

The Beeches Medical Practice
Patient Participation Group meeting
Tuesday 8 October 2019, 5:00pm
at Bayston Hill

Minutes

1 Present: Terry Seston (Chairman), Gill Berry (Minutes Secretary), Valerie Collard BEM, Brenda Fletcher, Nikki Fox, Tony Fox, Maggie Hitchings, Gwen MacRae, Karen Moseley, Kim Richards, Dolores Vaughan.

Apologies: Geoff Garrett, Dr Ed Jutsum, Teresa Lewis, Edward Marvin.

2 Agenda and AOB

a Agenda: The agenda had been distributed prior to the meeting.

b AOB: See item 7.

3 Minutes 17 September 2019

The minutes were accepted with the following amendments:

Item 5b iv Golden Moments dementia-friendly café: KR is to distribute the updated poster when it is available.

Item 5c v Rowlands Pharmacy: there has been no actual breach of personal data and the words 'potential breaches' should be removed; the sentence should now read: 'There is still some concern about personal data security with Rowlands Pharmacy's hub system for repeat medication'.

Action: TS to speak to the pharmacist at Rowlands (Bayston Hill) and report to the meeting in November.

Item 6d Health event: It was clarified that the event is to be held in the main church rather than the church hall.

4 Actions from the last meeting

Item 7b Fundraising: DV has kindly offered to prepare a gift hamper for Christmas which she will prepare by the end of October.

Item 7c Severn Hospice: KR has phoned the hospice but has been unable to speak to the correct person; she will keep trying. Hospice staff would prefer no more than five people to visit at any one time.

5 Practice issues and updates

a Practice Manager's update (KR)

i Under 65s flu clinic: Unfortunately, the practice has not yet received the necessary vaccines, although pharmacies are already giving them. It is thought that surgeries may have more requests for vaccinations this year, as the flu strain is predicted to be a particularly virulent one. The take-up of flu injections rose last year, despite there being less promotional material available and contrary to the number anticipated. Text reminders are being sent to eligible patients (Shropshire CCG provides funding for this service).

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- ii **Chairs for the waiting room:** Patients' response to the new chairs has been very positive.

DV suggested that some seating should be provided for the reception area for people who are unable to stand to wait for the receptionist, although it was acknowledged that this could raise confidentiality issues. She also suggested that the PPG might apply to the Parish Council for a grant for extra chairs, and she will investigate this.

Action: DV.

- iii **Water cooler:** The upkeep of the water cooler has cost the practice around £40 per month, particularly during the very hot summer.

- iv **Hand sanitiser:** TF raised the issue that many patients do not use the hand sanitiser; the number using it might increase if it was sited at a more obvious and appropriate place.

Action: KR to remind the handyman to do this.

b Care Coordinator's report (KM)

- a **ESCAPE-Pain:** The Lifestyle Fitness and Physiotherapy team has inspected Dorrington Village Hall and think it is suitable for their 6-week pain management programme. EM has suggested meeting KM at Dorrington next week to discuss this.

- b **Dispensers' meeting:** At a recent meeting of local dispensers there was some discussion about how best to promote the use of the Dorrington site; it is unclear how many people even know that the pharmacy is attached to the surgery. There is a lack of signage in Dorrington, and the Council has said that to add signage from the main road would cost around £5,000.

- c **Sunbeams Toddler Group** (*see also PPG minutes 16 July 2019, item 5bi*): KM reported that she has yet to contact the leaders of the group. The first meeting of the group is at Christ Church on Monday 30 September.

d Dementia awareness

- i **Oakmeadow Primary School:** KM has visited the school and was very encouraged by their response to the issue. They have a new outdoor classroom, and there are plans to arrange for children and dementia patients to spend time together doing crafts. Safeguarding issues are being discussed. The school is having training today from a volunteer working with the Alzheimer's Society.

- ii **The Friendly Bench:** KM reported that while she was on holiday she came across a 'Friendly Bench'. The Friendly Benches are specifically designed safe, easily accessible mini-community gardens with integrated seating situated within communities for people to meet, chat and connect. The aim is to reduce social isolation, increase community cohesion and help reconnect people back to their own community (see www.thefriendlybench.co.uk for further details). It was suggested that something similar might be considered in the Bayston Hill area.

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c GP report

Dr Jutsum was unable to attend the meeting as planned, and any relevant items had been covered by KR.

6 Our current priorities

- a **Health event:** KR has spoken to Olivia Barker at the Nuffield Hospital; they would prefer to hold the event on 29 April 2020 rather than 22 April, and she will ask the **Orthopaedics surgeons** for volunteers to speak at the event. KR will continue to liaise with OB.

TS will investigate who could help with the set-up of the **tech desk** in the church.

It was also suggested that part of the evening should be devoted to the issue of **dementia awareness**.

We will need to have arrangements in place by the end of January 2020. KR mentioned that the **Nuffield Hospital** would like to provide a stall.

Action: KM to investigate whether someone from the Alzheimer's Society could come to speak at the event.

- b **Darwin Health:** It was felt that we could remove Darwin Health issues from the agenda currently as there is very little to report.

c Waiting times:

Next available routine appointment (as at 4 November 2019)	
NAME	No. of working days
Dorrington GP	6
Dr Laycock	10
Dr Jutsum	15
Dr Walsh	8
Dr Brocklebank	12
Dr Middleton	11
Jean/Zoe (ANP)	4
Any GP (Locum, Registrar)	1
Nurse	4
Health Care Assistant	1
Darwin Health GP Appointment	4
Telephone Nurse	1
Telephone Doctor	5

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7 AOB

TF mentioned the charity **Operation Sabre**, a local firefighters' charity (see <https://www.facebook.com/operationsabre>). They plan to take five fire engines to Transylvania next May, at a cost of around £1,000 per engine. Among other areas, the charity works with adults with special needs who were placed in orphanages as children. Any donations of cuddly toys, perfume or non-valuable jewellery would be appreciated to take on the trip.

8 Date of next meeting

The meeting ended at 6:15pm.

The next meeting will be held on:

19 November 2019 at Bayston Hill, starting at 5:00pm

(there will be no meeting in December)

Future meetings: 14 January 2020 & 11 February 2020