

**The Beeches Medical Practice**  
**Patient Participation Group meeting**  
**Tuesday 19 November 2019, 5:00pm**  
**at Bayston Hill**

**Minutes**

**1 Present:** Terry Seston (Chairman), Gill Berry (Minutes Secretary), Brenda Fletcher, Nikki Fox, Tony Fox, Maggie Hitchings, Gwen MacRae, Edward Marvin, Karen Moseley, Kim Richards, Helen Steel, Mark Underwood.

**Apologies:** Anne Chalkley, Valerie Collard, Geoff Garrett, Teresa Lewis, Dolores Vaughan.

**Welcome:** Mark Underwood (Bayston Hill Parish Council); Carina Kervin and Graham Fuller (Dementia Friends) were welcomed to the meeting.

**2 Agenda and AOB**

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

**b AOB:** See item 8.

**3 Dementia awareness (Carina Kervin and Graham Fuller)**

CK and GF volunteer as **Dementia Friends**. This programme is an initiative of the Alzheimer's Society which aims to promote understanding and change people's perceptions of dementia.

There are five key statements:

**a Dementia is not a natural part of ageing;** not everyone who grows old will develop dementia and not everyone who has dementia will grow old;

**b Dementia is caused by diseases of the brain;** everyone is affected differently, although regular exercise and a balanced diet can help. There are over one hundred different types of dementia, including vascular dementia, and a common type is Alzheimer's. Dementia is progressive, although the various types may have different rates of progression. Alzheimer's disease usually affects short-term memory, and this may prompt a person to go to their GP.

**c Dementia is not just about memory loss;** motor skills, perception, problem-solving, communication and language skills can also be affected and there may be changes in a person's mood, behaviour or inhibitions. People with dementia can still communicate effectively, even though they may struggle. Dementia Friends can help by being patient, listening, encouraging, speaking at a slower pace or using shorter sentences, repeating back, and reducing distractions. Around one in fourteen people have dementia at any one time.

**d People can still live well with dementia** and may be able to work, drive and have relationships; living well may mean different things to different people and there is more to a person than the dementia. Some people may retain some skills but struggle with other tasks; we should give them our patience, understanding and support.

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- e **The Alzheimer's Society provides help expert information and support to anyone affected by dementia.**

Dementia Friends badges and action cards were distributed to the group members.

A downloadable information leaflet is available:

[https://www.alzheimers.org.uk/sites/default/files/2018-05/AS\\_5\\_things\\_booklet\\_AW.pdf](https://www.alzheimers.org.uk/sites/default/files/2018-05/AS_5_things_booklet_AW.pdf). See also: <https://www.dementiafriends.org.uk/>.

### 4 Minutes 8 October 2019

The minutes were accepted with the amendment that **Item 5b b** should read 'dispensary' rather than 'pharmacy'.

### 5 Actions from the last meeting

- a **Item 3 Rowlands Pharmacy:** TS has spoken to the manager at Rowlands, who has had assurances from Head Office that all their workers are covered by GDPR.
- b **Item 4 Gift basket:** DV has generously made another Christmas hamper to raffle and tickets are available at the surgery or at Christ Church.  
  
EM added that there is a coffee morning at Dorrington between 10am and 2pm every Wednesday
- c **Item 4 hand sanitiser:** KR reported that there had been problems in obtaining fixings to attach the dispenser to the wall, but the matter is now in hand.
- d **Item 5a ii Chairs:** MU offered to take photos of the new chairs to send to *The Villager*.
- e **Item 5b a ESCAPE-Pain:** KM reported that ESCAPE-Pain sessions will also go ahead in Dorrington.
- f **Item 7c Hospice:** It was suggested that a visit by the PPG is deferred until the new year.
- g **Health event: see item 7a.**

### 6 Practice issues and updates

- a **Practice Manager's update (KR)**
  - i **Practice Manager:** As of 1<sup>st</sup> November, Helen Steel has been appointed as Practice Manager.
  - ii KR is taking on the role of **Business Manager**.
  - iii It is hoped that administrative **restructuring** will enable the practice to be run more efficiently.
  - iv Despite difficulties in obtaining the vaccines, the **flu clinics** have gone well, with around 1,200 over-65s and 320 under-65s being vaccinated; the practice is campaigning to raise the profile of flu injections for under-65s.
  - v **DNAs (Did Not Attend):** the practice is looking at ways of reducing the number of missed patient appointments (732 last year, 631 this year); this reduction may be due to the text reminder service that is now being used.

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### b Care Coordinator's report (KM)

i **ESCAPE-Pain:** The programme has started this week. It is hoped to carry on with this over the next year.

#### ii Dementia awareness

- **Oakmeadow Primary School:** One person has agreed to be involved in the project and arrangements are being made.
- **The Friendly Bench:** There is a notice on the bench in the Parade nearest to the Medical Practice, designated as a 'Friendly Bench', indicating that if anyone needs a chat they should sit there, and someone from Blue Bird Care will come out to speak to them.

It was felt that it might be good to identify another more peaceful place for a similar bench.

#### iii Seating in the reception area

After trialling having extra seating in the reception area, it was found that there were some privacy issues. HS and KR will continue to assess the situation.

iv **Accurex text messaging service:** the practice has started using this service, where GPs can message patients directly (with blood test results, for example).

### c GP report

Unfortunately, Dr Brocklebank was unable to attend the meeting as planned.

## 7 Our current priorities

### a Health event:

- i It is hoped that MU will be able to operate the **tech desk**.
- ii KM has a contact who suffers from **Alzheimer's** and has set up a support group. KM to contact them to see if they would like to be involved.
- iii Mr Piers Moreau: **Upper limb** (title tba – action: KR).
- iv Mr Wilhelm Wagner: **Lower limb** (title tba – action: KR).
- v Dr Rob Laycock: **health and wellbeing**.
- vi Ruth Morriss: **exercise** (KM to contact).
- vii Sophie Sheffield will help with **publicity and artwork, social media and emailing newsletters**.

EM has spoken to Condover Parish Council about having a health event in Dorrington, possibly next autumn, along the lines of the ones already done.

b **Water cooler:** The cost of water supply and cleaning the cooler is around £18 every other month on average.

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### c Waiting times:

Next available routine appointment (as at 19 November 2019)	
NAME	No. of working days
Dorrington GP	8
Dr Laycock	9
Dr Jutsum	12
Dr Walsh	8
Dr Brocklebank	9
Dr Middleton	11
Jean/Zoe (ANP)	8
Any GP (Locum, Registrar)	8
Nurse	8
Health Care Assistant	4
Darwin Health GP Appointment	10
Telephone Nurse	2
Telephone Doctor	1

### 8 AOB

MU mentioned that the **NHS 111 service** is providing new publicity material.

### 9 Date of next meeting

The meeting ended at 7:00pm.

The next meetings will be held on:

**14 January 2020 & 11 February 2020**

**(no meeting in December)**