

**UPTON SURGERY  
PATIENT PARTICIPATION GROUP  
Monday 3 April 2017  
MINUTES**

**Present:** **Patient Representative Members:** Chair: Chris Milne (ChM), Jenny McGowran (JM), Rebecca Maund (RM), Dawn Patterson (DP), David Smallwood (DS), Lizzy Hughes (LH), Liam Gleeson (LG), Ruth Wain (RW),  
**Surgery representatives:** Dr C Miller (CM), Dr P A Bunyan (PAB), Philippa White (PW), Ben Kent (BK) and Lysa Ball (LB) note taker

	<p><b>Guest observers:</b> Marie Griffiths and Pam Clarke attended the meeting. Both were welcomed and introductions took place. Pam currently works at Hanley High School and Marie has recently moved to the area and has worked within the NHS in various roles.</p>	
	<p><b>Care Navigation:</b> Presentation given by Jo Dodd, Nurse Lead for Older People/Complex Care and Helen Jones, Receptionist/Care Navigator. Information relating to the care navigator was emailed to the group before the meeting. HJ gave a brief overview of this new scheme which is designed to make sure patients get the best and most appropriate help when visiting their GP surgery. The aim is to enhance patients/carers understanding of the different services available to them. The initiative focuses particularly on older people and those living with frailty. The main aims of the role, are to:</p> <ul style="list-style-type: none"> <li>• Free up GP time</li> <li>• Provide an enhanced service</li> <li>• Improved patient experience</li> <li>• Provide a network of local care navigators with an enhanced awareness of resources on offer in the community</li> <li>• Increase skill set within GP practices</li> </ul> <p>HJ attended a training programme delivered by South Worcestershire Clinical Commissioning Group (CCG) in partnership with SW Healthcare. The training focused on a number of key areas to ensure the navigators signpost patients to the most appropriate service either within the practice or provided by community resources and the voluntary care sector. There is also a dedicated line on our telephone system for this, please choose Option 4. A Care Navigator fact sheet was given to each member of the group. We will also be putting this information on our website under the “stay well” section.</p>	LB to email JB/ JD LB/HJ to action
1	<b>Apologies:</b> Jo Daniell and Jan Bastick	
2	<b>Minutes of previous meeting 16<sup>th</sup> January 2017:</b> These have been agreed and will be published on the website.	LB
3	<p><b>Matters Arising:</b></p> <p><b>Mental Health Student Support</b> – LG confirmed that he had taken the Kooth information to the Headmistress and had made a PowerPoint using the computer system for students to see.</p> <p><b>Children’s Services</b> – RM gave a brief update and confirmed that the Breastfeeding service/midwives clinics and National Child Birth Trust were still running at the centre. Funding is still an issue. RM will keep the group updated.</p> <p><b>WiFi</b> – Confirmed this is now available, has been put in the April patient newsletter, please see practice update for more details.</p> <p><b>Self-care update</b> – PW emailed calendar of events to the group. We will shortly be launching our Stay Well Newsletter. PPG will be happy to</p>	RM

