

The Beeches Medical Practice
Patient Participation Group meeting
Monday 4th June 2018, 5:00pm
at Bayston Hill

Minutes

- 1 **Present:** Terry Seston (Chair), Gill Berry, Brenda Fletcher, Nikki Fox, Tony Fox, Geoff Garrett, Maggie Hitchings, Gill Jones, Teresa Lewis, Edward Marvin, Karen Moseley, Kim Richards, Dolores Vaughan.

Apologies: Valerie Collard, Rob Gough, Dr Rob Laycock.

- 2 **Agenda, AOB and meeting timing:**

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

b **AOB:** See item 8.

- 3 **Minutes 14 May 2018:** Accepted, with the following amendments/additions:

a **Item 4b: Women's Health Event – Report and feedback:** TS reported that a lady had told him that the health event may have saved her life as she is now being treated for a previously undiagnosed illness.

b **Item 5:** TS reported that the TV health screen in the surgery waiting room showed that flu vaccinations are available from pharmacists, in direct competition with the practice; KR replied that she is aware of this, and that the practice will be able to display information of their choice with the advent of the new phone system.

c **Shropshire Care Closer to Home programme:** TS reported that Shropshire Council is funding the Royal Voluntary Service in their Home from Hospital programme (see PPG minutes May 2018, item 5a (viii)). Patients will be supported for a 12-week period of care at home and then be passed to other community services. The Red Cross has a similar scheme where patients are supported for a six-week period. KR mentioned that she will be attending a workshop on 14 June.

- 4 **Actions**

a **Item 4c Possible future events:** Olivia Barker (Nuffield Shrewsbury Hospital Sales & Services Manager) has replied to KR that she is happy to help with organising a future health event. KR will pass her contact details to TS to follow up.

There was some confusion as to whether the PPG is committing to two events every year. It was suggested that GPs might ask patients about their biggest health concern to find out what the needs are, and the Help2Change programmes could be useful in this respect.

The group agreed to organise another Women's Health event before Easter next year with help from Olivia Barker.

Action: KR to continue to liaise with OB.

b **Item 4c Privacy screen for the blood pressure machine:** This will cost £95.99 and NF will make the transaction tomorrow.

c **Item 4d Updating the sign by the bookshelves:** complete.

d **Item 4 General Data Protection Regulations (GDPR) forms:** complete.

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- e **Item 4f Charlotte Thornley (Clinical Research Network):** KR reported that although CT is unable to attend the meeting tonight she may be willing to attend on another date.

Action: KR to liaise with CT and keep the PPG informed.

- g **Item 4g Practice website**

Action: KR to contact Ian Carley – ongoing.

- h **Item 5a (x) Water cooler:** KR has researched the costs of installing and running a water cooler. A supply of two bottles per month would cost £204 per year. It was suggested that the PPG could pay the initial cost of the dispenser and the practice could pay for the ongoing costs of supplying bottled water and disposable cups. The price of a reconditioned unit is £140, or £199 for new.

NF commented that as the PPG has no regular income she has some concern about the additional financial outlay. TL suggested that the Village or Parish Councils might be able to provide annual grants (although it was noted that these would not be paid retrospectively). The Councils tend to look favourably on a range of new projects, and application forms are available on their websites. DV will obtain an application form and liaise with GJ in completing it.

It was felt that the PPG's main priority should be the 24-hour blood pressure machine. The balance needed for this would be £537.49 and there would be £446.91 in the bank after the transactions.

(KR has given NF some money today from the sale of second-hand books).

Action:

- **KR to speak further to the GPs at the practice meeting.**
- **DV to obtain a form from Condover Parish Council and liaise with GJ.**

- i **Item 5a (x) Press release:** KR to request the GPs to write an item for *The Villager* and the Condover and Dorrington parish magazines thanking them for their fund-raising efforts for the blood pressure machine.

Action: KR to liaise with GPs and provide copy to EM and GG.

- j **Shropshire Locality Patient Group:** Complete. KR is now on the mailing list and will report any relevant information to the PPG.

- k **5d (i) Dementia care:** KM and TL already liaise regarding this and a daytime exercise programme (Walking Football, Mondays 10-12 at the Bayston Hill Astro Pitch). Numbers have increased and there are now around a dozen on the programme. EM hopes to link up with similar projects in Dorrington.

