

**UPTON SURGERY  
PATIENT PARTICIPATION GROUP**

**Tuesday 21 September 2010 at 7.00pm**

**MINUTES**

**Present:** Ruth Wain (RW), Philippa White, Dr A R Havercroft, Dawn Patterson, Glen Green, Jenny McGowran, Chris Milne, Rachael Wellby(RAW), Ted Tinkler, Sarah Walton and Lysa Ball (note taker)

		Action
	<p><b>Presentation from Action For Children – Sarah Walton, Children’s Centre Lead</b></p> <p>Children’s Centres can offer information, advice and activities to support families with children aged -0 – 5. Upton Children’s Centre is run by Action For Children in partnership with Worcestershire County Council. The team are temporarily based here at Upton Surgery and it is hoped that their new building (attached to the Upton School) will be ready by Easter 2011. The team cover a large rural reach area. They are working with health visitors at present as to how they can work together and what parents of under 5’s would like provided. Concerns were raised from the group regarding communication with the practice team following the move to the new premises, SW says this will not be a problem and has agreed to come back to talk to the group again in six months time. PW has asked SW to produce a powerpoint which we can then display on our envisage system and also ask the Ripple Parish Council if they could advertise this also.</p>	
1	<b>Apologies:</b> Jan Bastick and Jo Daniell	
2	<b>Minutes from Meeting 29 June 2010</b> These were accepted as a true record.	
3	<p><b>Matters arising</b></p> <p><b>Alzheimers Advert on Envisage Screen</b> – Due to concerns regarding the wording on this advertisement from a patient we have taken it off the system. We contacted envisage who contacted the national Alzheimer’s society with the patient concerns (which are in relation to wording) RAW to see if this has progressed.</p> <p><b>Health Visitor Service</b> – Letter to Helen Wood agreed with extra paragraph inviting one of the team to the next PPG Meeting to clarify the services available.</p> <p><b>Appointments at OOH</b> – Mr Tinkler wanted to make everyone aware of the excellent services available at the Malvern Minor Injuries Unit. Group felt that the service would be publicised more when the new hospital opens later this year. PW confirmed that we do have leaflets on this service available in reception and we also include the information in our Newsletters.</p> <p><b>PPG support network meeting Sth Worcs</b> – Unfortunately Dawn had not been able to attend the first meeting after all. PW had been sent the notes from the meeting. The purpose of this group is to share ideas and best practice, motivate and learn from each other. Each meeting will focus on a specific issue. These meetings will be held quarterly. DP to attend next meeting Wednesday 8<sup>th</sup> December 1:00pm, Abbey Medical Practice, Evesham.</p>	<p>RAW</p> <p>PW/RW</p> <p>DP</p>

