

The Beeches Medical Practice
Patient Participation Group meeting
Monday 14th May 2018, 5:00pm
at Bayston Hill

Minutes

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

Apologies: Nikki Fox, Tony Fox, Geoff Garrett, Rob Gough, Teresa Lewis.

2 Agenda, AOB and meeting timing:

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

b AOB: See item 8.

3 Minutes 9 April 2018: Accepted, with the following amendments:

a Item 1: Present: Valerie Collard had been present at the last meeting.

b Item 4a: Women's Health Event – Report and feedback: KM suggested that a number of smaller flyers for future events should be available at reception **and in the GPs' rooms to give to patients.**

c Item 4b: It was reported that Susie Hancock from the Wise and Well Team (Shropshire Rural Communities Charity (SRCC)) will be running two diabetes awareness programmes on June 13 and 20 at the Bayston Hill Memorial Hall. **It was noted that this is a really valuable resource for people who already have diabetes. (NB: the dates have now been altered to 6 and 13 June).**

4 Actions

a Item 4a Women's Health Event feedback forms: complete.

b Item 4c Possible future events: KR reported that the GPs are willing to support the PPG in arranging one preventative healthcare event per year. It was suggested that if the PPG would like to arrange additional events, the Nuffield Shrewsbury Hospital Sales & Services Manager, Olivia Barker, may be able to help.

Action: KR to contact Olivia Barker to see what kind of help she might be able to offer.

EM added that he has spoken to a 'dementia champion' who suggested that people might be interested in a session on dementia and mental health issues; it was felt that mental health issues would be of interest to younger as well as older people.

KR suggested that a couple of PPG members should attend the surgery at some point to ask patients what kind of sessions they would be interested in attending.

c Item 4e ii Blood pressure machine: KR reported that the blood pressure machine has arrived; however, there is a delay in obtaining the privacy screen.

It was clarified that the PPG will also pay for the screen.

It had been thought that the machine would be used at Dorrington, but it has now been decided to use it at Bayston Hill first.

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It was suggested that if a patient's blood pressure proves to be above a certain reading, then a notice should be made asking them to make an appointment to see a GP.

Action:

- **KR to liaise with NF regarding funding for the screen.**
- **A notice to be made regarding high blood pressure, for placing by the machine (NF/TF?).**

- d Item 4e (v) Sign by the bookshelves:** The sign should be altered to show that the financial target has been reached and the blood pressure machine has arrived at the practice. It would be good to show that a patient had made a very generous donation which helped to achieve this. The sign should also give details of the next project, the 24-hour blood pressure monitor.

Action: NF/TF to update the sign to show these items.

- e Item 6 General Data Protection Regulations (GDPR):** complete.

Action: KR to email form to GB for emailing to other PPG members.

GB to email other PPG members to ask them to complete and return the consent form.

- f Item 7a (iv) Charlotte Thornley,** of the Clinical Research Network is visiting the practice tomorrow; KR will ask if she would be willing to speak at the PPG meeting on 4 June.

Action: KR.

- g Item 8c Our priorities – Practice website**

Action: KR to contact Ian Carley to see if he could help to develop the practice's website.

5 Practice issues and update

a Update from Practice Manager:

- i Waiting times for appointments:** currently 9 days to see any GP.

Action: KR to email GB with information on appointment waiting times.

- ii Extended hours:** Shropshire CCG is doing a patient survey on this issue; KR has a form for patients to complete; patients are encouraged to complete this online. A pilot scheme is starting in July within the Darwin Health grouping for routine clinical cover between 8am and 8pm, with a rotation of practices responsible for appointments on certain nights or weekends. Darwin Health must ensure that clinicians are available during these times. However, there are infrastructure problems, especially of computer systems, and the CCG will fund this for the first year only.

- iii Shropdoc:** From July 3 Shropshire patients who need out-of-hours (OOH) medical help will no longer be able to call Shropdoc; instead they will need to call the **national NHS helpline 111**, where their call will be triaged.

Shropdoc's current contract with the CCG ends on September 30 and the new service will start on October 1. Shropdoc will be tendering for the OOH service together with ShropCom, which provides community-based health

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services as well as running community hospitals; the decision will be made by July.

