

The Beeches Medical Practice
Patient Participation Group meeting
Tuesday 17 September 2019, 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, Dr Mel Walsh, Teresa Lewis, Gwen MacRae, Edward Marvin, Karen Moseley, Kim Richards.

Apologies: Jean Cruickshank, Geoff Garrett, Dolores Vaughan.

2 Agenda and AOB

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

b AOB: See item 8.

3 Minutes 16 July 2019

The minutes were accepted without amendment.

4 Actions from the last meeting

Item 5c iv Rowlands Pharmacy: The 'hub' system for repeat prescriptions has started across the company, although problems are reported with incorrect medications or doses.

Item 7c Severn Hospice: KR has contacted the hospice regarding a visit by the PPG; they would be happy to receive visitors in the mid-afternoon. Members expressed interest in this, and KR will contact the hospice again to see which day might be suitable.

Item 6d Health event: TS confirmed that Christ Church's main meeting room would be available as a venue. Wednesdays 22 or 29 April 2020 were suggested as possible dates. KR has spoken to Olivia Barker of the Nuffield Hospital, who is willing to help. It was suggested that Orthopaedics and Pain Management could be a useful subject and that The Beeches' GPs could cover associated topics.

5 Practice issues and updates

a Practice Manager's update (KR)

- i** KR reported that it has been a **very busy summer** for the practice.
- ii** The set-up of the local **Primary Care Network (PCN)** has gone very well. Next year the PCN will be considering developing the Enhanced Health in Care Homes framework (EHCH), which aims to optimise medication, personalised care, support early cancer diagnosis, tackle neighbourhood inequalities, etc.
- iii Darwin Health – end of life care programme:** Dr Gill Clements works for Shropshire CCG as a GP Facilitator and is funded by Macmillan Cancer Support. Her work involves looking at how best to support patients with cancer in Primary Care. There is the possibility of funding to enable Care Coordinators to visit these patients, working closely with the GPs and within very strict guidelines.

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- iv The table of **next available appointments** now includes the Advanced Nurse Practitioner, Health Care Assistant and Darwin Health appointments; these extra appointments are helping to ease the load for the GPs.
- v **Flu clinics:** Flu vaccines will be delivered on 23 September. Appointments start that week with the HCA for over-65s; clinics for under-65s will be on 5 October. KR confirmed that the PPG is not required to help with the clinics this year as the nurses have organised it. However, the practice would be grateful for help with carrying out patient surveys.

TF suggested that PPG members could have their vaccinations done by one of the nurses at the next meeting (on 8 October).

Action: KR to speak to the nurses to see if it possible to arrange this.

- vi **Chairs for the waiting room** (*see minutes of 11 June 2019 Item 4*): The new chairs arrived yesterday and give a fresh and colourful look to the waiting room; they are hygienic and fully wipeable. DV has written a letter of thanks to Bayston Hill Village Association for their help in funding the chairs, and TS is also writing a letter to be sent to *The Villager*. The company took some of the old chairs away.
- vii **Extended hours:** The extra appointment system is working well at Dorrington. However, there is pressure on space at the Bayston Hill site and more office space and storage are required for admin staff, although there are very few options for expansion.
- viii **Darwin Health:** There is nothing further to report at present.

b Care Coordinator's report (KM)

- i **Sunbeams Toddler Group** (*see also PPG minutes 16 July 2019, item 5bi*): KM reported that she will contact the leaders of the group. Their first meeting is at Christ Church on Monday 30 September.
- ii **ESCAPE-Pain** is a new venture by Lifestyle Fitness and Physiotherapy, a free, 6-week daytime rehabilitation programme for people with chronic joint pain of the hips and knees; people can self-refer to the programme. KM would like to investigate the possibility of the programme being run at Dorrington Village Hall and will speak to EM further about this. The course is run by Kim Bebbington, Lifestyle Programme Coordinator (M: 07746 462 456, <https://www.lifestyleshrewsbury.co.uk/escape-pain/>).
- iii **Alan Leigh** (physiotherapist) has now left the practice, although he continues working at Lifestyle, and is being replaced by Lisa. Shropshire CCG is funding each practice to have access to a physiotherapist.
- iv **Dementia awareness** (*see also under Item 7a, AOB*):
 - **Oakmeadow Primary School** has contacted KM this week regarding a scheme whereby selected dementia patients will spend time with the children, doing arts and crafts, etc.
 - **A dementia-friendly café, Golden Moments**, has been set up at Royal Shrewsbury Hospital; this is organised by Marden Surgery, and a minibus has been donated by Prestfelde School to help with transport.

