

The Beeches Medical Practice

Patient Participation Group meeting

Monday 8th January 2018, 5:00pm

at Bayston Hill

Minutes

1 Present: Terry Seston (Chair), Gill Berry, Valerie Collard, Jean Cruickshank, Brenda Fletcher, Nikki Fox, Tony Fox, Geoff Garrett, Maggie Hitchings, Gill Jones, Dr Rob Laycock, Teresa Lewis, Edward Marvin, Karen Moseley, Kim Richards, Dolores Vaughan.

Apologies: Rob Gough.

2 Agenda, AOB and meeting timing

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

b AOB: See item 9.

c Meeting timing: 7:00pm.

3 Women's Health Event – action checklist

- **Start time:** TS will have a key and will be at the church hall from 17:30, for a 6:00pm set-up.
- **Parking:** There is ample car parking.
- **Speakers:** Dr Middleton, Dr Walsh, Mr Jon Lacy-Colson, Ruth Morriss (fitness instructor). The speakers are aware of timings for the sessions, with a break halfway to browse among the stalls.
- **Publicity:** EM to distribute posters to Dorrington surgery and email details to Conover Parish Clerk, GG to email Parish council. GB to email *The Villager* (TL to provide details of *The Villager's* email to GB), GJ to arrange for the poster to be displayed on the Healthy Shropshire website and Shropshire Council Staff intranet.
- **Distribution of posters:** KR to print 50 A4 colour posters and A5 flyers for PPG members to collect. NF/TF to display posters in shops, school and library, GG to print posters for Conover. MH to arrange to display posters in Sainsbury's, Bannatyne's, etc. It was agreed not to distribute to the Gateway or charity shops.
- **Radio Shropshire:** TL to arrange an interview if possible, nearer the time.
- **Newspapers:** Although there had been no response previously from any of the newspapers, TL will contact Shropshire Star, Admag and Chronicle.
- **Stallholders:** The Green Oak Foundation counselling organisation, MIND, Help2Change, Relate Rural. Lifestyle(?) (KM to confirm to GB).
- **Refreshments:**
 - NF/TF to provide sweeteners and twelve pints of milk.
 - KR to make a sign for donations.
- **Feedback:** KR to provide feedback forms and pencils.

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- 4 **Minutes 25th November:** Accepted, with the following amendments:
- a **Item 3e Vascular clinic:** KR clarified that the practice now provides individual appointments for vascular issues.
 - b **Item 6b ii Health TV.** The relevant organisation is Help2Change.
 - c **Item 7a Diabetes education (KR):** Diabetes UK will be contacting diabetic patients.
 - d **Item 7c Practice website (KR update):** The practice is investigating changing host for the website once the contract expires August
- 5 **Actions** (Dealt with under item 4).
- 6 **Practice issues**
- a **GP update (RL):**
 - i **Flu season:** RL reported that the flu virus from Australia was now affecting Shrewsbury and the surgery had been very busy with flu patients. The virus is expected to reach its peak very soon, but it is worthwhile having injections even now.
 - ii **Staffing:** A third receptionist has started work today. There have been excellent reports of the Advanced Nurse Practitioner Jean Appleby, and RL will feed this back to her.

JC mentioned that the surgery had not been open at 08:30 for a scheduled appointment. KR confirmed that phone lines should open from 08:30. There has been some staff sickness which may have affected this.
 - b **Practice manager's report (KR)**
 - i **Waiting times:** KR to email figures to GB.
 - ii **Communication/social media:** This is working well, despite staff sickness, and work has started on the *Next Door* scheme. EM explained that *Next Door* (www.nextdoor.co.uk) is a local media platform which aims to communicate and connect with people needing help in the neighbourhood.
 - iii **Darwin Health:** KR reported that there is slow progress, and that group policies and a GP intranet are being developed. The group aims to share secretarial support, a travel clinic, etc.. Data sharing issues are causing problems and an agreement is being worked on. At present KR and Caroline Brown (South Hermitage) are each devoting around four hours per week to developing the group.
 - iv **Care Navigation:** Helen Steel has nearly finished the leaflet and KR hopes to bring copies to the next meeting. A meeting is planned later in the month for communication and training.
 - v **PPG account:** KR has paid £269.26 to the PPG account today.
 - vi **Hamper:** The gift of a hamper has raised £35 for the PPG, which KR gave to NF to pay in to the account.
 - vii **Christmas cake:** The cake made by BF has made £33. It was clarified that this money is to go towards the 24-hour blood pressure monitor for the surgery.