	<p>support and help in any way they can, PW confirmed that any ideas are welcome. A Self-care app for students has been launched and LH and LG will give it a try and also ask the medic group at Hanley Castle High School to trial it and will feedback at next meeting.</p> <p><b>DNA's</b> - A final search was run in March 2017, this revealed a total of 1464 patients had DNA'd their appointments between January 2016 and December 2016. 200 of these patients had DNA'd three or more appointments and an alert has been added to their EMIS records. BK/LB will look at those 200 patients to see if they have a mobile number recorded on their records and if not will contact them to obtain and also look at how many of the 200 have a long term condition. PAB stated that since the introduction of our texting service this has slightly improved the DNA's. PW confirmed that we no longer display the DNA poster as different views have been expressed as to whether we display the number who did not attend or if we should display the percentage of patients that have attended. JMc suggested we put an article in the local parish magazines as a new way to encourage patients to cancel their appointments rather than just not attend.</p> <p><b>Blood Result Process</b> – Details in practice update. This new system is working very well for us so far and DS confirmed from a patient perspective that this was also working well.</p>	<p>LH/LG</p> <p>JMc</p>
4	<p><b>5 year forward view plans for Primary Care</b> – Focus on working together. New funding for General Practice will have conditions attached to them. PAB confirmed that we are already working closely with Pershore Medical Practice and Abbottswood Medical Centre. Working together will allow more services to be available. PW commented on the 10 high impact actions that have been noted in the progress update of Worcestershire GPFV and confirmed that Upton Surgery are already doing a lot of these here already.</p>	
5	<p><b>Restricted Prescribing</b> (What we prescribe in Worcestershire) – This was emailed to the group prior to the meeting. Some members have already completed the questionnaire and it was confirmed that the surgery will be happy for the email to be forwarded to friends and family. The deadline for return is 12<sup>th</sup> April 2017.</p>	
6	<p><b>Draft CQC GP Insight Report</b> – This was emailed prior to the meeting. The CQC are introducing this new model to allow them to identify and monitor changes in the quality of care outside of their inspections and support their decision making and regulatory response. PW confirmed this will be published on the CQC website. BK explained that Upton appears well funded compared to rest of CCG and UK but this figure used includes cost of dispensing drugs</p>	
7	<p><b>Patient Feedback</b> – GP survey was emailed to the group prior to the meeting. Overall very good with 100% confidence in GP's. If anyone has comments or queries regarding the survey please email PW.</p>	
8	<p><b>Stay Well Leaflet</b> – A copy of this leaflet was given to LH and LG to obtain views from students as to how we could make it appeal to the younger generation. DP commented that it was nice to see that the minor injuries unit was being promoted as first point of contact for a wide range of minor injuries.</p>	
9	<p><b>Management Referral Centres (JMc)</b> – JMc had read an article in the newspaper regarding the use of these centres especially in the London boroughs. PAB confirmed they are not used in this area although we do have something similar with ICATS (Integrated Clinical Assessment and Treatment Service) which is used for screening of hip/knee referrals.</p>	

10	<p><b>SWPPG Network Meetings:</b> CM prepared a brief update following the last meeting on 14.3.17 and this was emailed to the group prior to the meeting. Brief discussion took place. BK confirmed that it was not possible currently to share information online as hospital/GP/Health &amp;Care trust systems are not linked. Social Prescribing is promoted as best we can and PW confirmed that Age UK have a loneliness service. PW has a meeting arranged with Age UK to discuss the possibility of having a drop in service here at the surgery.</p>	PW
11	<p><b>Online Access</b> – PW confirmed that this has had a good uptake and we promote as and when we can. It has been suggested we have an “information month” and promote online access, encourage patients to let us have mobile numbers and participate in our text messaging service. BK confirmed he can also promote this on the prescription bag slips.</p>	
12	<p><b>Upton Surgery Update and Friends and Family Test report January 2017 – March 2017</b> – This was emailed with the Agenda.</p>	
13	<p><b>Compliments/Complaints/Suggestions</b> – <b>complaints</b> (1) Family struggling to cope with how community and social care support systems work a GP was allocated to lead on family support in the absence of our Nurse Lead for Complex Care. (2) Clinical care and private referral process, this has been resolved. (3) Clinical care and diagnosis this was referred to the trainer GP for discussion and identification of learning points. (3) Timely prescription issue, system error identified through task buddy system for non-clinical members of staff and improvements have been made. (4) Access to complaints policy, practice website has the information accessible and will be taken to the next SEA meeting.</p> <p><b>Compliments</b> – 6 for surgery services/staff, many verbal compliments and various gifts and financial donations received. <b>Suggestions</b> – (1) Raised toilet seat request for disabled toilets, PW confirmed that the accessible toilets are at the prescribed height and have assistance side rails, consideration was given but concerns regarding hygiene issues and also stability for some less mobile patients if left insitu by the requestor. (2) Another suggestion had been received but was too offensive and therefore not listed.</p>	
14	<p><b>AOB:</b> Nothing recorded</p>	
	<p><b>Date and Time of Next Meeting – 17 July 2017 at 6.30pm</b> – Apologies received from Jenny McGowran</p>	

## **PRACTICE UPDATE – APRIL 2017**

**DEMAND** - this is continuing now regularly seeing over 100 a day as standard on a Monday. To accommodate we have added a duty visit doctor to the team but this reduces routine availability. Upton Surgery is offering further appointments via the GP Access Fund (**GPAF**).

