

**UPTON SURGERY  
PATIENT PARTICIPATION GROUP  
Monday 14 October 2019  
MINUTES**

**Present:** **Patient Representative Members:** Chair: Rebecca Maund (RM), Dawn Patterson (DP), David Smallwood (DS), Jo Daniell (JD), Janet Bastick (JB), Ruth Wain (RW)  
**Surgery representatives:** Ben Kent (BK), Dr A R Havercroft (ARH), Lysa Ball (LB) (note taker)

|   |   |    |
|---|---|----|
|   | <p><b>Jenny McGowran:</b> JD spoke on behalf of the PPG – Jenny was an inspirational and strong member of the group since 2007. Jenny engaged in everything in the community and was also National Chair for the Arms Houses Association as well as Chair of the UMST since 2007. A great person who will be sadly missed.</p>  |    |
| 1 | <p><b>Apologies:</b> Fern Gibson and Chris Milne</p>  |    |
| 2 | <p><b>Minutes of previous meeting 24 June 2019:</b> These have been agreed and will be published on the website.</p>  | LB |
| 3 | <p><b>Matters Arising:</b><br/> <b>Hanley Castle High School Art Awards:</b> The judging took place at Hanley Castle High School on 3<sup>rd</sup> July 2019 and then the staff at the Upton Surgery had the final vote. This year's winner was Ellie Brighton "rabbits" – this work has been influenced by the title 'Texture' and is based on nature and natural forms. A broad mix of materials and painting techniques has been applied to create a visually interesting piece of work that is fun, colourful and has interestingly tactile qualities. Refurbishment of art work taking place between JD and LB. Presentation date to be arranged. 12.11.19<br/> <b>Social Media:</b> BK confirmed this had been a topic on the agenda for a recent Practice Manager update event he had attended. Face book was the favored option for patients over 50. We are looking for a champion in-house to maintain and deliver this and it is hoped that once our new Health Care Navigator is in place this is something that she can progress.<br/> <b>Robotic option:</b> BK confirmed this has now arrived and is in the process of being installed and dispensary staff being trained. It is felt that by the end of October all dosette trays will be processed by the robot.<br/> <b>IT/Digital:</b> No update on NHS app or eConsult. <b>This lead to an update On NHS 111:</b> BK confirmed that from November 2019 we will have to make some of our appointments available to NHS 111 so that they can book these. The criteria is 1 appointment for every 3000 patients, for us this means 3 appointments a day. A data sharing agreement is still needed before this commences and it is not sure yet if the appointments will be telephone or face-to-face. Only clinical team who triage at NHS 111 will be able to book patients onto these appointments.<br/> <b>Reception/Patient information:</b> From Reception Team Leader – feedback on issue raised - newer member of staff from another Practice, different protocols were followed there, training issue for ways of doing things here identified, and dealt with.<br/> <b>IT Adverts for Upton Community Care:</b> JB is very grateful to the surgery and especially dispensary for their prescription bag drop. UCC has recruited 4 more new drivers and they now have a total of 36 in the pool. JB confirmed that each week is different, some can be quiet and others exceptionally busy and they have only had to</p> |    |