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viii Bookshelves: more children's books are needed for the Bayston Hill bookshelf. The scheme seems to be more popular in Dorrington.

Action: KR to make a notice requesting more books.

c Community Care Coordinator update (KM):

i Frailty index/admission avoidance: KM reported that she has ongoing contact with vulnerable patients.

ii Dementia project: KM plans to meet with TL in the next week or so.

iii Dorrington Village Hall: EM to contact KM about activities at Dorrington.

7 Our 2017/18 priorities: *[in view of time constraints this item was deferred]*

8 Feedback from Shropshire Patients Group: *[in view of time constraints this item was deferred]*

9 Visit from Shropshire CCG? *[in view of time constraints this item was deferred]*

10 AOB:

a Generic drugs: TF asked about the prescribing of generic drugs such as Paracetamol. RL replied that GPs do not issue these unless they are required regularly, and that patients have been very understanding about this. Shropshire CCG has already saved a lot of money by asking patients to buy their own generic drugs such as Paracetamol. He added that the money gained helps to keep the Dorrington surgery going. TS asked if The Beeches could become a dispensing practice; however, RL explained that the regulations do not allow this within a mile of an existing dispensing chemist.

b Entry/exit doors: TS asked if there a notice could be prepared telling patients to press the button to enter/exit.

c Lavatories: TS asked whether it would be possible to fit the lavatories with automatic lights.

d TS asked about the possibility of inserting a **glass panel** in the half-wall between the WC and the waiting area.

e TS asked KR to check the **cover for the prescription box.**

Action: KR to investigate and action these four items.

f VC gave out information regarding a local walking group.

11 Date of next meeting:

The meeting ended at 18:55.

The next meeting will be held on **Monday 26 February 2018 at Bayston Hill,** with a start time of **5:00pm.**

Future meetings:

Monday 16 April 2018 at Bayston Hill, 5:00pm

(provisional date)

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Outstanding actions as at 8th January 2018

Item	Actions	Progress
Practice issues	Statistics for waiting times: <ul style="list-style-type: none"> • KR to email updated waiting time figures to GB. • KR to provide a graph to show the trend of these figures over the last twelve months. 	KR/ongoing KR/ongoing
	Waiting room displays: HS to check accuracy of the display.	HS
	Staff photo board: KR to update the photo board.	KR/ongoing
	Practice newsletter: KM to prepare a new issue to update on new personnel appointments and add a reminder regarding appropriate use of appointments.	KM/ongoing
	Vascular clinic: KR to check details of the previous clinic and report back.	Complete
	Women's health event: <ul style="list-style-type: none"> • DV to ask Ruth Morris about speaking on pelvic floor exercises • TS to find out about whether amplification is possible in the hall. • EM to contact Condover Parish Clerk re publicising the event. • KR to ask KM to contact potential stallholders. • HS/KR to publicise the event in the next Practice newsletter • TS to publicise in the Christ Church coffee morning and church leaflet. 	Complete TS Complete Complete HS/KR TS
	KR to prepare list of GPs' roles to show to PPG members and to consider how these changes are best going to be communicated to patients.	KR/ongoing
	Care Navigation scheme: <ul style="list-style-type: none"> • KR to scan the document and send to GB for distribution. • KR to consider publicity re Care Navigation scheme. • HS and KR to look into the costs of distribution with <i>The Villager</i>. 	KR/ongoing KR/ongoing KR/HS
	Virtual reference group: <ul style="list-style-type: none"> • KR to provide any information to RG regarding volunteers for the VRG • KR to contact relevant people 	KR
	Visit from Shropshire CCG: RG to contact Karen Higgins to invite her to a PPG meeting	RG
	Book donations: KR to provide NF with figures of donations since August. KR to make a notice requesting more books for the Bayston Hill bookshelves.	Complete KR
	Community Care: Village Hall: EM to contact KM about activities at Dorrington.	EM
	Our priorities	Practice website: EM to pass contact details to KR of funding to update website development.

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AOB	Entry/exit doors: KR to prepare a notice telling patients to press the button to enter/exit. Lavatories: KR to investigate the possibility of fitting lavatories with automatic lights . KR to investigate the possibility of fitting a glass panel between the WC and the waiting area . KR to check the cover for the prescription box .	KR KR KR KR