**GPAF** is in essence part of the governments drive to deliver 8-8 GP services. Currently funding is available to practices to provide additional hours in house however it is anticipated (or at least acknowledged by NHSE) that single practices are not going to be able to deliver 8-8 seven days a week with the existing workforce. Also questions remain about the infrastructure required to support this (lab couriers, access to consultant secretaries, social services etc).

However we are doing our bit- we have been asked to provide an additional 5.25hrs per week outside of our core contract. We will be providing this through a mixture of GP appointments early in the day and at the weekends and also providing for the first time nurse appointments and phlebotomy, making access for those who find it difficult to get in between 8am and 6:30pm. Moving forward the CCG wishes for these services to be delivered at scale i.e. groups of practices providing cover to each other's patients. It is likely that patients being seen could be done so by other local GPs.

'What's the difference from the service provided by out of hours?' – Clinicians seeing patients in these clinics will have access to your medical notes. The idea is that routine care can be provided this way rather than just urgent on the day care.

Despite all the extra appointments (equivalent to more than an extra session per week) we are still experiencing huge patient demand with about one urgent on the day appointment every 5 minutes.

**SELF CARE EVENT UPDATE** – this was held on 27<sup>th</sup> March 2017 and was attended by 9 patients from the three practice's PPG.

**DERMATOLOGY SERVICES UPDATE** - DMC Healthcare have been awarded the contract for the Community Dermatology Service for South Worcestershire starting in April. They will be using our rooms for 2 to 3 clinics per month.

**UPDATE ON ADDITIONAL SCREENS FOR DISPLAYING POSTERS** - To upgrade our current envisage system will cost £2000. To have an additional screen so that different posters can be displayed simultaneously would be a further £2000. It was felt that this was a cost which would be better spent on providing medical services. An alternative option (at about half the cost) has also been explored of purchasing additional TV screens and computer to run a PowerPoint slide show on a loop. A claim to UMST has been submitted to see if they would fund the proposal.

**PATIENT SELF MANAGEMENT** - (PSM) is a free course for individuals with a long term condition(s) in Worcestershire who would like to find better ways of managing their health condition in order to improve their health prospects and quality of life.

Self-management is a vital component in health and wellbeing and encourages individuals to take more responsibility for their health and to develop the skills and knowledge to take control of their condition. The programme is about sharing and valuing the experience and knowledge of

others in the group, volunteers and professionals, working co-productively to develop personal goals and action plans.

The programme consists initially of two half day sessions for participants covering key themes. There is a course running at Upton Surgery on Monday 8th May 2017 and Monday 15th May 2017. For more information please contact: Carlene Hill on 01527 488096 or email

**BLOOD RESULTS** - We have published this in the April Newsletter. Patients are being asked to phone reception 1 week after submitting a blood sample or having any tests done by a doctor or nurse. The reception team will be able to tell you if test results are normal or if any further action is required. We are asking all patients to make sure we have their up to date phone number in case there are any results we need to contact them urgently about.

**WiFi** - Patient Wi-Fi at Upton Surgery has now been fitted with Wi-Fi Access for patients visiting the surgery. Further developments through this facility will allow patients to access new digital health services and approved patient applications. To connect your smartphone or tablet to the WiFi, please look for the network

#### **NHS WiFi**

There is no password required but rest assured that the network is fully secure.