|   |   |  |
|---|---|--|
|   | <p>turn down two requests since January 2019.</p> <p><b>Extended hours:</b> The options proposed were:</p> <p>(a) Fixed hours each week, (b) Hours published on line and via surgery notices of when extended access appointments are available over the coming month, (3) I am happy for the GP's to provide these extra hours at times of peak demand. E.g around bank holidays, either side of a GP's holiday etc. <b>The majority felt that option 3 was best for the patients.</b></p> <p>ARH confirmed that there would be definite changes to this service from April 2021. It is anticipated that extended hours will be added to the improved access service in order to provide more appointments to patients.</p>  |  |
| 4 | <p><b>Upton and Pershore Primary Care Network (PCN):</b> ARH gave the group an update and confirmed that since 1.7.19 he has been appointed Clinical Director for the U&amp;P PCN. With this appointment we have lost one clinical session a week. This has been a reasonably easy process for us to adapt to as we had already been working as a neighbourhood team for the past 18 months. The PCN will continue to develop and build relationships further, there is additional funding (70%) from some roles such as pharmacist and social prescriber. The funding will rise each year for the next four years. A small discussion took place regarding 1<sup>st</sup> contact physiotherapist who is able to see and assess musculoskeletal patient, this is helping to ease the pressure on GP appointments although there is still a 16 week wait to be seen by a physiotherapist. Focus is on developing the frailty team. ARH confirmed that over the three practices we had 400 nursing/rest home beds.</p> |  |
| 5 | <p><b>Upton Surgery update and Friends and Family Test Report for June/July/August and September 2019:</b> These were emailed with agenda. BK gave a brief update and confirmed that the 2<sup>nd</sup> flu Saturday had been a great success. Pharmacy now have additional staff and have been using locums to help catch up with the back log of prescriptions.</p>   |  |
| 6 | <p><b>Complaints/compliments/suggestions 2019 (BK):</b><br/> <b>Total 13</b> (8 written, 5 verbal)</p> <ul style="list-style-type: none"> <li>• Drs and Treatment x 8</li> <li>• Nurse Team x 2</li> <li>• Admin/Reception Team x 3</li> </ul> <p><b>COMPLAINTS – JUNE/JULY/AUGUST/SEPTEMBER 2019</b><br/> <b>Total complaints 3</b></p> <ul style="list-style-type: none"> <li>• 1 x On-going</li> <li>• 1 x Stock issues with insulin supply – dispensary</li> <li>• 1 x Automated call system at WRH/and eConsult confusion</li> </ul> <p><b>Total patient issues 5</b></p> <ul style="list-style-type: none"> <li>• All dealt with and no further actions required.</li> </ul>  |  |
| 7 | <p><b>Dates for 2020 meetings:</b><br/> 13.1.20<br/> 20.4.20<br/> 13.7.20<br/> 12.10.20</p>   |  |
|   |   |  |

|   |  |  |
|---|--|--|
| 8   | <p><b>AOB</b></p> <p><b>Jo Dodd Community Matron:</b> Jo would like to attend the PPG meetings in 2020 to be able to update the group regarding the neighbourhood team developmetn of community services across the locality. Also to engage and network with the group to gain a better picture of priorities for Upton to help inform future service development and delivery across the Pershore and Upton locality. Agreed by PPG and invite to be sent to JD</p> <p><b>Joint PPG Meetings:</b> A suggestion was made that all three PPG's have an annual meeting (July), invite two or three members from Abbottswood and Pershore to attend ours. ARH to discuss at PCN meeting.</p> <p><b>Recruitment:</b> It is felt that we could do with a few members and suggestions made to promote PPG were:<br/>Ask FG is anyone at Hanley Castle School might like to attend with her<br/>Promote in-house/via virtual group/Friends of Upton Primary School/via patient newsletter/Riverboats centre/Hot Peppers WI and DS would be happy to promote via Castlemorton facebook group.</p> |  |
| <b>Date and Time of Next Meeting – Monday 13 January 2020 at 6.30pm</b> |  |  |

## PRACTICE UPDATE June/July/August/September 2019

**UMST:** The surgery is very grateful to the friends for their continued support. For the period June 2019 – September 2019 total of £285.60 has been received.

### **STAFF:**

- **Registrar updates:** We have been joined by two new doctors, **Dr Mohammed Shabbir** (ST3) who will be here until August 2020 and **Dr Nafees Ali** (ST2) who will be here until February 2020.
- **Locum GP:** Dr Emily Cottam has joined us as a locum GP.
- **Dispensary:** A new team lead has been appointed, Amie Jaine Bridges. Also we have appointed an apprentice, Megan Winfield.
- **Reception:** Sarah Edwards has left us for pastures new. We have employed two new receptionists, Janette Bridges and Sophie Olson (28.10.19)

**FLU CAMPAIGN:** Our first flu Saturday saw a total of 650 patients attend, there was a positive atmosphere. We are also in the process of putting in our flu order for 2020/21

**SOCIAL PRESCRIBING SERVICE:** Social Prescribing has been provided at Upton surgery since February of this year, the Social Prescriber works as part of the Neighbourhood Team covering both Upton and Pershore GP surgeries. Since the project started in February the service has received over 250 referrals from surgery staff including GP's, nurses, receptionists and through the Neighbourhood Team. The Social prescriber has appointments at Upton surgery on Mondays and Thursdays as well as visiting patients at home. The aim of the project is to link patients in with services and support in the community, patients can be referred for a number of different reasons including social isolation/loneliness, money/debt/benefits, anxiety/depression/low mood/stress, lifestyle, housing and learning/training/employment.

