

**UPTON SURGERY  
PATIENT PARTICIPATION GROUP  
Tuesday 5 April 2011  
MINUTES**

**Present:** Ruth Wain (RW), Philippa White (PW), Dr C Evans (CE), Dr P A Bunyan (PAB), Dawn Patterson (DP), Glen Green (GG), Chris Milne (ChM), Jo Daniell (JD), Janet Bastick (JB), and Lysa Ball (LB note taker)

		Action
	ChM opened the meeting – RW continued meeting at Item 3	
1	<b>Apologies:</b> Jenny McGowran, Edgar Tinkler and Jane Thomas	
2	<b>Minutes from Meeting 11 January 2011-</b> These were accepted as a true record.	
3	<p><b>Matters arising from previous meeting:-</b></p> <p><b>DNA</b></p> <ul style="list-style-type: none"> <li>• The top 5 were identified but the general feeling was not to pursue these as they had significant issues and would be unlikely to prompt a change in behaviour.</li> <li>• Continue to monitor DNA's and write in Patient newsletter periodically.</li> <li>• PW confirmed we were also monitoring those patients who made multiple bookings on the internet, suggestion made about reviewing the programme so that only two appointments could be made and a reminder to cancel unwanted appointments. PW to report back.</li> </ul> <p><b>Dealing with Snow</b></p> <ul style="list-style-type: none"> <li>• The snow ploughing was a great help to keep the surgery open during the winter but unfortunately UMST are unable to provide funding for this service again this year. JD reported that there had been very little income to the trust fund this year and snow ploughing was not prioritised.</li> <li>• CM suggested contacting local farmers to see if they would be able to offer assistance. PW to put in Newsletter to see what help we are offered.</li> <li>• RW suggested a possible business case from PPG to UMST stating how important this service is as the site had to be ploughed 3 times this year to maintain the service. PW reported the first year in bad snow before the snow plough service was ordered she had to push cars out and access down the slope to the staff car park was very problematical for some cars.</li> </ul> <p><b>Car Park Risk Assessment</b></p> <ul style="list-style-type: none"> <li>• Actions completed from risk assessment in January 2011 including Information notices being displayed. PW thanked those who had supported her with this task.</li> <li>• Next risk assessment to take place in September – date to be arranged.</li> </ul> <p><b>WAC</b></p> <ul style="list-style-type: none"> <li>• Apologies received from Jane Thomas</li> <li>• Jane is keen to attend one of the PPG meetings and will liaise with Lysa for another date</li> </ul> <p><b>Medicines Wastage</b></p> <ul style="list-style-type: none"> <li>• This has progressed and we have another meeting scheduled for Monday 18 April 2011. We are working with Bobby from Boots Chemist in the town.</li> <li>• A coffee morning is in the planning stages at either Thomas Morris House or The Grafton's.</li> <li>• CE mentioned an overseas project that may take our unused medicines. CE will research this further and report at next meeting.</li> </ul>	<p>PW</p> <p>PW</p> <p>LB</p> <p>CE</p>

