

**UPTON SURGERY
PATIENT PARTICIPATION GROUP
Monday 17 July 2017
MINUTES**

Present: **Patient Representative Members:** Chair: Chris Milne (ChM), Jo Daniell (JD), Rebecca Maund (RM), Dawn Patterson (DP), David Smallwood (DS), Lizzy Hughes (LH), Marie Griffiths (MG), Pam Clark (PC)
Surgery representatives: Dr A R Havercroft (ARH), Dr G Wetmore (GW), Philippa White (PW), Ben Kent (BK) and Lysa Ball (LB) note taker

1	Apologies: Jenny McGowran, Ruth Wain, Jan Bastick and Liam Gleeson	
2	Minutes of previous meeting 3 April 2017: These have been agreed and will be published on the website.	LB
3	<p>Matters Arising:</p> <p>Care Navigation – PW confirmed that we are in the process of training more of our staff and there is a drawer in reception which has all the signposting information for staff to use. Once more of our staff are trained it is hoped to free up more of Jo Dodd's time. Redditch and Bromsgrove CCG are trialling an EMIS Template for care navigation. We are currently advertising for a Receptionist/Care Navigator. There is also a lot of useful information on our website under "Stay Well".</p> <p>Children's Services – RM confirmed this has now moved on quite well. The midwives are still at Riverboats and have been joined by National Childbirth Trust and Baby Latte which is getting more popular. The school itself is offering wrap around care and have introduced a breakfast club and after school club. RM will give a further update at the next meeting.</p> <p>Self-Care – update from Lizzie. Both Lizzie and Liam felt that the self-care app was not easy to use, untrustworthy and on occasion worrying. PW is going to check the app and report these findings. CM thanked them both for trialling.</p> <p>DNA's – DS reported that some of the DNA's may be related to "different time codes - Through time and in timers". Discussion took place. No further action on DNA's was agreed at this present time. It was agreed that we are unable to improve our management of this, beyond what we are already doing.</p> <p>5 year forward view plans for primary care – No update since the election other than a new Single Accountable Officer has been appointed for the 3 CCG's</p> <p>Shared Information (EVIE) - Meeting was missed- no update except that those who attended felt that it was not able to offer the integration between primary care and secondary care we had hoped it would.</p> <p>Care Records – The current position on patient record access online was discussed. PPG members should contact Lysa or Ray to check that their own record is complete.</p>	<p>RM</p> <p>PW</p> <p>PPG members</p>
4	SWCCG Update including Restricted Prescribing and Federation update – ARH Federation update - ARH confirmed he was one of the Directors of the Federation, which supports the 32 practices in South Worcestershire and is the voice for Primary Care. It is hoped that the other practices in the North may join in with the Federation. ARH confirmed lots of frustration at the moment as there were a lot of promises being made but no funding received as yet. The GP Access Fund allows 30 minutes more appointments per 1000 patients per week which gives Upton	