**PRO-ACTIVE CARE TEAM (PACT) nurse** – We have now appointed for this post and we are delighted to welcome Rudo Muzembi.

**DECOMMISSIONED ACUPUNTURE:** The CCG has decommissioned acupuncture (for pain relief). This means the physiotherapists can no longer use acupuncture within the list of treatments available. Dr Ritchie has sent a letter in support of this on behalf of the surgery and patients.

**MOODMASTERS:** provides weekly sessions lasting an hour or so, in which you can hear really good information about emotional and physical health. There are two groups being run at the moment one in Pershore and one in Upton. Both groups are full. A waiting list is being kept with a view to possible dates in the New Year.

**STRENGTH AND BALANCE CLASSES:** This is an exercise course for older people who have had a fall or who feel unsteady on their feet. The aim of the classes is to improve your strength and balance, and also to help you feel more confident when you are out and about. Jo Dodd is in the process of trying to bring these classes back to Upton.

**DEMENTIA SESSIONS:** The first session saw 4 families accessed the session and subsequently the service. There are still plans to ultimately develop it further but the leader of the session felt it went really well..

**TRAINING and CONFERENCES 1.6.19 – 31.9.19**

|  |              |
|--|--------------|
| Neighbourhood Operational meetings x 5 delegates | 10 – 20      |
| Access 2 Education                               | 35 Delegates |
| Safeguarding Adults training                     | 30 delegates |
| Access 2 Education Recognising the sick child    | 19 delegates |
| Access to Education Non-Medical prescribing      | 26 delegates |
| Access 2 Education Childhood immunisations       | 26 delegates |
| Access 2 Education Childhood immunisations       | 33 delegates |
| Events mobility                                  | 12 delegates |
| Self-Care Forum                                  | 20 delegates |
| SUDIC case review                                | 10 delegates |
| Carers group x 2                                 | 20 delegates |
| Access 2 Education Flu update                    | 72 delegates |
| Taurus healthcare                                | 20 delegates |
| Access 2 Education Flu update                    | 27 delegates |
| Access 2 Education flu updates                   | 27 delegates |
| Access 2 Education flu updates                   | 25 delegates |
| Access 2 Education flu updates                   | 72 delegates |
| Access 2 Education HCA wound care delegates      | 25           |

**FRIENDS AND FAMILY TEST RESULTS**

**DATE**

**June/July/August/September 2019**

|  |                 |                                    |                 |                           |                   |
|--|-----------------|------------------------------------|-----------------|---------------------------|-------------------|
| <b>How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?</b> |                 |                                    |                 |                           |                   |
| <b>Extremely Likely</b>  | <b>Likely</b>   | <b>Neither Likely nor unlikely</b> | <b>Unlikely</b> | <b>Extremely unlikely</b> | <b>Don't know</b> |
| <b>Total 127</b>   | <b>Total 17</b> | <b>Total 8</b>                     | <b>Total 1</b>  | <b>Total 2</b>            | <b>Total</b>      |
| <b>What are we doing well?</b>   |                 |                                    |                 |                           |                   |

- Everything
- On time, friendly
- Always friendly and helpful can get an appointment fairly quickly
- Great service
- All good
- Very helpful and friendly
- Timely appointments, good sharing of information, friendly, helpful
- Everything
- Friendly, efficient service, very happy with everything
- On time
- Helpful, friendly, easy to talk to
- Everything
- Everything
- People
- Helping to solve my cholesterol problems
- Nice friendly helpful manner, Dr Frampton puts me at my ease
- Thoroughly checking all symptoms to try to resolve my problem
- Dr listens
- Everything, we are very lucky
- It works well
- Receptionists are excellent
- Excellent serviced from your receptionists and doctor when my wife suffered paroxysmal AF, the receptionist got us a telephone consultation quickly – emergency appointment, thank you very much
- Swift response when needed
- Caring, helpful, available
- Everything
- Friendly, efficient and accessible
- Timing, ambiance of appointment
- Availability of appointments, short waiting time
- When you do get to see the doctor generally empathy and care is first class
- Everyone very helpful, can always get appointment
- Really good service
- Everything
- All services are good
- Getting appointments, being seen on time
- Appointments on the day of phoning
- Everything
- Everything
- Most things
- Communicative
- Friendly approach encouraged relaxed disposition
- Wonderful nurses
- Appointment availability
- All my visits/appointments
- Everything
- Everything
- Service is good

