

	produce a Sustainability and Transformation Plan (STP) for all health services, including Primary Care, across a much wider geographical area of Hereford, Shropshire and Worcestershire. This is happening all over the UK.	
5	Patient Participation Group (PPG) Terms of Reference (TOR) - CM led a discussion on the current TOR for the group. RW confirmed this was started in 2007. The TOR were reviewed in 2011 and 2015 but the National Association of Patient Participation (NAPP) has some recommendations for inclusion that the group could consider. The current TOR had been emailed to the group before the meeting. Discussions took place and LB has sent notes to CM for this to be updated and approved ready for our next meeting. PPG general discussions also took place: the group felt it would be good for continuity if a Deputy Chair was elected and the group are to let LB know if they wish to be considered for this post. CM encouraged the group if at all possible to attend patient invited health consultations and events locally e.g. Healthwatch and CCG and County Council led events.	ALL
6	Children's Services – Dr Evans recently attended a meeting at the Riverboats Children's Centre and felt that the service was going to be withdrawn. PW has been on the County Council Website and the consultation indicates that children's services are to run from the centre, PW to discuss with Dr Evans to adopt a strategy and email all with the path she thinks best to try to maintain as many local services as possible.	PW
7	Physiotherapy Access Proposals – A new model is being proposed and this will be partly based on a self-referral system. More detail is anticipated. CM had heard the proposal at the CCG PPG stakeholders meeting as well.	
8	111 update – CM gave out a Précis of NHS 111 & OOH activity which showed the NHS 111 figures for the last few weeks along with the national comparison. CM gave an interpretation of this information. General discussion took place with some members giving their experiences with the services. PW confirmed that the service was out to tender and changes will come in to affect from April 2017. PW did not think the current provider had bid. RW thought that the services were being fragmented and made it confusing for patients. PW also gave out a copy of the Worcestershire OOH Performance Report for June 2016 currently provided by Care UK that used to be Harmoni. .	
9	Enhancing Healthcare and Improving Access to Support Services for Older People aged 90+ living in their own homes – A hand out was given to the group from Jo Dodd our Nurse Lead for Older People/Complex Care giving them information about a "silver service" project. The project aims to develop a patient pathway to identify people aged 90yrs+ living in their own homes, and offer frailty screening, comprehensive assessment, case management and co-ordination of support services as appropriate for this cohort of patients. Upton Surgery has a high number older people registered, there are over 650 80-90 year olds, and over 100 90-101yr olds registered, who are living in their own homes. PW asked that if the group had any questions regarding this project to email her direct.	ALL
10	Friends of Upton Surgery Annual General Meeting (UMST) – A copy of the Report of the Board of Trustees for the year ending 31 st March 2016 was given to the group. JMc confirmed that UMST had fulfilled the majority of requests and that the Friends had been delighted to be able to contribute to the Arts project in memory of Dr George Wilson and hosting	

	the Farewell Tea Party for Dr Everitt. UMST enjoy and are proud of what they can provide for the surgery. PW and JPB confirmed that the surgery appreciated all the time and input given by the members of UMST.	
11	Upton Community Care (UCC) Adverts – JB informed the group that UCC are struggling to recruit new drivers, they are down to 5 drivers in Upton but they do have other drivers in other localities around the area. JPB confirmed that this was a valuable service for the community. JB and LB to get together and discuss ways to promote the need for new drivers, suggestions were leaflets in surgery, prescription bag drop, newsletters.	JB/LB
12	Upton Surgery update and Friends and Family Test Report for January 2016 – May 2016 – This was emailed out with the Agenda. CM asked if anyone had any comments. Nil recorded.	
13	Complaints/Compliments/Suggestions – PW confirmed that the complaints received were regarding trainee consultations, manufacturers drug packaging and the one mile dispensing rule. PW confirmed we had received 11 written compliments and many verbal ones. Dr Everitt was very appreciative of the cards and retirement gifts and wanted to pass on her thanks. We also received 3 suggestions via the suggestion box which the group discussed.	
14	AOB When Should I Worry – This was discussed and ideas on how to promote child health awareness, a suggestion was to put a leaflet in each school bag of the Upton Primary School. Mori Survey – PW reported the latest results on the Mori Survey. In Q7 Upton Surgery were rated top in the whole of the South Worcestershire CCG 32 practices rating at 98.43% against the 7 quality questions the surgery is judged on. Overall since the benchmarking started two years ago are ranked 3 rd . WiFi – PW confirmed that this will be NHS funded in time but in the meantime she has applied for Upton Surgery to be a pilot for the rural area. Work Experience – LG told the group he had enjoyed his week's work experience with us. RW – Sends her apologies for the October meeting.	
	Date and Time of Next Meeting – Monday 17th October 2016 at 6.30pm	

PRACTICE UPDATE – JULY 2016

DR EVERITT'S FAREWELL TEA PARTY

The Friends of Upton Surgery hosted a farewell T party for Dr Everitt on Thursday 28th April. Staff old and new, patients and PPG members with the trustees of UMST attended. We had displays of her time at Upton with memories from the nursing team in a photographic album. Dr Everitt was very appreciative and wanted all to know how grateful she is all the cards and gifts.