	<p>5.5 hours per week.</p> <p>BK restricted prescribing – The CCGs agreed with proposals to restrict access to certain medicines, treatments, products and food items on prescription, specifically:</p> <ul style="list-style-type: none"> • To restrict the prescription of treatments and medicines for short-term, minor conditions • To stop the prescription of gluten-free foods • To stop the prescription of soya milks, thickened infant formula, formula for lactose intolerance and all infant formula available as ready to use liquid • To restrict the prescription of oral nutrition supplements. <p>The CCGs will spend the next few weeks developing the necessary policies and position statements to support these changes. Until these have been agreed and circulated the current policies and approaches remain in place. BK to update at next meeting.</p>	BK
5	<p>Online Access – The 2017 target is to have 10% of the practice population signed up to online access. PW confirmed 4355 patients had signed up and 2811 were actively using the online service giving us 26%. It was agreed to continue to promote this.</p>	All
6	<p>New physiotherapy Service – This new service started on 1st July 2017 and is an electronic patient self-referral service for musculoskeletal patients over the age of 16. GP's can still refer patients to this service. Also a new self-help website called 'Move to Improve', has been launched. This provides tips and advice to help people self-manage aches and pains where appropriate. www.hacw.nhs.uk/movetoimprove.</p>	
7	<p>Health watch Annual Report (page 25 for discussion) - the report was emailed prior to the meeting and the group were asked to focus on the recommendations on Page 25. A discussion took place regarding the items on Page 25. PW updated the group regarding joint working with the Audiology team and a patient volunteer, with the aim being to provide patients with information on assistive devices that will enhance their quality of life. We will be trialling this on Fridays between 2pm and 4pm. A discussion took place regarding our Complaints procedure and where it can be found on the website. LB confirmed the complaints policy/procedure was in the process of being updated. MG offered to help LB and JD with this area. LB to arrange a convenient meeting for all parties. While looking at the website it was decided to amalgamate general information and rights and responsibilities and also to look at removing "practice policies" from the website completely.</p>	MG/LB LB
8	<p>Self-Care Week (tea and talk) CM gave the group a brief update from the Self Care Group meeting which represented the 3 surgeries (Pershore, Abbotswood and Upton) on 10th July 2017. CM informed the group of the Abbotswood Tea and Talk time. This is an hourly session run once a month by their PPG. This is to encourage their patients to come along for company and conversation. Our group felt more discussion needed on this idea and has been put on the Agenda for October.</p> <p>CM reminded the group that Self Care Week is 13.11.17 to 17.11.17. A proposal was put to the group about members of the PPG being present in the surgery for half a day during this week to promote self-care and any other items felt appropriate. CM will e mail the Group with further information.</p>	Agenda item October Meeting

9	IPSOS MORI GP Survey – This was emailed with the Agenda. PW gave the group a brief update. CM congratulated the whole practice on their achievements.	
10	SWPPG Network Meeting – CM emailed a brief update to the group prior to the meeting. More information is available on the Older Adult Mental Health Co-production project if any member of the group would like this. CM to invite JB to the next Community Transport presentation and discussion meeting in September. The Glade, which is a new rape and sexual abuse service, has details on our website. CM to forward an email to the group with the links mentioned in his update.	CM/JB LB CM
11	Hanley Castle PPG Representation – Lizzie confirmed that she will be staying at Hanley for another two years and Liam one year. Both agreed to remain in the Group for the next year. Both were thanked for their contributions to date. This will be reviewed again in July 2018.	
12	Upton Surgery Update and Friends and Family Test report January 2017 – March 2017 – This was emailed with the Agenda.	
13	Compliments/Complaints/Suggestions – Complaints only one received and this was regarding the attitude of a member of staff on the telephone. Staff have been made aware how patients perceive their manner on the telephone. No further action was required. Compliments 34 had been received either in writing, email, website or verbally. Suggestion Box nothing had been received.	
14	AOB: Age UK – Jo Dodd has arranged for Age UK Malvern and District branch to pilot a drop in surgery here on the 2nd and 4th Wednesdays of each month 2.30-4.30pm. The first one will be on 16.8.17 and then 13.9.17, 27.9.17, 11.10.17 and 25.10.17 Art Project – PPG members, PW and Dr Barrell have now been to the school and chosen 3 pictures for the surgery. These will be displayed in due course. A presentation for the overall winner will be made later in the year. We will have the 3 pictures on display for our meeting in October so that members can choose their favourite. National Pharmacist event September 2017 – BK has invited a member of the PPG to join him in Nottingham to talk about how our PPG feel about us having a pharmacist here in the practice. Any interested PPG member should contact Ben direct.	PPG members
	Date and Time of Next Meeting – 16 October 2017 at 6.30pm	

We owe a debt of gratitude to **David Semple** who died in May 2017. Right to the end he thought of the surgery and gave his time and wisdom to the trustee group and will be greatly missed.

FUNDED EQUIPMENT UPDATE - The surgery are extremely grateful for the allocations made and hope the additional information supplied helps Trustees to make decisions. All requests are considered carefully from the surgery team before a request is made.

SABBATICAL DR A R HAVERCROFT - will be taking a Sabbatical this summer and will be away from surgery from 24th July 2017 until 10th September 2017. Drs Mott and Dawes will be familiar faces over the summer and also Dr Gillian Farmer is also doing some sessions with us again.