- Very good on all
- Warfarin clinic
- Sending text reminders for appointments
- Everything
- Appointments
- Advice from staff excellent could not be better
- Providing an excellent service to the community
- My voluntary work at CAB tells me you are the best surgery in the area
- Friendly, clean and efficient
- Very friendly and professional
- Timing great, very friendly, efficient lovely building
- Quick appointment
- Polite, professional service
- Everything you are all amazing, so helpful, kind and easy to talk to
- Always found experience excellent
- Everything
- Always helpful/brilliant
- Seen very quickly and very helpful
- Monday morning and still seen early.
- Love seeing LDS – always cheerful
- Everything good
- This surgery is second to none
- We are visiting the area and needed to see a GP and your surgery staff could not have been more helpful and friendly
- Mrs Stevenson always has time for you
- Everything
- Everything
- Quick to get an appointment
- Fast emergency appointments
- Fabulous
- Kindness
- Great staff
- Access good
- Very good care
- Immediate visit with eye infection – reassurance and medication given
- Emergency service
- The nurse was very nice and dealt with me well
- Prompt appointments, friendly staff including on the telephone, keep it up!
- Timely appointments, kind, efficient, helpful and reassuring
- Good service when booking in and timely appointment
- All excellent
- Reception always good with prompt appointments and return calls
- Given
- Listening and resolving problems with new ideas
- Could not have a better doctor, helpful and caring, excellent surgery, can't fault you
- Always take time, I always get an appointment so don't have any problems

- Reception check in is good, waiting time about 10 minutes(good), doctor very sympathetic and helpful
- Everything
- Everything you are all absolutely amazing, thank you for being here
- No complaints, appointments fine, all staff are very kind and considerate
- Ok
- All good
- Receptionist is so friendly and helpful, just wonderful
- Everything, considering the patient overload
- Excellent, friendly service, appointments available when needed
- All staff very friendly and helpful
- All, Helen N made follow up appointment, very kind
- Lovely doctors and feel like I'm taken care of
- Keeping me well
- Keeping an eye on my health
- I always find I have extremely good care and never rushed thank you for all you do to help me
- Everything, cannot fault anything
- The nurse practitioner Mrs Stevenson was very empathetic helping and thorough. She was very helpful today
- The anti-coag team (Bev, Gail and Janet) are always very helpful, supportive. The GP's we have seen always give us time, receptionists helpful.
- Helen Nicholas very patient as a needle phobic
- Sarah (reception) is amazing, friendly, professional. Nothing is too much trouble always cheerful. A real credit to the surgery, wonderful to speak to on the phone or in person, never fails to make me smile thank you AS
- 

#### **How can we improve?**

- You seem to be in no need to improve
- None needed
- Not at all
- Ask your staff!
- Not sure if you can
- Faster appointments as you used to
- There is no need
- Continuity of care and look at whole person
- Drinking water in the waiting room please
- As always, long delay in seeing a preferred doctor, not sure how you deal with that
- Under present circumstances with difficulty
- More staff for quicker appointment to GP
- 7 day a week full practice
- Not have to wait so long for an appointment with one's own doctor
- Nothing
- Nothing

- Questions overleaf somewhat ambiguous
- More pharmacy staff
- No improvement needed
- Longer appointments including with nurses (INR)
- More connected personalised service
- More time with nurses
- Magazines to read
- Higher chairs in nurse wait
- Longer INR appointments to discuss treatment
- Water cooler
- Don't think you can
- Quicker appointments
- Not much
- Longer appointments with nurses
- Cut down the waiting time for repeat prescriptions
- Poor communication
- Really can't think of anything
- Lately less easy to get appointment in good time
- Early appointments
- More appointments
- During hot weather cold drinking water should be available! Older patients need this drinking water
- Cold water to drink during hot weather!
- Cold water to drink during hot weather please
- Fresh cold drinking water in the waiting area during the hot weather
- Cold drinking water available during hot weather, some of us are OLD and need a drink!
- The dispensary does not seem very well organised. Regular prescriptions rarely ready
- Quicker appointments
- Just keeping up the good work
- Keep it as it is