

**UPTON SURGERY  
PATIENT PARTICIPATION GROUP**

**TUESDAY 22 JUNE 2010**

**7PM – 9PM**

**MINUTES**

**Present:** Ruth Wain, Dr Miller, Dr Evans, Janet Bastick, Jenny McGowran, Glen Green, Dawn Paterson, Chris Milne, Philippa White, Lysa Ball (note-taker)

	Introductions took place at the start of the meeting	Action
1	<b>Apologies</b> Jo Daniell	
2	<b>Minutes from Meeting 22 September 2009</b> These were accepted as an accurate record	
3	<b>Matters Arising</b>  <b>Audiology Service</b> – positive feedback received <b>Rheumatology Service</b> – positive feedback received <b>Museum on the Move</b> – Two dates have been booked, 9 <sup>th</sup> and 14 <sup>th</sup> July 2010 and the bus will be situated in the lower car park here at the surgery. Upton Primary School have contacted the surgery as they wish to bring approximately 30 of their school children to this event. <b>Mental Health Display</b> – this is situated at the beginning of the doctors consulting room corridor.	
4	<b>Mental Health Services – DP</b>  The two forums have now finished. Three more are planned for the Autumn (service users forum, members forum, carers forum). It is difficult to give an update at this time as things are up in the air due to reconfiguration.  The vision for Adult Community Services is to re-design the service provision to focus on recovery rather than maintenance.  On 29 <sup>th</sup> June 2010 at the Charles Hastings Education Centre, Worcestershire Royal Hospital at 6pm, there is an opportunity to find out more from Executives and Business Unit Leads about the Trust's proposals for modernisation of mental health services in Worcestershire. This event also provides an opportunity to provide feedback and on the proposals.  The group were informed that Dr Evans was involved with the End Of Life Working Group.  Upton Surgery's dementia register had a high number due to the nursing/care homes in our area.  RW confirmed she had a study which identified the prevalence rate and would email this information to PW.	RW
5	<b>Appointments – OOH and A/E</b> - This was something that Mr Tinkler asked to be put on the agenda but was unable to attend.  <b>Self Care Agenda</b> – PW showed the group a leaflet called "Unwell? Choose well" which is a guide to choosing the right health service at the right time, each member was given a copy. A leaflet drop will be	



	<p><b>Deaf Direct</b> – They are holding a coffee morning here at the surgery on 1 July 2010 10am – 12pm. They will then come to the surgery on the first Monday of the month starting from September 2010.</p> <p><b>Private Acupuncturist</b> – This is a weekly service.</p> <p><b>NHS Counselling Service</b> – This has increased and CBT is now available from Malvern.</p> <p><b>Children’s Storytime</b> – We were contacted by Upton Library and held this event on Friday 11 June 2010 in our Child Health Suite.</p> <p><b>Managed Repeat Prescription Service</b> – This has now commenced and we have over 200 signed up.</p> <p><b>Single Use Instruments</b> – This commenced in June. All instruments used during minor surgery procedures will be single use and will be destroyed following each procedure. This will ensure we conform with best practice standards for infection control and will ensure that the service we give will continue to be a high quality one.</p> <p><b>Full Gold Standards Framework for End of Life Care</b> – This is running well. We are still building on this area. We have a monthly multidisciplinary meeting to update our records and communicate care plans.</p> <p><b>In-house Education</b> – Events have been organised for Customer Care, Ophthalmology, Safeguarding Adults, Child Protection, Carers Awareness, COPD, Physiotherapy, Stroke, Health and Safety, Infection Control, Travel Health and Improving Communication Skills.</p> <p><b>Doctor Changes</b> – Dr Wetmore leaves us to go on maternity leave and will return in January 2011. Dr Fasey will leave us in August 2010 and we will welcome Dr Catherine Essen. Also in August we will be joined by Dr Christopher Hee and a medical student from Warwick University.</p> <p><b>The not so Good</b> – Stress Management for carers was cancelled due to lack of demand. Despite intensive advertising EMIS ACCESS on line services currently 1673 patients are using the system – any ideas? Nursing home bed audit and financial implications.</p>	
8	<p><b>GP Enterprise Award</b></p> <p>PW confirmed that we had won a Practice Team award through the GP Magazine, we had been given £1000 which we used for a staff and family Pig Roast in the grounds on Friday 18 June 2010.</p> <p>PW to look out in the GP Magazine for the next stage which could earn us £4000. PW to email everyone when we know what is involved in the voting system for this.</p>	PW
9	<p><b>Health Checks Program</b></p> <p>The MSDI Tool is compatible with our system here at the surgery and we are ready to start this program. The tool has identified 259 patients for us to target and hopefully this will begin shortly. RW reported she had heard the programme might be stopped.</p>	
10	<p><b>GP Commissioning</b></p> <p>RW reported that Glos NHS were reorganising into 5 localities and that</p>	

