

The Beeches Medical Practice
Patient Participation Group meeting
Monday 24th September 2018, 5:00pm
at Bayston Hill

Minutes

1 Present: Terry Seston (Chairman), Gill Berry (Minutes Secretary), Anne Chalkley, Valerie Collard, Brenda Fletcher, Nikki Fox, Tony Fox, Maggie Hitchings, Gill Jones, Teresa Lewis, Gwen MacRae, Kim Richards.

Welcome: Anne Chalkley was welcomed to her first PPG meeting.

Apologies: Jean Cruickshank, Geoff Garrett, Rob Gough, Dr Rob Laycock, Edward Marvin, Karen Moseley, Dolores Vaughan.

2 Agenda, AOB and meeting timing:

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

b AOB: See item 8.

3 Minutes 13 August 2018: Accepted without amendment.

4 Actions:

a Item 4a Health event: KR will confer again with Olivia Barker once we have set a date for the event.

b Item 4b Clinical Research Network: Charlotte Thornley hopes to speak to the next PPG meeting (22 October).

c Item 4c Practice website: KR reported that all the practices within the Darwin Health group are being offered a free website via GPTeamNet and so it will now not be necessary to contact Ian Carley for help. With this, the practices in the group will be able to communicate with each other and coordinate diaries, policies and protocols, etc.

d Item 4d Water cooler: NF reported that there are sufficient funds to pay for this; KR will raise an invoice and NF will transfer the money. KR will check the availability of an electric point in the reception area to power the cooler. TS has written a letter of thanks in *The Villager* and NF has written a letter of thanks and acknowledgement to the Secretary of the keep-fit club.

DV has obtained an application form for a water cooler at the Dorrington surgery and will deal with it at the appropriate time.

Action: KR/NF/DV.

e Item 4e Press release: KR has sent the press release for inclusion in *The Villager* and Conover Parish magazine.

f Item 4f Dementia care: In KM's absence this item was again deferred.

g Item 6c (i) Bereavement support group: The leaders at Christ Church would like further details from TS and KM (KM is to contact the person who was intending leading this).

Action: KM/TS.

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h Item 7a Waiting times for appointments (as at 24th September 2018):

GP	Number of working days
Dorrington GP	5
Dr Laycock	12
Dr Jutsum	8
Dr Walsh	16
Dr Brocklebank	9
Dr Middleton	11
Jean/Andrea (ANP)	-
Any GP (Locum, Registrar)	5

- i **Item 8c Drop-in health event on 26 September at Dorrington:** GJ is unable to attend due to another commitment and KR reported that one of the nurses who had hoped to attend is now also not able to. KR suggested that the blood pressure machine could be used at the event as it is being transported to the Dorrington surgery tomorrow, and she will contact EM regarding this.

Action: KR.

- j **Application for grant for water cooler:** TS read out his reply to the Parish Council regarding their decision not to make a grant available.

5 Future Health Event

Colorectal issues and diabetes will be the focus of the event. It was thought that it would be best to have the event on a Wednesday evening. It was felt that it would also be useful to invite the exercise instructor (Ruth Morriss) again. The following dates were suggested: 13th / 20th March, or 3rd / 10th April. GB will ask her son Dan if one of his students might be able to prepare a poster.

GJ felt that it was important to decide on the focus of the diabetes talks. She mentioned that her working contract finishes at the end of March 2019 and her future role is uncertain. She also felt that it would be good to encourage younger people to attend, especially if there were issues relevant to them.

It was suggested that there should be more stalls or speakers available regarding bereavement, organ donation, etc.

