

**The Beeches Medical Practice**  
**Patient Participation Group meeting**  
**Tuesday 11 February 2020, 5:00pm**  
**at Bayston Hill**

**Minutes**

**1 Present:** Terry Seston (Chairman), Gill Berry (Minutes Secretary), Anne Chalkley, Dr Kevin Eardley, Nikki Fox, Tony Fox, Geoff Garrett, Maggie Hitchings, Dr Ed Jutsum, Gwen MacRae, Edward Marvin, Helen Steel, Mark Underwood, Dolores Vaughan.

**Apologies:** Valerie Collard, Brenda Fletcher, Teresa Lewis, Karen Moseley.

**Welcome:** TS welcomed Dr Kevin Eardley to the meeting.

**2 Agenda and AOB**

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

**b AOB:** See item 8.

**3 Veteran Aware: Presentation by Dr Kevin Eardley (KE)**

KE is a medical consultant and renal specialist. He also helps hospital staff to become more aware of military veterans' needs, and responds to complaints, often regarding noise in hospital wards, which may bring issues of flashbacks and Post-Traumatic Stress Disorder (PTSD). KE is also involved in the Army Medical Services 202 Field Hospital based in the Midlands, which has a history of front-line service as well as deploying to places like Sierra Leone, for example, to help in dealing with the Ebola virus outbreak.

The Shrewsbury and Telford Hospital NHS Trust (SaTH) has just been accredited as a 'Veteran Aware' trust. Veteran Aware trusts work to improve veterans' care within the NHS, as part of the Veterans Covenant Healthcare Alliance (VCHA), aiming to ensure that veterans and their particular needs are identified and provided for, and that they do not face disadvantage in their healthcare.

The Armed Forces Covenant is supported by Shropshire Council, which aims to help veterans with housing, healthcare, jobs, etc. Other organisations and charities in the community, such as the Royal British Legion and Red Cross, also provide services and activities such as Breakfast Clubs and befriending services.

Primary Care is the lynchpin in helping to identify veterans who might benefit from the services of Veteran Aware trusts, whether experiencing physical or mental and emotional trauma. HS confirmed that new patients at the practice are asked to give information on registration as to whether they are serving Armed Forces personnel or veterans. Practice-based Community Care Coordinators can also help in overall awareness and signposting veterans to services in the community.

The mental health of veterans is a prime concern, and it is important for healthcare providers to understand the triggers for PTSD. Organisations such as Combat Stress provide mental health services specifically for forces veterans.

Around forty veterans volunteer in the hospitals as Veteran Aware Champions, and this has many benefits. The transition from military to civilian life can be very difficult; as an example, KE mentioned that neither GPs nor ex-servicemen and

## The Beeches Medical Practice

women can access their own past medical records, which can bring its own difficulties.

TS thanked KE for his informative and useful contribution to the meeting.

Some useful links:

<https://www.armedforcescovenant.gov.uk/>  
<https://www.sath.nhs.uk/news/veteran-aware/>  
<https://www.shropshire.gov.uk/armed-forces-support/>  
<https://www.combatstress.org.uk/>  
<https://gettingitrightfirsttime.co.uk/veterans/>

### 4 Minutes

The minutes of the meeting on 14 January 2020 were accepted with the following amendments:

- a **Item 5d i:** Dr Sophie Lumley is not leaving the practice altogether but is taking a sabbatical, returning to The Beeches at the end of May.
- b **Item 7a:** The action for MU refers to Bayston Hill Parish Council rather than Conover.
- c **Item 8 AOB:** The next meetings should show 11 February and 10 March 2020.

### 5 Actions from the last meeting

- a **Item 5c Single Strategic Commissioning Organisation:** See MU's report at item 6c.
- b **Item 7a Grants:** MU confirmed that grants are available from Conover Parish Council, and that the PPG would be eligible. HS has consulted with the GPs, who suggest that home BP monitors would be useful at both the Bayston Hill and Dorrington sites. She added that in future a £10 refundable deposit will be required from patients who borrow a monitor, as they are often not available at the time they are needed.
- c **Item 7d PPG minutes:** HS confirmed that the PPG minutes are uploaded to the practice website each month.

### 6 Practice issues and updates

- a **Practice Manager's update (HS)**
  - i **Coronavirus:** Patients with symptoms of coronavirus (cough, high temperature, shortness of breath) are being advised not to enter the surgery building but to self-quarantine at home and to phone 111 for further advice.
  - ii **Electronic Prescription Service (EPS):** HS reported that the practice has been told that they will not be able to start using the EPS as from 1 April 2020 as planned, which is felt to be disappointing. Other practices locally already use the service.
  - iii **Dorrington:** The practice is promoting the surgery and dispensary at Dorrington, and a new leaflet is being prepared. HS anticipates that the lack of EPS could affect use of the dispensary.