Action: KM to pass on updated details to AC.

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- i **Red bag scheme:** KM reported that this scheme is helping to provide better care for care home residents by improving communication between care homes and hospitals. When a resident becomes unwell and is assessed as needing hospital care, care home staff pack a dedicated red bag that includes the resident's standardised paperwork and their medication, as well as day-of-discharge clothes and other personal items.
- ii **Lions Club 'Message in a Bottle' kits:** This is similar to the red bag scheme, a simple but effective way for people with conditions such as diabetes, allergies, disabilities and life-threatening illnesses to keep their basic personal and medical details where they can be found in an emergency on a standard form and in a common location, such as the fridge. See <https://lionsclubs.co/MemberArea/message-in-a-bottle/>. Some kits will be placed in the practice waiting room.

c GP report (Dr Mel Walsh)

- i The new **ANP, Zoe Cartwright**, is settling in well; she can deal with urgent appointments, releasing GPs to manage more complex conditions.
- ii **DNAs (Did Not Attend appointments):** Some patients are not attending their scheduled appointments and KR will be monitoring the situation.
- iii The GPs have had some training today regarding **end-of-life care (ReSPECT)**. This is a process that creates personalised recommendations for a person's clinical care in a future emergency in which they are unable to make or express choices (<https://www.resus.org.uk/respect/>). This comes into effect on 31 October and there will be some publicity on Radio Shropshire.
- iv **Organ donation** in the UK is currently an opt-in scheme, but an opt-out scheme is being planned across the NHS for spring 2020.
- v There is still some concern about potential breaches of **personal data** with Rowlands Pharmacy's hub system for repeat medication.
- vi **Availability of medication after Brexit:** The government says that the situation is no cause for concern.
- vii **Electronic prescribing:** Within the next year patients will be able to get their medication without the need for a form. The CCG has a hub (POD – Prescription Ordering Direct) to process prescription requests.

6 Our current priorities

a Waiting times:

Next available routine appointment (as at 17 September 2019)	
NAME	No. of working days
Dorrington GP	5
Dr Laycock	12
Dr Jutsum	15
Dr Walsh	10
Dr Brocklebank	12

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Next available routine appointment (as at 17 September 2019)	
NAME	No. of working days
Dr Middleton	11
Jean/Zoe (ANP)	4
Any GP (Locum, Registrar)	1
Nurse	4
Health Care Assistant	1
Darwin Health GP Appointment	7
Telephone Nurse	1
Telephone Doctor	4

7 AOB:

- a Dementia-friendly communities:** TL reported that the Parish Council is discussing how to promote and support Bayston Hill as a dementia-friendly community. She asked members to consider whether the PPG could be involved in raising the profile and awareness of dementia, to complement the GPs' work.

TS also asked if there was the possibility of **training in dementia awareness** and suggested adding this to the next agenda. Marden Medical Practice has done a lot of work on this issue and it was suggested that someone from Marden could come and speak to the PPG.

AC noted that Christ Church leaders are also looking at dementia awareness.

- b Fundraising:** TS asked PPG members to consider future fundraising ideas, such as organising a Christmas raffle.
- c Finance:** KR will give funds from second-hand book donations to NF at the next PPG meeting, as NF and TF had had to leave the meeting early.

8 Date of next meeting

The meeting ended at 6:50pm.

The next meeting will be held on:

8 October 2019 at Bayston Hill, starting at 5:00pm

Next meeting: 12 November 2019