STAFF CHANGES

Dr Linda Arthur is taking on a new role in Tewkesbury and will be stopping her Monday session with the surgery, however I am very pleased to say she will continue to support us when we have the medical student term time placements with a regular Tuesday afternoon sessions. However this means we will not see her until January 2017.

The GP trainee doctors will be changing in August. We will be saying goodbye to Dr Sanwoolu and Dr Mohamad, Dr Sanwoolu had a lovely baby boy in May but will not return to this practice as her rotation will move to another when her maternity leave ends.

Dr Mott completes his training with us in August but will stay on over the summer to do some GP locum work for us.

On 2nd August 2016 we have two new GP Registrar grade trainees joining us:

Dr Amber Holmes will be on an 18 month placement a part time basis working Tuesday/Wednesday/Thursday until 31st October 2017

Dr Bishwa Thapa will be joining us as an ST3 until August 2017

We may also be allocated at Foundation grade junior doctor but we are waiting for confirmation of that.

We have just taken on two new Business Administration Apprentices:

Lucy Jobson – primarily based in Reception

Sian Eggerton – primarily based in the upstairs administrative office

We have two Medical Students from Warwick University who will be with us until August 2016. Then there is a break and they will recommence in January 2017.

New Wall for flood protection by the entrance

As you know we have had a problem with flooding at the front entrance. For the first time some water came in over a weekend when our intrepid water sweepers (the staff!) were not here. We have had a wall built in the hope that this will prevent us having to sweep the water to keep it out of the out of the surgery. We had some sudden torrential rain this week and so far so good.

CQC INSPECTIONS

We have still not had the telephone call giving us the 2 weeks' notice of inspection date yet but apparently we are the only one in Worcestershire not yet called with a date.

TRAINING AND CONFERENCE USE (21.4.16 – 17.7.16)

Access 2 Education - HCA Ear Irrigation	20 delegates
Access 2 Education - HCA Ear Irrigation	30 delegates
Access 2 Education - HCA Ear Irrigation	15 delegates

Access 2 Education - Ear Care for Practice Nurses	36 delegates
Access 2 Education - HCA Ear Irrigation	20 delegates
Access 2 Education - HCA Ear Irrigation	26 delegates
Thornbury Nursing x 3 bookings attendance	10 delegates each
Safeguarding Adult straining	8 delegates
Swanswell Event - Drug and Alcohol Services	10 delegates
Social Services Meeting	12 delegates
Wychavon and Malvern District Councils	20 delegates
Event Mobility	15 delegates
Locality meetings x 3 bookings attendance	33 delegates each
Federation Board Meeting	10 delegates

NHS Strategy

The CCG are planning new working arrangements across county with their colleagues in Redditch and Bromsgrove and Wyre Forest CCGs and we await details of how that might impact us. The new national contract with the MCP element is delayed until September 2016. The CCGs have to produce a sustainability and transformational plan for all health services, including Primary Care across a much wider geographical area of Hereford, Shropshire and Worcestershire. This is happening all over the UK.

Friends and Family Report January 2016 – May 2016

How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?					
Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Total 106	Total 13	Total 1	Total	Total 1	

What are we doing well?

- Keeping your service personal in an increasingly data driven context
- Dr Mott is an excellent doctor, lovely with xxx (3)
- Absolutely everything! We're extremely fortunate to be cared for by Upton Surgery. Everyone is polite, helpful and caring, thank you so much
- Been with you for over thirty years, would not have my 30 year old son if it were not for David Webster. Nice surroundings and staff always friendly and helpful.
- Because of the excellent treatment which I have received and the willingness of doctors, practice nurses and receptionists to listen and deal very patiently with any problems
- Extremely polite and well organised surgery
- Being Friendly and listening to the patient
- Preventative care
- Availability of appointments outside my work hours

