

UPTON SURGERY, PATIENT PARTICIPATION GROUP

3 February 2009, Commencing at 7pm

MINUTES

Present: Dr S Everitt(SME), Dr A Havercroft(ARH), Philippa White(PW), Ruth Wain(RW), Glen Green(GG), Jo Daniell(JD), Jenny McGowran (JM), Lysa Ball(LB)

Apologies

Chris Milne

RW read a letter she had received from David Judson giving his resignation to the group. He felt it wasn't quite what he was expecting. RW to acknowledge receipt of the letter and to thank him for his time.

Minutes from meeting 23 September 2008

These were accepted as correct.

Matters arising

Parish Magazines - PW showed the group an example of a write up in the Bridge Parish magazine. JM apologised to the group as she had missed the deadline for the Hanley Castle Parish Magazine but they were going to email her nearer the time of the next edition for her write up. PW reported that although we had not done a mail shot this year for the flu we had met our targets as well as saving money. RW asked if there were other ways we could contact patients, eg text messaging. PW/SME will look into the possibility of this. The group also suggested putting up notices in the Memorial Hall, Tourist Office, Post Office, Chemist and Parish notice boards.

Evaluation of services for Practice Based Commissioning

PW reported that she wasn't much further forward with this although national patient feedback was very positive. More services were now nurse led. RW stated that the BMA guidelines suggested group help to support feedback. Would it be helpful to do a patient satisfaction audit with completed audit slips being returned to the PPG? Audit new services such as Dr Rowe's clinics, heart failure nurse clinics and ask for comments. PW to look at drawing up a draft slip and SME to bring up at the Partners Meeting.

Terms of Reference

RW asked if PW could put an advert in the next patient newsletter for a new member to join the group and also perhaps put an advert in the Parish Magazines.

Young Members representation

The group felt that Rachel may not have attended the meeting due to the weather conditions. PW to email to her to say she was missed at the meeting and a copy to be sent to RW. Also PW to email Barton who had also expressed an interested in joining the group.

Take Care Now Paper

SME/ARH/PW provided an update on this service. The service is improving and Upton Surgery had only received one complaint.

Practice Update

SME introduced LB to the group as PW's new PA. SME told the group that we had now settled into our new building and things were stable. The cost of living in a new building are extremely high and at present the surgery is trying to cut back on locums as a way of saving money. Also the conference suite facilities has had a change of use granted, this now means we can offer our facilities to a wider spectrum which will help towards building running costs next year.

The Chiropractor is using the consulting rooms more and more. Dr Rowe has started his clinics but we provide the nursing support for these clinics. The heart failure nurse has also started clinics here at Upton.

RW asked if the surgery could get the costs of providing nursing staff back from the PBC. ARH has been trying and has raised the question about funding/service charge for room use. This has been ongoing for the year and neither the PCT or the Acute Trust have agreed an arrangement.

We have medical students from Warwick University on a fast track four year course. The students do not see patients unsupervised and patient's are asked first. Dr Bunyan and Dr Evans are leading on this.

The registrar placements at the surgery continue and are a valued part of the team.

Dr Frampton has returned from maternity leave.

Admission prevention - Dr Bunyan is having to provide care at the Boynes and is having to go there everyday. When our patients are in care in Malvern we visit them but it was noted that when Malvern patients are admitted to the Boynes the Malvern GP's do not come over it is Dr Bunyan who is providing their care. RW asked if there was a shared tariff?

Extended hours is working well and now we have the support of the nurses. The group were thanked for their advice during the implementation phase.

Xpert patient diabetes programme is starting again on 10 February 2009 for 6 weeks. Also another practice nurse is being trained in this area. We have applied for another ECG machine. Heart failure nurse is very keen to get more patients for her clinics at the surgery.

PBC priorities discussion

ARH reported that the finances at the PCT are under review. PCT want to take control of PBC and would like practices not to have savings back which was the initial agreement. Jo Dodd's team is funded from our savings but what will happen if we aren't allowed to keep our savings to fund the following year needs to be sorted out?

ARH told the group that there was a SWCC away day on 12 February 2009 where lengthy discussions would take place.