	<p><b>Health Visitor</b></p> <ul style="list-style-type: none"> <li>• PW confirmed that the HV and Midwife attended a surgery meeting earlier today and took the letter from the group to gain some replies to the questions as we had not received a reply from Helen Wood.</li> <li>• June Bridges is the named HV for Upton Surgery but is now based in Malvern, the allocated hours have dropped from full time to 30 hours per week.</li> <li>• Clinics currently held at the surgery will stop in 2 months time and relocate to the new Children's Centre which is attached to Upton Primary school.</li> <li>• The main concerns for the PPG and our doctors are the communication issue. We are going to arrange for a quarterly review meeting with the HV and the surgery team.</li> <li>• The move to children's centre services is a government directive.</li> <li>• From the HV point of view she felt it gave parents better access to HV support as there were working as a team. The Children's centres were able to give a wide range of support groups and services and a number of examples had been reported on.</li> </ul>	
4	<p><b>GP Commissioning Consortia</b> - PW gave the group an update</p> <ul style="list-style-type: none"> <li>• PW is a member of the board and two board meetings have taken place so far and a planning development event.</li> <li>• Three more practices have joined the Locality Consortia – Great Witley and Tenbury Wells</li> <li>• There are now three Consortia's in Worcestershire – Wyre Forest, Redditch and Bromsgrove and the South</li> <li>• PW has two days a month allocated to the Consortia</li> <li>• New Health and Care Trust is taking shape and PW to let everyone have a copy of the Stakeholder Brief with these minutes</li> <li>• South Worcestershire has developed a consultant and GP dialogue meeting and issues are emailed to Rosemary Williams the consortia manager to feed concerns from Primary Care to the GP leads who take to these meetings.</li> </ul> <p>Discussion took place regarding some queries CM had raised in his email regarding the impact all the proposed changes would have on patients. PW reported that there are many changes going on with the PCT merging with others to be the West Mercia PCT across Worcestershire, Herefordshire, Telford and Wrekin and Shropshire and whilst this reorganisation takes place it will take time for the consortia to develop further. The NHS needs to save significant amounts of money and at this stage one could not predict the impact on local services from the surgery.</p>	PW/LB
5	<p><b>Countrywide PPNSG</b></p> <p>DP was unable to attend the last meeting on 17 March 2011. PW has a copy of minutes available if anyone would like them. The next meeting is being held here at Upton Surgery on 16 June 2011.</p> <p>PW to email Terms of Reference of this group to DP and JB</p>	PW
6	<p><b>Dementia update</b></p> <p>Early Intervention Team came to practice and gave an update in March. The aims of the service is to:-</p> <ul style="list-style-type: none"> <li>• raise awareness of dementia and encourage people to seek help</li> <li>• provide a comprehensive assessment and diagnostic service to ensure people have access to the information and support they need as early as possible</li> <li>• provide care and support as needed, following diagnosis, to the person with dementia and their main carer</li> <li>• team consists of a Consultant, Dementia nurses, Occupational Therapist and a Clinical Psychologist</li> <li>• PW to follow up with Dr Coope regarding using rooms here at surgery to deliver the service, currently it is home based.</li> <li>• "Worried about your memory" leaflets are on display for patients to pick up</li> <li>• Memory Cafe poster is also on display in the surgery</li> </ul>	PW/LB