STAFF UPDATE - A number of changes are happening on a daily basis so decisions are having to be made fast and to try to keep all staff abreast of what is going on the surgery will give a monthly update.

Reception/ admin services

- From 17th July Jennie Hughes, Reception Team Lead will reduce to 26 hours in her current role working Monday, Thursday and Friday.
- Teresa Guest and Katalin Cooper have moved on to new pastures and to help fill the immediate gap Lucy Jobson (Business Apprentice) has accepted a full time follow on contract with us for a year.
- Ray Giles is seconded to the CCG on a project 2 days a week and is now working 3 longer days a week here on a Monday, Tuesday and Friday.
- Sian Eggerton (Business Apprentice) is on full time follow on contract with us for a year.

Nursing team

- Christine Simms Health Care Assistant will be returning to work on November 6th.
- The nurses have undertaken the updates to allow us to start taking student nurse placements from September 2017.
- Janet Hogarth, Practice Nurse returned to return to work at the beginning of July.

Doctors

- Dr Thapa leaves on 1st August.

FELLOWSHIP IN OLDER PEOPLE CARE - As you know Jo Dodd undertook the Older Persons Fellowship in care which we supported and this remains a role unique to our practice. We are pleased to confirm that Jo has now successfully completed this, passing all aspects of theory and practice. Congratulations have been given to Jo on her excellent achievement. Of note, she was the 'poster girl' at the recent conference in London. Jo will continue to work with us employed by the practice.

SELF CARE AWARD - We are pleased to confirm we (Upton/Pershore/Abbottswood) have been awarded a special innovation status and we will receive the award at the Self Care Conference in London in September 2017.

10 HIGH IMPACT ACTION (please see attached sheet) - Dr Wetmore is leading on our contribution to the 1st areas which are in-house document management and flow system, signposting and Care Navigation.

WARWICK UNIVERSITY MEDICAL STUDENTS - We continue to have the Medical Students from Warwick University who come on a 7 week programme. We are very grateful to those who participate and help to train the next generation of doctors.

Improving Quality Supporting practices (IQSP) - Our feedback at the CCG IQSP meeting on Tuesday 27 June 2017 was very positive, the QOF score charts was cited as being one of the best across the county.

WAITING ROOM - This has been re-organised and refreshed and is updated on a regular basis.

DIABETES PREVENTION PROGRAMME – also known as “Healthier You”, this is a joint commitment from NHS England, Public Health England and Diabetes UK, to deliver at scale evidence based behavioural interventions for individuals identified as being at high risk of developing Type 2 diabetes. The aim of the programme is to reduce people’s risk of developing Type 2 diabetes across England. This will consequently improve the health of the nation whilst at the same time reducing a major financial burden on the system; one which goes beyond managing the condition itself, to the potential treatment of a number of associated conditions such as sight loss, kidney failure and stroke. We have just successfully held the first 10 week programme here at Upton.

SPECIALIST HEART NURSES FROM BIRMINGHAM HOSPITALS

We are talking to specialist heart nurses from Birmingham Hospitals to start a new service from site once a week (to include patients from other practices) for Familial Heart conditions that need early monitoring.

AGE UK AT SURGERY – Jo Dodd has organised with Lynne Moule, Age UK manager at Malvern and District branch, they are happy to pilot a drop in surgery here on the 2nd and 4th Weds of each month 2.30-4.30pm. This will start on 16th August 2017.

CONFERENCE/TRAINING USE (1.4.17 – 30.6.17)

Safeguarding Adults		30 delegates
Quickstart Meeting		20 delegates
Access 2 Education	Cardiovascular Day	31 delegates
Diabetes Prevention Event	10 week programme	20 delegates
SW Alliance Meeting		20 delegates
Access 2 Education	HCA Course	23 delegates
Access 2 Education	Childhood Immunisation	36 delegates
SWCCG Board Meeting		33 delegates
Berrow Court Meeting		30 delegates
Access 2 Education	HCA Course	13 delegates

**FRIENDS AND FAMILY TEST REPORT
APRIL/MAY/JUNE 2017**

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 93	Total 4	Total		Total 1	Total 1

What are we doing well?