Action: TL to provide further information.

- 5 **Future Health Event** (discussed under item 4a).

- 6 **Practice issues and update**

- a **Update from GP:**

(In Dr Rob Laycock's absence KR incorporated details from the GPs' update into the Practice Manager's update).

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b Update from Practice Manager:

- i **Advanced Nurse Practitioner:** Andrea Amis started work at the practice last week and this week she will take appointments, which will free up some of the GPs' time.
- ii **A new Dispensary Manager** will be starting at the Dorrington site in July, looking at ways of increasing output and saving money.
- iii KR also reported that there is an unfortunate mistake in the updated **patient online access** service, in that the drop-down option to collect medication from the dispensary has been omitted, and patients are collecting their medication from other pharmacies as a consequence. This has caused a number of problems which will be difficult and time-consuming to resolve.
- iv **Dr Adam Brocklebank** is having a sabbatical (several weeks spread over the course of a year).
- v **Extended hours:** Shropshire CCG is carrying out a patient survey on this issue; KR has a form for patients to complete and patients are encouraged to complete this online.
- vi **New phone system:** Shropshire CCG are supplying The Beeches with a new system on 26 June.
- vii **GDPR information** is now available on the practice website.
- viii **Blood pressure machine:** It had been suggested that a small wall could be built to house the machine; however, this is not a high priority and could prove expensive. The siting of the machine is dependent on the availability of a plug socket. The practice management team is to discuss how patients can best use the machine.

c Update from Care Coordinator (KM)

- i **New projects:** KM reported is hoping that the GPs will approve various projects for the practice, including a bereavement group led by a former Cruse bereavement counsellor. However, there is no venue in the practice for this and KM may approach Christ Church to see if a room might be available there. EM suggested that the Dorrington Village Hall facilities could also be useful in this respect.
- ii **Gardening Club:** a surgery in Devon has started a volunteer-led gardening club for patients suffering from dementia or loneliness, which has been very successful. EM commented that there is a community garden in Dorrington and offered help in setting up a similar project. GJ commented that these initiatives could be seen as part of social prescribing.
Action: KM to contact the surgery in Devon.
- iii **The diabetes awareness events** planned for June have been cancelled due to low numbers, which was felt to be disappointing. GJ suggested that diabetes awareness could form part of the next Health Event.
Action: KM to contact Susie Hancock.

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- iv **Dementia:** KM reported that one of the partners in the Bluebird Care group is happy to liaise with PPG groups. It was suggested that Suzy Thompson, Consultant Geriatrician and Clinical Lead for Frailty, may also be willing to give a talk on the topic.
- v **Surgery noticeboards:** The current display of information is very wordy and KM is looking at better ways of presenting this.

d **Darwin Health:**

Pharmacists to assist the practices are expected to be appointed by the end of September (see item 5c (iii), PPG minutes May 2018).

7 **Our priorities:**

- a **Waiting times for appointments:** 7 days for any GP; Dr Walsh: 9 days; Dr Jutsum: 16 days (Dr Brocklebank's figures are not included as he is currently on sabbatical). KR has sent information on this to GB.

Action: GB to email PPG members with the information.

- b **Virtual Reference Group:** It was agreed to remove the Virtual Reference Group from the 'rolling' agenda; this will be reviewed periodically. No further action is required at present.

8 **AOB:**

- a **Safety glass panel in the waiting area** (PPG minutes Jan 2018, item 10d): KR reported that to insert a glass panel in the half-wall between the WC and the waiting area would cost about £3,000, which is prohibitively expensive – no further action.
- b **Flu vaccines** (see May minutes, item 5a (vii): It was clarified that there are different vaccines given, according to the patient's age.
- c EM reported that a **drop-in health event** has been organised at Dorrington on 26 September (10am to 12:30 pm) with free coffee and cake. EM would like to ask for help from the Beeches/PPG and will also be contacting Lisa Darkin at RCC. Issues covered will be hearing, dementia and support for carers. It was suggested that the PPG maybe able to help with blood pressure monitoring.

9 **Date of next meeting:**

The meeting ended at 6:55pm.

The next meetings will be held on:

Monday 13 August 2018 and Monday 24 September 2018

at Bayston Hill, starting at 5:00pm.