7	<p><b>Carers Progress</b>  LB gave the group an update on this topic. Upton Surgery is working closely with Jane Thomas, GP Engagement Support Worker from the Worcestershire Association of Carers to enhance existing procedures to identify more carers. Our baseline assessment in June 2010 showed we already had a number of measures in place to identify and support our carers. Our first Audit in January 2011 showed 67 carers registered but this was reduced to 48 with the “no longer carers” taken off. Audit in March 2011 showed an increase of 25 carers. A 3 slide PowerPoint presentation has been put on our envisage system. A carers table has been created in the main foyer, this is regularly checked and updated Jane Thomas attended surgery when two specific clinics were on to try and identify more carers, this resulted in her signing up 8. The clinics were Dr Hanna and Dr Ashton. Jane came to surgery on 22.3.11 to give a Carers Awareness update training which was attended by the GP’s, nurses and some admin staff. We have carried out a WAC postcard drop in the dispensary bags, this proved successful, and both the surgery and WAC write to carers when registered to make sure they have registered with the other. A carer’s policy review is in the pipeline to incorporate new measures.</p> <p><b>Carers Workshop 15.3.11 in Birmingham</b> – This was run by the RCGP and the aims of this was to help each practice develop a self assessment toolkit and a practice based action plan which we actually already use here at Upton Surgery but needs to be reviewed and this will be done over the next few weeks.</p> <p><b>Caring With Confidence</b> – handout given (copy to ET and JM)  We are currently running the Caring with Confidence programme here at Upton. These are three hour sessions on a Wednesday. The session started in January 2011 and will run until early May 2011. Each session is designed to help the carer develop skills and knowledge, to improve their own confidence, health and wellbeing as well as the person they care for. 42 carers from the Upton practice engaged and have attended at least one session of CWC. 74% of them have attended many more sessions. Feedback: 78% of all feedback rated all of the various aspects of the sessions either excellent or good</p>	
8	<p><b>PPG open patient session idea</b> – The group felt that in light of the DES for Patient Participation they should focus on this with review of their terms of reference and Chairman review. This to be put on Agenda for next meeting</p>	<p>Agenda item for next meeting</p>
9	<p><b>Practice Update</b> – CE and PAB gave the practice update. A copy of this was given out and a copy sent to JM and ET.</p> <p>Clarification was given regarding the Health Checks program and how we had identified high risk patients using the MSDI risk tool that would not normally have been found. It was confirmed that the In house education sessions were also attended by outside users. PAB gave an update regarding the Extended Hours and the changes that will be made following the new guidance from the Department of Health.</p> <ul style="list-style-type: none"> <li>• Current system to run until the end of May</li> <li>• Only half the funding is now available</li> <li>• The sessions can be delivered by any health professional but the priority for the surgery is for increased Doctor access so we will be continuing to offer doctors appointments on extended hours.</li> </ul> <p>PW reported that the national patient survey showed 87% satisfaction with opening hours against a national benchmark of 81%. Agreed to implement the proposed sessions to maintain Doctor access and review data against that measure 3 monthly.</p>	
10	<p><b>Complaints, suggestions and Compliments</b> –  PW discussed 4 complaints and the action taken. We had received various compliments regarding patient care, the Christmas Quiz and conference use.</p>	

	<p><b>NHS Choices</b> – This was discussed in detail due to two recent negative responses posted on this site. Group very concerned regarding the impact these comments have on the surgery. Negative postings tend to be left anonymously although there is a comprehensive complaints system that patients can follow if they choose.</p> <p>PW confirmed that the latest data from the national patient survey is showing 76% satisfaction on answer to question related to frequency of seeing preferred doctor (all England benchmark is 74%). Overall satisfaction with care is 96% against a national benchmark of 90%.</p> <p>The group offered to support patients and the practice in any way they felt appropriate. It was decided to change the suggestion box to become the repository for two way communication from patients directly to the chair of the group. Also a poster and display for the call system to be done so that we inform patients of this service. Also to do a write up in the next patient newsletter. PW thanked RW for her offer of help in this difficult situation.</p>	PW
11	<p><b>DES for Patient Participation and Extended Hours –</b></p> <p><b>Extended Hours</b> – The current DES will be replaced by the revised DES from 1 April 2011 whilst the current DES+ will be decommissioned with effect from 31.3.11. Also noted in item 9.</p> <p><b>Patient Participation</b> – PW to email the link to RW. This is to be reviewed and discussed at next meeting.</p>	Agenda item for next meeting
12	<p><b>AOB</b></p> <p><b>Expert Patient Programme</b> – GG confirmed that Annette Jaep had a list of patients that would be interested in attending one of these sessions. GG to ask AJ to contact LB to arrange. Suggested that we do a prescription bag drop to promote.</p> <p>GG had given an interview with Vikki Preece as part of a “Quality Conference”; the day had been very successful.</p> <p>DP – Queried if extra appointment time was allowed for patients with a mental health problem - it was confirmed that double appointments were available to patients but obviously GP’s not aware of patient attendance issue until they present in the consulting room, the process of asking at triage what the patient issue is, has been a good guide and supports those with mental health related illness to get the appropriate doctor or slot they need.</p>	
	<p><b>Date and Time of Next Meeting</b>  <b>Tuesday 21 June 2011 at 6.30pm</b></p>	