- All good as far as I can see
- Everything
- Friendly efficient service, ease of appointment system, ability to see a doctor at short notice/emergency
- Great service, doctor is very helpful and friendly
- Great staff, relaxed surroundings
- People are seen efficiently
- Always prompt and courteous when booking appointments, doctors efficient and caring
- Everything
- An excellent surgery
- Always here to help with anything
- Your customer service is 10/10
- Offering wide range of time appointments
- Friendly
- Generally everything I have a connection with is done very well
- Everything, empathy and communication
- Everything
- Listening to the patients and their concerns
- All good
- Everything for me

- Everything is done well
- Everything
- Everything
- Very helpful staff, I can always get an appointment
- Very well
- Caring for each individual, following up on treatment recommendations
- Happy reception, friendly nurses, caring doctors
- Everything! Appointment system, pharmacy, the care, patience, above and beyond attitude of doctors is amazing
- Good clinical care
- Friendly accommodating explained things well
- Everything
- Organised and helpful
- Everything
- Smiling
- Keeping me alive
- Looking after your patients, good communication skills
- All of it
- Very efficient
- Friendly staff
- All so good
- Nurses are great
- All things
- Everything, brilliant at all times
- Listening
- Never feel rushed, good listening and advice
- This practice is ACE
- Excellent advice and care
- Friendly helpful advice on the odd occasion I need it, prompt supply of medication
- A lovely friendly and understanding lady
- Friendly environment
- Being prepared to listen and not just assuming things – not rushing to get to the next patient
- Everything
- Everyone is so friendly, easy to get an appointment, doctors always listen
- Extremely efficient in diagnosis and friendly, helpful advice
- My husband and I have had the most excellent treatment over many years and are most grateful for it
- Treating me
- Everything
- Everything thank you
- Excellent compassionate care, Dr Wetmore is a hero!
- Absolutely everything
- Everything
- Effective provision of service across all departments
- Prompt appointments, thorough assessments and diagnosis
- Friendly helpful staff, no problems with booking appointments
- Advanced nurse practitioner was friendly and brilliant with our daughter “big ouch” steri stripped and out in minutes ([copy of card given to LDS and logged on compliments log sheet](#))
- Dr Havercroft is very thoughtful and caring ([Copy of card given to ARH and](#)

logged on compliments log sheet)

- Great doctor, very attentive (no doctor named)
- Have had excellent help from Dr Evans (copy of card given to CE logged on compliments log sheet)
- Everything
- Family support and emotional support
- Everything
- Treatment, reassurance, confidentiality and referrals
- Brill service
- Never refused an appointment
- Very satisfied
- Very good surgery
- Treating everybody with respect excellent

How can we improve?

- No need to
- Carry on with what you are doing, don't change
- Over running appointment times
- Improve waiting times
- I am hard pressed to think how it could improve
- Very happy can't think of anything
- Easier appointments, with today's exception
- A little more consultation time with the doctor would be appreciated sometimes
- Hard to
- Cannot think of anything!
- Not really
- You can't
- Getting appointments with "favourite doctors", it would seem people are booking appointments on line then cancelling at the last minutes, thus blocking others
- If you think you can?
- Probably not possible
- Online booking of appointments
- Came for help with my son and left feeling very angry and upset! No help or support given (*a complaint has been received for this*) resolved on day PW aware
- May be Saturday/Sunday openings, please contact me so I can make my views known.
- Please no perfume on staff, if have allergy/asthma can cause reactions (coughing and general distress, especially in asthma clinics.
- Work for patients still not the myopic accountants at the industrial capitalist mill!
- Keep on same
- Do what you are doing
- Nothing
- No improvement needed
- Keep doing what you're doing
- Completely satisfied
- No suggestions
- Waiting time 20 minutes
- All is good
- No improvement needed

- Keeping to times perhaps – but I know this is difficult
- Nothing to improve
- Booking an appointment could be a little easier. Need to jump through a few hoops.
- Impossible
- Don't know
- No
- Waiting times for appointments can be really long
- Nothing
- More early morning appointments
- You can't its great

NB one person ticked "likely" and "don't know" – recorded both but was on one card