## The Beeches Medical Practice

- iv **Decorating** has taken place in the upstairs admin rooms and kitchen. Phase 2 of this work, to be carried out in April, will include the main corridor and consulting rooms.
- v **The communications hub** is being moved into a cupboard to free up further office space.
- vi **Primary Care Networks (PCNs):** Practices are being asked whether they wish to continue belonging to the PCN as this is not necessarily beneficial for the practice; priorities between rural and urban practices may differ and conflict. An alternative may be to arrange to work in local 'clusters' of practices.
- vii **Winter pressures:** The GPs are working on preventing hospital admissions due to seasonal illnesses, continuing until the third week in February.
- viii **Coronavirus information banner:** this is difficult to read at present, as it is attached to the surgery entrance doors which open automatically.  
**Action:** HS will look into resiting the banner.
- ix **Reception area seating:** Some patients may benefit from being able to sit rather than stand while waiting to see a receptionist; however, space and confidentiality in particular are major challenges. It was suggested that a ticket waiting system could be useful; TS wondered whether there would be funding for this. HS confirmed that patients can always ask to speak with a receptionist in a private room, although again space is an issue.

### b Care Coordinator's report (HS in KM's absence)

- i **Health event:** The Alzheimer's Society, Diabetes UK and Ruth Morriss have confirmed that they will run stalls; three others are yet to confirm (Barnabas, Lifestyle and Headway).
- ii **ESCAPE-Pain:** EM reported that the course is continuing independently at Dorrington.
- iii **NHS App:** HS has been learning about this free app, which is a new and secure way of accessing a range of NHS services via smartphones or tablets (<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>).

### c Single Strategic Commissioning Organisation – report (MU):

MU reported on the meeting he had attended on 24 January regarding the new Single Strategic Commissioning Organisation for Shropshire, Telford and Wrekin. This is an entirely new organisation, not simply an amalgamation of the two existing Clinical Commissioning Groups, which will be responsible for funds around £0.75bn per year.

The new organisation (SCG) will be streamlined and in order to be effective it will aim where possible to remove any existing 'postcode lotteries', remove duplication and reinvest savings in front-line services. It will work in a different way and have a clear set of common objectives. The key tasks of the new organisation will be planning, performance management, quality assurance and responsibility for expenditure.

David Evans, chief officer of Telford & Wrekin CCG, has been appointed as Joint Accountable Officer for the SCG.

## The Beeches Medical Practice

It is unclear where the head office will be located; it is felt that it should be in a new location rather than Telford or Shrewsbury, although this would have cost implications.

Feedback from the recent online survey will be reported and used to inform another two events.

The role and coordination of the voluntary services is recognised as being crucial.

A number of common themes were identified during the feedback sessions, such as:

- The role of voluntary services, essential for future health and social care services
- Keeping pressure on the provider
- Equitability and fairness across the sector
- Engaging with those affected
- This will be an 'evolution' rather than a 'big bang'
- Focus on prevention and public health
- Ensuring value for money is delivered
- Openness and transparency
- There must be a strong voice for patients

The move to the new SCG will start in 2021.

HS added that a small Board has been appointed to oversee the development of the new organisation.

TS thanked MU for attending the event on behalf of the PPG and reporting on the meeting.

### d GP report (Dr Ed Jutsum)

i **Coronavirus** (*see item 6a i*): EJ reiterated NHS advice, as above. Royal Shrewsbury Hospital does not have an isolation pod at present. It is thought that face masks may have limited usefulness in preventing the spread of infection.

Overseas students at Concord College and Shrewsbury School have been advised not to travel home at present.

ii **Availability of appointments:** The recommended length of appointment times is ten minutes in the mornings; however, The Beeches allows fifteen minutes. Patients may sometimes experience difficulties with late-running appointments, but there is a good team and GPs and staff are working hard to ensure the best patient care.

iii **Dorrington health event** (*see item 7c, minutes, 14 Jan 2020*): A possible topic is dementia, and it was suggested that maybe one of the Uplands nurses could talk on the subject.

**Action: To be discussed further.**

*Minutes of PPG meeting – Tuesday 11 February 2020*

## The Beeches Medical Practice

### 7 Our current priorities

#### a Health event:

- i Sophie Sheffield will help with the **poster and publicity**; she will be back in work tomorrow and HS will report further.

**Action: HS to email GB with draft poster.**

- ii MU to operate the tech desk.
- iii Ian Tanner to operate the sound system, including loop.
- iv TS requested that GPs should inform him of their presentation topics a week before the event.
- v Dr Rob Laycock to represent the practice at the event.
- vi All other arrangements to be finalised at the next PPG meeting.

### 8 AOB

**Finance:** HS to give NF funds raised from the sale of books in the waiting area (currently held in the safe).

*[Subsequent to the meeting, NF confirmed that she had paid £77.22 into the PPG account, which includes £40 for the sale of a painting displayed at the surgery. The total now amounts to £989.45.]*

### 9 Date of next meeting

The meeting ended at 6:55pm.

The next meeting will be held on:

**Tuesday 10 March 2020**