

**UPTON SURGERY
PATIENT PARTICIPATION GROUP**

23 March 2010 at 7.00pm

MINUTES

Present: Ruth Wain, Dr S M A Everitt, Philippa White, Dr P Bunyan, Chris Milne, Glen Green, Dawn Patterson and Dr A R Havercroft, (Lysa Ball – Note taker)

		Action
1	<p>Apologies Janet Bastick, Jo Daniell, Edgar Tinkler and Jenny McGowran</p>	
2	<p>Minutes from Meeting 22 September 2009 These were agreed by those present</p>	
3	<p>Matters Arising</p> <p>Evaluation of services for Practice Based Commissioning PW reported that data requirements from the PCT to evaluate business cases such as the 'Care closer to home' was quite intensive and so the need to do local ones as well for every service was questionable. Feedback on the Rheumatology service has been favourable.</p> <p>Xpert Diabetes Nothing yet arranged from the suggestion of an evening or Saturday course. This is all up in the air at present due to funding possibly being withdrawn, discussions regarding moving to a cluster approach for initiatives like this, rather than each practice providing is being discussed as a more cost effective approach. Upton have held several and the feedback and response has been extremely good. GP's felt that this service had been very beneficial for patients but no research had been done for hard evidence to back this up.</p> <p>Audiology Clinic This has now started and the patient response is very positive. The clinics are twice a month. The group asked if the slots were being used to full capacity, PW will check on this and report back at next meeting. PW to look into a two week audit on this service.</p> <p>Making a difference – NAPP Bid Unfortunately we had been unsuccessful on this occasion. CM had some examples that had been successful.</p> <p>Everybody Knows Somebody Campaign Upton Surgery raised £10,400.00. The group thanked everyone involved for this great achievement.</p> <p>MIP Awards PW was the Regional Winner and the awards are now in a presentation cabinet in Reception. GG commented that she showed friends them when she attended and congratulated the surgery.</p>	<p></p> <p>PW</p> <p>PW</p>

4	<p>Mental Health Services Patient Forum – Dawn Patterson RW welcomed DP to the meeting. DP was concerned at the lack of mental health information there was available at some surgeries. DP is pleased to see that Upton now has two mental health awareness presentations on envisage. DP gave some information on becoming a member of the Foundation Trust and would appreciate us advertising this in our waiting area. A display package was left for display starting 1.4.10</p>	PW/LB
5	<p>TCN – Out of Hours Feedback Since this was last discussed there have been some big changes in that they have sold up to a new Out of Hours provider Harmoni. The take over takes place on 1.4.10.</p>	
6	<p>GP Patient Surgery Results PW had them available for all to read. The reports from NHS Choices compares us with other practices. A few percentages were read out especially regarding reception which were extremely good. If you wish to have a look at this please visit the website and click on “nhs choices comparison”. Congratulations to everyone here at the surgery.</p>	
7	<p>Practice Update Dr Everitt gave the group this update.</p> <p>Exercise scheme – walks programme ongoing, PW put in a successful bid to continue Tai Chi. Also running are the Falls Prevention Classes with Age Concern, ‘Ready Steady Go’.</p> <p>A new triage system is in place. This commenced in January. On the day requests are now triaged by a duty team. Nurses have specialist training and the process is evolving and developing all the time. Benefits are easy access to health professional advice, patients are seen by the most appropriate person, the system is flexible so if a patient sees the nurse but also needs to see the doctor they can. There has been no negative feedback from patients on this service as yet but one very positive reponse.</p> <p>However, abnormally high demand at the moment is straining all our systems eg. Monday we had 57 extras on the duty slots.</p> <p>We are leading a local training programme for Practice Nurses, we have held a Quality and Outcomes Framework update (our clinical contract) and have training in Nurse Prescribing, Travel Health, Sexual Health and Contraception, and Immunisation and Injection Training for HCA’s. We have bookings from PN’s and HCA’s all over the County.</p> <p>We are planning a carers “Looking after me” course in July/Aug and Pulmonary Rehabilitation later this year.</p> <p>Dr Miller returns from maternity leave in April. Dr Thorogood has gained a partnership post at St Catherine’s Surgery in Gloucester.</p> <p>Dermatology Initiative – Dr P Bunyan reported on this initiative. He will be working with a consultant dermatologist from the acute trust at clinics held here at Upton every two weeks, and at Prospect View every first, third and fifth Monday am.</p>	
8	<p>PCT Awards Jo Dodd, Case Manager here at Upton was short-listed for this and many congratulations were given for such an achievement.</p>	

9	<p>Summary Care Record This is a new Government initiative. This is an electronic summary of key health information. It will hold limited essential information derived initially from the patient's GP record. This will include medication, adverse reactions and allergies and a patient's significant medical history. Patient's will have 12 weeks to opt out. It was suggested the info went into the patient newsletter. However PW reported that the stages to link to the spine in IT terms were not achievable yet in Worcestershire.</p>	PW
10	<p>Doctor Individual Feedback – process The process for patient feed back required for individual doctors revalidation process was described. 50 questionnaire responses are required and reception target the patients for that particular doctor in any one session. The patient has the form before they see the doctor so they know what sort of questions they will have to answer following the consultation. The auto checkin is made unavailable for that session and one patient felt very aggrieved that we had done that and that they had to attend the reception desk. The group discussed the process and endorsed current practice the patients all the option of not filling the forms in and two years ago we did not have an auto checkin so all attendances were dealt at the desk and in many practices this is still the process. So it was felt unfortunate that one patient felt the need to make a complaint about it but it seemed the most sensible approach to continue with this method.</p>	
11	<p>Complaints, suggestions and Compliments Since December 2009 we have had 5 complaints:- 1 x OOH – which is being dealt with by the PCT 1 x regular complainer regarding various issues 1 x attitude 1 x relating to relatives access to information 1 x not upheld, patient apologised for behaviour.</p> <p>Compliments:- 2 x how good our dispensing team are 1 x shown on NHS Choices 2 x website Numerous verbal and telephone compliments.</p>	
12	<p>AOB Next Audit – to save money it was suggested we should we do via the web site – PW to investigate group to think of next area to be audited.</p> <p>GG had information about the Museum on the move. This is a mobile unit which travels around the West Midlands. It is an exhibition to help find out how your senses help you to store and retrieve memories, how and why we collect objects to help us remember the important times in our lives, and discover hints and tips to help you improve your memory and keep your brain healthy. PW to look into this further.</p> <p>GG had attended a course which had a handout regarding type of benefits available. The group were shown a comprehensive list of benefits available to patients. PW took a copy and is going to ask the Social Services Team if it is up-to-date and if so we will put out with our Carer display and on the web site</p>	PW/LB PW
13	<p>Date and Time of Next Meeting 22nd June 1900</p>	