor (which KM has already been raising money for). These cost around £1,200.

- v** The sign by the bookshelves should be altered to show thanks for achieving the goal of funds to buy the blood pressure machine, and to show the future second-hand book sales project of a 24-hour blood pressure monitor.

Action: NF/TF to alter the sign.

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- vi KR confirmed that the practice would pay this year's subscription to the National Association for Patient Participation (NAPP) on behalf of the PPG. TS asked KR to pass on the PPG's thanks to the practice management team.

5 Actions from the last meeting: none (or already discussed under item 4).

6 General Data Protection Regulations (GDPR):

New data protection regulations are being introduced which come into effect on 25 May 2018. KR explained the new regulations, which in principle aim to protect individuals' personal data. In practical terms this means that organisations must have prior written consent to store and use people's data, on a 'positive opt-in' basis. We cannot simply leave things as they stand at present.

However, it is unclear whether the situation is different in the NHS; text message reminders are already sent to patients. The new regulations have implications for the PPG, in particular for GB who holds members' contact details.

Action: KR to distribute permission forms for PPG members to complete.

KR to email form to GB for emailing.

GB to email PPG members on email to ask them to complete and return the consent form.

7 Practice issues and update:

a Update from Practice Manager:

- i **Waiting times for appointments:** Waiting times at Dorrington are currently 3-4 days. KR showed the year's comparison from 2015. Helen Steel is continuing work on the booklet advising patients which medical professional they should see. It is hoped that this will be delivered to all patients once it is completed. KR hopes to give the booklet to PPG members at the next meeting for comment. The practice list is 6,254 patients (around 4,000 households), as of today.

Action: KR to email GB with information on appointment waiting times.

- ii **Staffing:** the practice is advertising for another Advanced Nurse Practitioner to cover Thursday and Friday sessions.

- iii **Funding:** Shropshire CCG has granted practices extra funding for winter pressures, as well as an extra session (equating to around 13-15 appointments) for Easter pressures.

- iv **Visit:** Charlotte Thornley, of the Clinical Research Network, would like to visit the PPG.

Action: KR to invite CT to a PPG meeting.

- v **Extended hours:** From October, Shropshire CCG must ensure that GPs are available between 8am and 8pm seven days a week. There is a survey asking whether people want to see their GP for routine appointments out of normal hours. However, no extra doctors are available. Funding for this will come from NHS England and they are hoping that the surgeries will act as hubs. Darwin Health are looking at the viability of providing such a service. Shropdoc is in danger of closure but it is hoped that Darwin Health will be able to take over the service.

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b Community Care Coordinator update (KM):

- i KM hopes to meet with TL regarding local **dementia care**; it is hoped that they will meet together soon to move this forward.
- ii As part of TL's role on the Parish Council she has been trying to liaise with the local school to encourage children to walk to school, with the aim of helping to counter **childhood obesity**. However, to date this has not been possible. GJ suggested contacting the teacher responsible for PHSE in the school.
- iii Allied with this is the possibility of further involvement with the **Young Health Champions** programme. KM will persist with this despite the difficulties.

c Darwin Health:

KR reported that the local practices' grouping, Darwin Health, is seeking to employ someone for six months to organise and manage projects such as joint purchasing, shared pharmacy, diabetic awareness, secretarial pool, flu jabs, etc.

8 Our priorities

- a Prescribing:** the drive to reduce unnecessary prescriptions is going well, and it was felt that most patients are aware of this.
- b Virtual Reference Group:** it was felt that a VRG may now be superfluous.
- c Practice website:** EM mentioned that Ian Carley of Cleverwoof has done some website development work on Conover Parish Council's and local village halls' websites and may be able to help develop the practice's website.

9 Feedback from Shropshire Patients Group: this item was not discussed, in RG's absence.

10 Visit from Shropshire CCG: this item was not discussed.

11 AOB:

- a Water cooler:** TS mentioned that it had previously been suggested that a water cooler could be a useful addition to the waiting area. KR will investigate costs but added that patients who would like a drink of water will always be supplied by receptionists on request.

Action: KR to investigate prices of water coolers.

12 Date of next meeting:

The meeting ended at 7:10pm.

The next meetings will be held on:

Monday 14 May 2018 and Monday 4 June 2018

at Bayston Hill, starting at 5:00pm.