- iv **New phone system:** Shropshire CCG are supplying all practices in Shrewsbury with a new phone system, which should make communications easier within the Darwin Health group of practices. This is much-needed as the current system is failing and there is no pre-recorded message.
- v Another **Advanced Nurse Practitioner** (Andrea Amis) is to start working part-time at the practice from the beginning of June.
- vi The practice is also recruiting a **Dispensary Manager** for the Dorrington site, who will source the best price for medications with a view to decreasing the practice's financial losses in this respect.
- vii **Flu vaccines:** There is some confusion regarding the new vaccination programme. The two age-groups of under-65s and over-65s are now to be dealt with separately and given different vaccines, which are being sent to surgeries at a rate of 40% in September, 20% in October and 40% in November. This will inevitably cause difficulties in peak periods and encourage patients to go to a pharmacy for their injections, thus losing revenue for the practice. It was felt that the surgery's own vaccination programme needs to be better advertised.
- viii **Shropshire Care Closer to Home programme:** This initiative aims to get people out of hospital more quickly, with funding to assist people at home following a hospital stay. Shropshire CCG is organising workshops on this, the next of which is in June. It is possible that district matrons will be reintroduced. Presently it is unclear who has responsibility for helping patients after a hospital stay.
- ix **Dr Rob Laycock** has recently been made a **Fellow of the Royal College of General Practitioners**; RL was congratulated by all.
- x **Funding for projects:** KM reported that to date £463.30 has been raised for the **24-hour blood pressure monitor**, via raffles, Christ Church coffee morning, etc. The cost of the monitor is £1000.72; the purchase had been agreed at the last PPG meeting and £582.65 is needed to complete the sum. TS will contact NF on her return from holiday to sanction the release of funds. KM thanked the PPG for agreeing to make up funds for the monitor. GJ suggested preparing a press release to publicise these achievements.

In the Treasurer's absence TS stated that there is £1041.45 in the bank. He explained that initially the CCG had been given £200 to start up the PPG; £27.70 is left of this original funding.

Action:

- **TS to contact NF regarding funds for the BP monitor.**
- **The PPG to compose a press release.**
- **VC to advertise this in the Condover Parish magazine.**
- **KM to announce this at Christ Church coffee morning and thank attendees for their generous contributions.**
- **KR/GPs to consider what future projects might be suitable, e.g. the possibility of a water cooler in Reception.**

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- **KR to investigate the cost of obtaining and maintaining a water cooler.**
- c GP update (RL):**
- i** The practice is temporarily encouraging more people to **use the Dorrington site** for appointments rather than Bayston Hill.
 - ii Two registrars**, rather than one, are to be taken on at the practice in August. Together with the appointment of a new ANP this should mean that waiting times should be reduced, although there are winter/summer variations which are not accounted for.

TS asked whether the practice has the space to accommodate the registrars; RL replied that the registrars would be mostly used at Dorrington.
 - iii** Darwin Health is promoting the use of a **pharmacist** for medication reviews, medication for patients in care homes, reducing paperwork, etc., and that the grouping would share 2.5 pharmacists. This would mean that the pharmacist would be available about six hours a week at The Beeches.
 - iv** Shropshire CCG is looking at different ways of dealing with the predicted **shortfall of GPs**, and also at ways of using an assortment of clinicians.
- d Care Coordinator's update (KM):**
- i Dementia care in the community:** KM has been supporting TL in various projects in her capacity as a councillor on the Parish Council. TL's vision is to provide training for this; however, this needs to be approved and discussed at the Parish Council.

Action: KM to continue to liaise with TL.
 - ii Survey:** A survey for young people aged 12-17 is being prepared by the **Parish Council**, to find out their opinions and needs in the community.
 - iii Diabetes awareness programme:** Susie Hancock, of Shropshire Rural Communities Charity (SRCC) Wise and Well Team, is disappointed that to date only two people have registered for this. She will be attending the Christ Church coffee morning to briefly outline the programme. TS commented that it was disappointing that the school is not involved in this.
- e Darwin Health:** (see item 6c (iii)).
- f Other initiatives:**
- i Wise and well event:** EM reported that a general healthcare event organised by SRCC is to take place on **26 September**, with providers such as Diabetes UK and Falls Prevention, etc. EM suggested that this could be seen as a background to a future PPG health event. GJ commented that SRCC has been given extra funding for these sorts of events. This will take place in the daytime on Wednesday 26 September at Dorrington Village Hall. It was felt that the PPG could do something similar in Bayston Hill, and that it could be useful to ask the Wise and Well Team for their help.
 - ii** KM reported that there is a **See and hear** event on 16 May at Sundorne Sports Village between 10am and 4pm for those with a sensory impairment.
 - iii Virtual Reference Group:** KR commented that currently there is not a wide enough spread of representative ages to make a useful group, and the new

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Data Protection Regulations will make it difficult to contact people. Those interested can contact the practice at thebeeches.medicalpractice@nhs.net.

GB queried the **PPG's Yahoo email address** given on the practice's website; KR confirmed that this is monitored by her at the practice.

iv Practice website design: Some changes to the website are necessary because of the GDPR; KR will be dealing with these.

6 AOB:

a GJ mentioned that in Rob Gough's absence no one else from The Beeches PPG is attending meetings of the **Shropshire Locality Patient Group** or providing feedback.

Action: KR to speak to a representative of the group to find out about minutes of the meetings.

7 Our priorities

Items under this heading were included under other items during the meeting.

8 Date of next meeting:

The meeting ended at 6:55pm.

The next meetings will be held on:

Monday 4 June 2018 and Monday 2 July 2018

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