

The Beeches Medical Practice
Patient Participation Group meeting
Tuesday 8th January 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, Gill Jones, Dr Rob Laycock, Karen Moseley, Kim Richards, Dolores Vaughan.

Apologies: Jean Cruickshank, Geoff Garrett, Rob Gough, Teresa Lewis, Edward Marvin.

2 Agenda and AOB

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

b AOB: See item 8.

3 Minutes 4th December 2018: Accepted without amendment.

4 Actions

a Item 4a Hand sanitiser in the waiting room: This is now working, but its location needs to be reconsidered as it is not immediately obvious to patients.

Action: KR.

b Item 5 Health event – publicity:

i TS has written to *The Villager* giving preliminary details of the health event.

ii TV screen in the waiting area: KR has tried to contact the organisation who can edit this information; she will follow this up again.

Action: KR.

iii Prescriptions: It may be possible to print information regarding the event on prescription forms; this is yet to be confirmed.

Action: KR.

c Item 6a Blood pressure machine: There is now a notice on the signing-in screen as well as on the main door. KR has also informed *The Villager* of this.

d Item 6b Signing-in screen: KR reported that the information has now been removed. Once Health TV has sorted this, the practice will be able to add in information regarding the Health Event. It is hoped that this will be completed soon.

e Item 6c 111 service: RL confirmed that there are no issues of patient safety with this service. However, those who triage 111 calls are non-medics working to Government protocols; they cannot make medical decisions and so this creates added pressure for the ambulance service and A&E department.

f Item 6d Shropshire Patient Groups: KR and DV are both members of the SPG. The information issued is not always relevant to this PPG; GJ pointed out that the PPG is also entitled to raise appropriate issues with the SPG.

5 Election of officers

a By secret ballot and a simple majority, TS was elected as Chairman, DV as Vice Chairman and NF as Treasurer.

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- b TS wished to minute his thanks, and the thanks of the group, to Rob Gough, who had chaired the PPG from its beginnings. It was noted that RG remains on the committee of the Shropshire Patient Group as Communications Officer.

6 Terms of Reference

The Terms of Reference will be updated to show the newly-elected officers of the PPG, to be ratified at the next meeting.

7 Health Event

- **Speakers:** Mental health and wellbeing (RL), physical activity (Ruth Morriss). Dr Ed Jutsum to speak on lifestyle choices (healthy eating, alcohol, exercise, etc.) relating to diabetes. Timings will be adjusted according to the doctors involved and the topics they speak on.

KM to contact Ruth Morriss.

- **Loop system:** KR reported that the practice has a portable loop system which can be used at the event.
- **Microphone:** TS to organise this.
- **Publicity:**
 - **The Villager:** TS has sent a preliminary announcement for the February issue, with more detailed information and a poster to go into the March issue.
 - **Poster/graphics:** Dan Berry is asking one of his students to do this.
 - **Distribution:** BF offered to take posters to the Shire Hall.
- **Stalls:** Alzheimer's Society, Prostate Support (tbc), Heart Health (GJ), (Wise & Well team (Susie Hancock), presentation and exercises (Ruth Morriss). RM is not available until 8pm but timings can be arranged to suit. KM has contacted MIND again and asked them to commit to attending. TL may be interested in providing information about Walking Football, the outdoor gym, etc.
- **GMR** reported that the **Fertility Service** is interested in providing a stall with information. She will contact them again regarding setting up.
- Information about the **PPG** will also be provided.
- It is hoped that GG or EM will be able to distribute information in Conover (via either the parish clerk or EM).

8 Practice issues and updates

a GP update (RL)

- i **A pharmacist**, Rachel Young, has now started working part-time at the practice (shared with Riverside and South Hermitage medical practices). She has been working in a hospital and is now training in Primary Care. It is anticipated that she will help with patients' medication reviews, etc.
- ii **Availability of GPs:** this is an ongoing difficulty, especially in rural communities. In addition, the GPs' pension scheme has altered recently, making general practice a less attractive proposition.
- iii The government is introducing a new **10-year plan** which aims to move services from hospital care into community care.

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iv The local CCG is also looking at ways of **recruiting more doctors and nurses**.

b Practice Manager's update (KR)

i **Receptionists** are to be designated as Patient Support Advisors, with a Team Leader. Another PSA is to be employed by The Beeches.

ii **Lisa, the practice's dispensing manager**, is keen to speak to the PPG at the next meeting (KR is arranging this).

iii **Apprentices:** Applicants are being interviewed this week with a view to one being a Patient Support Advisor and another to be trained in dispensing.

c Community Care Coordinator's update

i **Bereavement Support group:** KM hopes to speak soon to the vicar of Christ Church regarding the proposed bereavement support group.

GMR added that SANDS (<https://www.sands.org.uk/>) could be a useful contact for younger people who have lost children through stillbirth or neonatal death:

d Darwin Health

i The **extended hours** scheme is working well, with some Beeches patients attending other practices for weekend appointments. Health checks will be provided for 40- to 74-year-olds with those HCAs who opt to work at weekends (eligible patients can have a health check every five years).

It was noted that Sainsbury's also provide this service, and Marden practice will also provide a health check service at weekends.

ii **Blood tests and smear tests** are soon to be available at weekends.

9 AOB:

a **Frequency of meetings:** It was reported that the PPG at Severn Fields Medical Practice meets only every three months. Clearly this frequency depends on whether planning is needed, but it was proposed that the frequency of The Beeches' PPG meetings should be reviewed.

b **Water cooler:** DV reported that Condover Parish Council will decide tonight whether funding for the Dorrington surgery water cooler will be granted. KR reported that the one in the Bayston Hill surgery is proving very popular.

c **Flu clinics:** KR reported that the clinics had gone well; the practice still has some vaccines.

Action: KR to send results of the clinics to GB for distribution.

d **Finance:** NF reported that the bank balance remains the same. There is some way to go before the finances are sufficient to order a blood pressure machine for Dorrington; the sale of second-hand books is going well at both sites.

10 Date of next meeting:

The meeting ended at 6:55pm.

The next meeting will be held on:

Tuesday 5th February 2019

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

Minutes of PPG meeting – Tuesday 8th January 2019