- Patient care, approachability
- First time here in years and very professional and friendly
- Polite, friendly and informative
- Always Efficient and a very polite staff
- Too early to say, only just moved into the area
- Looking after us really well
- Just moved here
- Friendly approach, convenience of pharmacy
- Wait time for appointments is acceptable, approachable staff, easy “check in”, relaxed atmosphere, good communication
- Proactive, holistic care
- Friendly, flexible, good appointment system
- Efficient and helpful
- Personally good service
- From my perspective you can't improve as your attitude is good
- Everything, fabulous support at reception as well as caring, personalised treatment from Dr Everitt
- On time and welcoming
- Very well
- Friendliness
- A doctor can be seen at all times, consultations are never hurried
- Late/early/weekend appointments, generally getting appointments
- Everything
- Appointment when needed follow up hospital, great service
- Whole team is helpful, efficient, friendly and professional
- Most things no qualms about anything
- I find Upton caring and professional practice. I find it easy to get an appointment or a phone chat with a doctor. The surgery is easy to reach on foot and there is ample parking for those arriving by car. The waiting room is pleasant and welcoming. The other staff – admin, nursing etc also helpful and efficient
- Everything so far
- Very efficient on timing. Always feel that all health professionals take an interest
- Everything
- Everything, excellent in every other way apart from “one thing” listed below.
- Courteous, helpful and clear
- Too early to say
- Proactive healthy management
- All the best
- Yes
- Preventative clinics better than emergency response
- Friendly and helpful
- Good services
- Easy to see a doctor
- All round good service
- Prompt and efficient service

- Excellent attentive service in a relaxed and pleasant environment
- Can always be seen when needed, staff all courteous and welcoming
- Everything
- Running an efficient practice
- Very efficient and thorough
- Receptive, reassuring, reliable, except when bound by restrictions imposed upon you
- Yes
- Have always had 5 star treatment from Dr Barrell and other doctors, also the receptionists are very helpful and obliging
- Appointments are usually on time
- Seen within time scale, listened to, referred on
- Lovely staff
- Lovely human interaction with gentle but sincere positive advice
- Personalised responsive service
- Waiting area – reception is excellent
- Lovely people, caring service, no long waiting list
- Appointments always available
- Appointments – emergency and routine all staff are pleasant and helpful
- All your services are good
- All ok
- I would be difficult to improve on current standards
- Listening, understanding, guidance
- Helping in every way
- Have found the services of first class in caring and politeness
- Seeing patients without delay on request
- The doctor is excellent, the reception desk is very competent
- All
- Everything
- Friendly service, good information provided
- Everything
- Care in treatment
- You can always get an appointment if you really need it
- Longer opening times, Saturday clinics, efficient administration
- Very organised and friendly professional approach from all staff
- Very good doctors and good nurses
- Service surgery gives is very good in all areas
- Having the time to see patients
- Everything, thank you
- Almost everything
- You give us a straight answer
- Timeliness of appointments, caring manner of all staff
- Everything
- I can always see somebody when I ring
- Friendly, good efficient service, answered all my questions
- No need

How can we improve?

- Carry on doing as you're doing
- May be more doctors to enable quicker turnaround for appointments – overall very happy though
- Nothing springs to mind
- By making more appointments available online at short notice
- Don't keep me waiting 20 minutes
- WiFi in the waiting area please would make waiting more pleasant
- Have dispensary open on Saturday mornings
- You can't, thank you
- Be able to get regular appointments sooner for doctors, bloods etc
- Nothing really to improve
- Not let Dr Everitt retire just yet
- Can't think, nothing needed
- Dr Everitt not to retire
- Cannot
- One thing could be better though, appointments do not go far enough ahead (only 3 weeks sometimes. Could do with extending it to 2 months
- Just stay as you are
- More late appointments
- Some empathy by doctors – sometimes dismissive in my experience
- Service when involved in the wider health service ie hospitals/consultants difficult and time consuming
- n/a all very good
- you excel as it is
- slight delay kept waiting 15 mins
- check that your receptionists do not develop into the dragons of old!
- In my opinion not possible to improve
- More doctors to give more time for consultation
- Happy so far
- Waiting times – 25 mins wait, today with granddaughters – 1 week old (prem)
- Keep Dr Everitt
- I don't think you can unless you can increase the hours in a day!
- I have no complaints
- All works well
- Reception/appointment can at times be difficult, getting continuity with same doctor with continuing ailments
- All ok with me
- Weekend service
- The entire surgery is run extremely well
- More physio
- Identifying serious problems earlier
- I would like to be able to book appointments further in advance, at least a month but better still 2 months
- The service is very good now, don't know how you can improve it

- I am quite impressed