Audiology service

RW read a letter from a patient who thought it would be ideal to have this service available at Upton Surgery. Various points were raised in the letter such as waiting times at WRH and the travelling and parking.

PW informed the group that we do stock hearing aid batteries. There are implications involved with having an audiology service at Upton such as having the equipment and a sound proof booth. GG had had experience of the audiology service at Prospect View and thought this was an excellent service. SME/PW will invite the Audiology Team to one of the Tuesday meetings and also let them know that should there be any future plans for setting up another audiology service in a GP practice that Upton would be keen to hear the plans. PW reported that we had a lot of enquiries from private companies but this was something the surgery did not want to progress at this stage. RW to write back to patient to acknowledge letter and that it had been discussed by the group.

NHS constitution

PW had a hard copy of this which she gave to each member of the group. These will also be put out in the waiting area.

GPAQ survey results/complaint, suggestions and compliments

The GPAQ survey was reviewed. There are overall satisfaction rate has increased by 4% to 92%. There are some other notable increases in scores for example satisfaction in waiting times up by 14% as has the satisfaction with phoning through to the practice. Obviously with extended hours starting this year question 3a reflects higher satisfaction rates going up 7%. The introduction of telephone appointments has seen a rise of 8% in satisfaction with phoning through to a doctor or nurse. Many of the other indicators should have been more or less the same as last year as it is the same staff for example satisfaction with a doctor/nurse care and concern. Yet across all the indicators there were rises of 2 - 7 % which probably reflects the general ambiance and calmness that the new surroundings and environment convey.

The group discussed:

- (a) A carers allowance form was late being completed and could not be back-dated. ARH/PW have spoken to the DWP and did a lot of telephone input in to this to try and get it back-dated. RW felt that the form should have been dated by the DWP on the day it was requested from not from the date of receipt.
- (b) An emis access complaint was put direct to the emis team and no further input was required.

Dispensary service

ARH was pleased to report that we can now keep this service. SME told the group that the Chemist in town was expanding. ARH reported that we are looking at the services we provide and are introducing dosette boxes. Jo Dodd and Liz Atkinson are helping compile a list of patients who would benefit from this new service. We are also looking in to providing a delivery service. RW has asked if the Practice could look in to the possibility of posting medication out for patients with long term conditions. SME/PW will look in to this and report back.

WINN bid for extend class/health improvement fund bid

PW told the group that we had been successful and were granted £936.00 which we are going to use for the Tai Chi service. In April 2009 we are doing a pilot scheme for one strength and balance which is aimed at patients who are frequently falling. Jo Dodd and the Physio's will help to compile a list of patients who would benefit from this scheme. PW had also put in a bid for Health Improvement but we were turned down as we are a profit making business and the criteria was for non profit making organisations.

AOB

Gail Prasher, one of our practice nurses takes a group out on a walk on a Tuesday afternoon and this is done in her own time and we are very grateful to her for the initiative she manages to keep going so well.

Ripple Parish had undertaken a needs assessment process and the surgery had got a very good rating in the write up. A copy was given to RW.

Upton Community Care were short of drivers so we put an advert on our envisage system which provided them with two office staff and a driver.

A suggestion was made about providing a mini bus service for groups of patients attending the same clinics at the same hospitals. SME reported that this might be problematical for those with later or early appointments. The surgery was no in a position to provide this service.

GG asked if the poster about advice on childhood fever could be emphasised more or made larger as a mother said it was very helpful but not obviously seen. PW to action.

RW had had a patient mentioned the regimented style of the chairs in the waiting area. PW and CE had explored various options for the seating arrangements and this was the best way for everyone to see the screens due to the locations of the pillars. Feedback on GPAQ had mentioned the comfortable chairs and very clear aisles needed to be maintained for health and safety.

The National Dementia Strategy had been produced and RW had raised the question "what were we doing as a practice". PW thought that somebody had been interested in putting together a self help group and will follow this up with Jo Dodd. ARH told the group of Dr Hanna's clinics that were held here and that Rowan House in Malvern offers a good daycare service. SME also told the group of a carers group which was held at Welland House.

DATE OF NEXT MEETING TUESDAY 23 JUNE 2006 AT 7PM IN THE EARLS CROOME ROOM UPTON SURGERY