	<p>their view was that GP Locality based commissioning would be established within a year.</p> <p>PW reported that Worcestershire NHS had not progressed to that extent. The group the practice is aligned to is the Malvern and Pershore group and that is part of the South Worcestershire commissioning cluster that PW is now the Deputy Clinical Lead in a seconded role.</p>	
11	<p><b>PPG across the Region</b></p> <p>PW reported that some practices in the Wyre Forest area were keen to Join forces. The group would not like to progress with this at this time.</p>	
12	<p><b>Complaints</b></p> <p>April – This was a complaint regarding Dispensary, a patient had objected to a note on their prescription reminding them about a medication review when in actual fact it had already been done that day. Dispensary are now going to use a sticker form of reminder but do not have time to check daily appointment schedules. No other patient has ever complained regarding this.</p> <p>May – Ongoing issues from 2007 regarding various and many - PW will meet with patient to discuss further</p> <p>June – Accessibility to incontinence pads – it appears on this occasion there had been a misunderstanding. PW has suggested that we keep a supply of pads here at the surgery and do a request from UMST.</p> <p><b>Compliments</b></p> <p>The surgery had received a letter from Dr Jonathan Leech thanking us for the use of our conference facilities which they had used for a complete week while interviewing.</p> <p>Lots of verbal compliments for the surgery, services provided, Letters regarding community nurses and Case Manager and GP Care.</p>	
13	<p><b>AOB</b></p> <p>DP – raised concerns regarding Health Visitors. They are very part-time, no-one responding to on the day phone calls. CE informed the group that there had been changes regarding our Child Health Visitor and the new Children’s Centre. The group felt that a letter to Helena Wood regarding these concerns should be sent. CE will follow up on behalf of the surgery as it is proposed to centralise the team to Malvern.</p> <p>CM – Suggested triage on-line, there are security issues with this and therefore something that is not going to be progressed until an encrypted system compatible tool is developed.</p> <p>CM – suggested promoting our good services and to provide a full review in our next newsletter (hopefully attracting a few more to sign up for Emis Access).</p> <p>CM – Suggested on our new patient leaflet asking for patients to give</p>	RW/PW/CE

	<p>email addresses and having a secured site for them to send emails to, again trying to encourage the use of Emis Access.</p> <p>GG – A new Minister in Training will be joining the Baptist Church in September. GG gave the group a brief history of the new Minister. It is hoped that he will bring models of care to the community and possibly facilitate such things as memory cafe.</p> <p>JMC – Summary Care Record – asked for an update. The deadline has now passed and our Dept Head of Summary has read-coded all those who declined. The 2<sup>nd</sup> phase has been put on hold across the NHS.</p> <p>RW – A small discussion took place regarding our at risk patients and the OOH service, it was confirmed that the OOH services have a list of our at risk patients.</p> <p>CE gave an End of Life update, stating that this was updated every month.</p>	
14	<p><b>Date and Time of Next Meeting</b>  <b>Tuesday 14 September 2010 at 7pm</b></p>	