Action:

- **KM to speak to Dr Middleton regarding inviting Mr Jon Lacy-Colson (consultant colorectal surgeon).**
- **GMR has ongoing contacts in the hospital's gynaecology and fertility service and will also make enquiries regarding speakers at the event.**
- **KR to continue liaising with Olivia Barker when we have a firm date.**
- **GB to ask her son if one of his students might be able to prepare a poster.**

6 Practice issues and update

a Update from GP:

(In Dr 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 **New phone system:** KR reported that there is a lot of crackling on the line which makes it difficult to hear. All the other practices with new phone systems are having similar problems. The engineers have been contacted urgently. The phone message has not yet been altered but this is in hand.

ii Extended hours:

- KR reported that the Tuesday evenings pilot scheme has been going well (6.30-8.00pm); the practice will be responsible for this once per quarter. Marden Medical Practice has been set up as a centre for weekend cover, but it was felt to be disappointing that to date The Beeches has not been used as a base. Saturday and Sunday appointments will be available with The Beeches' GPs at Marden.
- A recent NHS survey had reported that very few people wanted appointments on a Sunday. From 1st October practices will be able to choose whether to arrange their appointments on Saturdays or split them between Saturdays and Sundays. The practice will not be covering Bank Holidays.
- Installation of a video entry system is planned, and KR will also investigate the possibility of installing a sensor light in the outside passage for use in the darker hours.

Action: KR.

iii **Flu campaign:** A flu clinic was held last Saturday; however, there are ongoing concerns about the availability of the vaccine. Another delivery of 300 vaccines is due next week, with 500 more in October. Unfortunately, this may mean that patients will get their vaccines at the local pharmacies, although there are also wider problems with availability. The Brownies came to the clinic to sell home-made cakes, and made about £70.

iv An **NHS England random survey** shows that **The Beeches is in the top 10% of practices** throughout England. KR would like to carry out a survey of younger people, and it was suggested that doing this online may be more attractive to younger people.

Action: KR to send details of the survey to GB for distribution.

v **Practice information booklet:** The booklet has been delayed because of staff absences.

Action: KR (ongoing).

vi **The NHS Diabetes Prevention Programme:** The practice will be sending out a letter in the next week to those in this health bracket. Additional teaching will be given to those attending the Health event.

vii **Elevate:** NF and RF have attended this 18-week programme, held on Thursday mornings at the Youth and Community Centre, and reported that it is very good. GJ added that the programme is very popular and there is a great demand for the programme within the county. The cost is £3 per session. Website link: <http://www.cspnetwork.org/news/new-classes-launched-across-shropshire-help-maintain-balance-and-strength>.

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viii E-consultations: KR has been invited to a seminar regarding a flowchart questionnaire for patient illness as e-consultations are being considered; however, both GPs and patients need to have confidence in the system.

ix PPG meeting: It was suggested that the regular day of the PPG meeting should be altered to a Tuesday evening; KR to discuss with the GPs.

Action: KR.

x Sister Sara Hughes has completed a course which will enable her to prescribe medication for chronic diseases.

xi There have been 16,000 responses to the **Future Fit consultation** in Shropshire, which the CCG is now assessing.

xii The **111 service** replacing Shropdoc appears to be working well so far.

c Update from Care Coordinator (deferred in KM's absence)

7 Our priorities:

a The large blood pressure machine is due to go to Dorrington shortly.

b The portable 24-hour BP machine is working well and is a great asset to the practice. NF reported that after paying for the machine £446.91 is left in the bank account, plus £65.92 passed to NF by KR.

8 AOB:

a It was suggested that the **Terms of Reference** should be reviewed as this was long overdue. Elections should normally be held every year to enable the smooth running of the PPG. KR handed out hard copies of the Terms of Reference; GB will also send an electronic copy to PPG members.

Action: GB

b TS reported that **JC** sends her regards, and thanks the group for her flowers.

c AC mentioned that GPs need to be aware that some patients with hearing impairment do not always hear when their name is called in the waiting room.

Action: KR to mention this to the GPs.

d Waiting times shown on the LED display in the surgery waiting room are still not accurate, despite the engineer checking it.

Action: KR to investigate.

e Appointments at Dorrington: It was reported that recently there have been difficulties with getting appointments at the Dorrington surgery.

Action: KR to mention this to the GPs and receptionists.

f Book money: KR gave NF £40.52 to pay in to the bank from sales of second-hand books at Bayston Hill and Dorrington sites.

9 Date of next meeting:

The meeting ended at 7:25pm.

The next meeting will be held on:

Monday 22 October 2018

at **Bayston Hill**, starting at **5:00pm**.