#### **TRAINING AND CONFERENCE USE (16.1.17 – 31.3.17)**

Access 2 Education – Ear Irrigation	12
Delegates	
Access 2 Education – Ear Irrigation	7
Delegates	
Xpert Diabetes	15
Delegates	
Access 2 Education – non-medical prescribing update	35
Delegates	
Access 2 Education – Dermatology Update	23
Delegates	
Access 2 Education – Contraception/LARCs and STI's	28
Delegates	
Aristotle Training	10
Delegates	
Event Mobility	15
Delegates	
Access 2 Education – Spirometry	28
Delegates	
SWCCG	33
Delegates	
Self-Care Forum update	12
Delegates	
GPPTP Learning Set	12
Delegates	

**Friends and Family Report  
January/February/March 2017**

<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 51</b>	<b>Total 3</b>	<b>Total 3</b>	<b>Total</b>	<b>Total</b>	

<p><b>What are we doing well?</b></p> <ul style="list-style-type: none"> <li>• Everything</li> <li>• Quick appointments, helpful and friendly reception staff, personable and thorough doctors</li> <li>• Triage working well, I feel confident that I will get the help I need, I feel the service is excellent</li> <li>• Your nurses are fantastic! Gail and Helen are brilliant</li> <li>• Everything, fantastic practice and very proactive, great facilities</li> <li>• Very helpful receptionist</li> <li>• Tailored treatment, you listen and give appropriate advice</li> <li>• Appointments, opening hours, pleasant staff, waiting time</li> <li>• Can't think of anything you're not doing well</li> <li>• Everything</li> <li>• Yes</li> <li>• A well organised practice, getting appointments is good, impressed with how you deal on the day with an emergency</li> <li>• Walks, leaders</li> <li>• I have been able to have an appointment the same day when phoning. Doctors have time to talk and give advice, appointments are not rushed</li> <li>• Extremely willing practice with all contact points, very helpful doctors, nurses, pharmacy receptionists</li> <li>• Helpful reception, usable technology reassuring and knowledgeable help, daily duty doctor available</li> <li>• Approachable, friend and listen</li> <li>• Running the walking group</li> <li>• Doctors are always efficient and friendly. Clean and welcoming environment. Helpful and appropriate advice. Quick services only negative – some of the reception staff I have dealt with have been extremely short and rude but I must emphasise the <b>some</b>.</li> <li>• Everything</li> <li>• Just seen Dr Sid – such a lovely consultation, everything so well explained and lots of practical advice, what a wonderful doctor!!</li> <li>• Warm, friendly and helpful staff (reception, phlebotomy and pharmacy)</li> <li>• This surgery is excellent, we get 5 star treatment</li> <li>• Excellent service, online system really good</li> <li>• Very well organised surgery, quick attention, good to have pharmacy on site</li> <li>• Everything</li> </ul>					
--	--	--	--	--	--

- Very efficient
- Everything which has been done for me
- So helpful and pleasant in every way
- All round GP/nurse care
- Everything
- Receptionist manner, availability of medical appointments, triage system, professional understanding attitudes
- Organised, seen on time
- Telephone consultation and face2face consultations can be made when necessary
- Very timely and helpful. Always excellent service
- Wonderful care, exemplary service, first rate relationship
- Everything
- Service politeness appointments, everyone is so kind and helpful
- Everything, very very good
- Customer service
- Everything
- everything

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

- Being open at the weekend
- ? you can't
- Keep concentrating on the person not the data/targets!
- I can't think of any, its all good
- More information given on good diet etc to prevent illness
- Be available evenings/weekend as it used to be with GP on call so we see someone who has our information so no need to go to A/E
- Tea and coffee, maybe start walks elsewhere for a bit of variety
- Health walk group – encourage more to join
- Keep published list of doctors/staff available posted in reception
- *Availability of dentist, 1 year now still no room – taken over to the dental team*
- Impossible
- Not possible to improve all staff are very professional
- May I suggest patients pay £5 for an appointment - saving NHS
- Nothing
- Impossible
- I am so happy about my treatment and do not think that it can be improved
- More helpful reception
- Availability for appointments of senior doctors
- Weekend Surgery
- You are the best
- Can't fault the service
- Can't