4	<p><b>GP Commissioning</b> It is thought that there will be 3 consortia for our area, Wyre Forest, Redditch and Bromsgrove and South Worcestershire the PBC group we currently belong to. Practices that had not engaged or had undertaken PBC alone were aligning to one of these 3 groups. CM asked for a view on the press reports that 500,000 would be the size and ARH confirmed that nothing is agreed as yet DH guidance is expected and there is a South Worcestershire Commissioning Cluster away day soon where further discussions will take place.</p> <p><b>Prescriptions</b> The group suggested an audit on “unused medication returns”, with the results of this audit the surgery could then publish how much is wasted and the costs involved. It was suggested that the first audit should possibly be carried out in the sheltered housing in our area. It was also suggested that we use the cardboard pharmacy bottle as a promotional tool to encourage patients to bring back unused medication.</p>	ARH/PW
5	<p><b>Community NHS Services</b> ARH confirmed that the Mental Health Trust would be disbanded and a new partnership created “Community and Mental Health Partnership Trust would be created.</p>	
6	<p><b>Better sign up for Emis Access</b> Current total is 1800. Following our last PPG meeting we put up new posters and envisage information for EMIS Access sign up and this has increased by 130. We are going to do a large promotion again nearer Christmas as a “New Year Resolution” and do a leaflet drop in all prescription bags. RAW to produce an audit excluding under 16’s and benchmark against other practices in our area such as Tenbury, Abbottswood, Pershore Health Centre, Malvern Health Centre and Prospect View.</p>	RAW
7	<p><b>Practice Update</b></p> <ul style="list-style-type: none"> <li>• Exercise schemes – Upton Walkers have just celebrated their 2<sup>nd</sup> year.</li> <li>• PW reported on the progress of the Tai Chi classes to Malvern Health and well being group - 117 patients have attended to date and there is one more session to go. New bid to continue scheme next year will be required.</li> <li>• Second Ready Steady Go commences on 29 September 2010 and will run for 33 weeks.</li> <li>• All registration documents now downloadable from the web site.</li> <li>• Museum on the move visited over two days in July, they saw 26 children and 55 adults. Feedback from the team was that they really enjoyed themselves and would love to return. They thought the indoor space we provided was perfect (child health suite for the school children) On the back of visiting the surgery they have been asked to assist with an oral history mini project at Tudor House in Upton, so were really pleased about that.</li> <li>• X-pert Diabetes Patient starts on 28 September 2010 and will run for 6 weeks.</li> <li>• The Expert Patient Program ran a “Looking after me” for carers here from 11 August 2010 until 15 September 2010, unfortunately there was not a great turn out approx 8 patients.</li> <li>• Deaf Direct coffee morning is now up and running and the first one took place on 6 September 2010 and will run 1st Monday of every month.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Managed repeat prescription service going well now 220 individuals signed up and one home with 33 patients.</li> <li>• In house education since last meeting for staff include confidentiality, 5 courses for Nurse/HCA training - 4 sessions on Immunisation and Injection Training and 1 session on seasonal flu - very well attended.</li> <li>• Dr G Wetmore (one of our Registrars) won an award for her high marks in one of the GP registrar exam.</li> <li>• Heartstart basic life support group had disbanded so October course is not able to be offered but alternatives are being looked at.</li> <li>• Dr A Havercroft will be away between mid January until March on extended holiday and sabbatical leave.</li> <li>• Dr J Barrell is joining the TAs so army duties are anticipated in 2011.</li> <li>• Dr Gail Wetmore comes back from maternity leave in January.</li> <li>• Dr Catherine Burgess leaves at the end of November.</li> <li>• Dr Neil Bramble joins us at the beginning of December.</li> <li>• We have been published! The Paper 'A service model for delivering care closer to home' describes our Case Manager (now complex care team) pilot and development published in the Primary Health Care Research and Development journal.</li> </ul> <p>New services coming soon:</p> <ul style="list-style-type: none"> <li>• Early intervention team for dementia</li> <li>• Baby Massage</li> </ul>	
8	<p><b>GP Enterprise Award</b></p> <p>Upton Surgery has gone on to win this overall award. A press release is expected next week. Dr Everitt will go down to London for the official presentation. We have been given £4000 which we are going to use to re-vamp the front of house and continue with our Healthy Living Centre work.</p>	
9	<p><b>Health Checks Program</b></p> <p>Upton Surgery are running this program and to date 105 appointments have been sent (3 patients currently away and 1 now out of area) with the following results:-</p> <p>16 DNA's , 34 Health Checks carried out, 44 appointments pending in clinics booked through until 14.10.10 and 7 patients have declined.</p>	
10	<p><b>Mental Health Week in October</b></p> <p>DP is keen for the practice to raise awareness and it was confirmed that LB had been in contact with 'Rethink' for posters etc to help promote this. The Life Channel are running a two month campaign for mental health on behalf of NHS Worcestershire. LB has contacted Community First to see if we can arrange for Mood Master training to take place using our facilities and we have information on "walk a mile for mental health" displayed on our board downstairs that the Upton Walkers have already signed up to.</p>	
11	<p><b>Telephone Improvements</b></p> <p>RW confirmed that our communication software allows us to audit our call management and it was confirmed that we have been auditing our telephone calls and that the average wait for a call to be answered is approximately 10 seconds. The group felt that an audit on a Monday morning would be worthwhile as a comparison to the information given to the group tonight.</p>	

12	<p><b>Complaints, Suggestions and Compliments</b></p> <p>PW confirmed that we had had only one written complaint since the last meeting, this was due to inaccurate recording of data and the attitude of a member of staff (telephone recording would have been ideal in this situation). All other complaints were dealt with on the day.</p> <p>Compliments – The Surgery Staff had received flowers, 2 poems and 5 specific letters of thanks. There have also been a lot of verbal compliments.</p> <p>ET – confirmed he had been talking to a temporary resident who was from Surrey who had praised our surgery.</p> <p>DP and JMc – praised our triage service.</p>	
13	<p><b>AOB</b></p> <p>OOH – the general feeling is that this service is now being run more smoothly</p> <p>GG – confirmed that she is no longer an EPP Tutor but is going out to newly diagnosed patients with MS to talk and give support and information</p> <p>PW clarified the significance of video consultations which the Registrars undertake as part of the continued professional development.</p> <p>GG – made the group aware of two worthwhile charities:-</p> <p>Turn 2 Us – this helps people in financial need access the money available to them in welfare benefits, charitable grants and other financial help.</p> <p>Elizabeth Finn Care – This is the UK's largest direct grant-giving charity dedicated specifically to helping those living in financial need.</p>	
	<p><b>Date and Time of Next Meeting</b>  <b>Tuesday 11 January 2011 at 7pm</b></p>	