

**UPTON SURGERY
PATIENT PARTICIPATION GROUP
Monday 5 March 2018
MINUTES**

Present: **Patient Representative Members:** Chair: Chris Milne (ChM), Rebecca Maund (RM), Jo Daniell (JD), Dawn Patterson (DP), David Smallwood (DS), Lizzy Hughes (LH), Marie Griffiths (MG), Liam Gleeson (LG)
Surgery representatives: Dr C Miller (CM), Dr PA Bunyan (PAB), Ben Kent (BK) and Lysa Ball (LB) note taker

1	Apologies: Jenny McGowran, Janet Bastick, Ruth Wain	
2	Minutes of previous meeting 16 October 2017: These have been agreed and will be published on the website.	LB
3	<p>Matters Arising:</p> <p>Hanley Castle High School Art Award: JD confirmed the cup has been engraved but is having difficulty contacting the winner (PB) for a presentation. LG confirms he is able to contact PB and will keep JD updated, looking at a presentation during the Easter break. JD also confirmed that the art work for 2018 will be ready to select again May/June time.</p> <p>Self-Care Week/The Big Get Together: As part of Self Care Week Upton Surgery held "The Big Get Together Event" We invited St Richards Hospice, Worcestershire Telecare, Age UK and Upton Walkers. The refreshment table was manned by members of our Patient Participation Group and Upton Walkers. Staff and patients made or donated cakes for sale. An estimated 20 to 25 patients attended, most of who were "target market". Almost all found talking the 2 organisations useful and a group of 5 carried on sitting and chatting for over an hour, having not known each other previously. The event was successful and we also raised £135.34 for St Richards Hospice.</p> <p>Firearm Applications – GP partners agreed and implemented £49.50 charge</p> <p>New Physio Service and ICATS: Information correct October 2017</p> <ul style="list-style-type: none"> • 18 weeks wait starts as soon as referral rec'd, this is to include outpatient appointment and surgery. • Pt is seen in outpatients, agreed active monitoring, for example 3 months, then at 3 month review surgery agreed, added to the wait list and 18 week clock starts again. • However, of note we have been advised that they are running way past the 18 weeks, in some cases has been 50 weeks!!! <p>PAB/CM updated the group that the self-referral process has reduced the workload of the GP's and Upton is an option on the referral form but patients tend to tick all boxes to be able to access the soonest appointment. The number of physio hours here at Upton have been reduced due to low staffing in Malvern. We will continue to promote this service via the website, waiting room and patient newsletter.</p> <p>EVIE – This is the integration of clinical systems. Nothing to update at this meeting, put on agenda for next meeting</p>	<p>LG/JD</p> <p>JD</p> <p>Agenda item for May 2018</p>

4	<p>Self-Care/Patient Events Update: Please see above. ChM confirmed that the next Self Care Forum meeting is at Upton Surgery on 21.3.18 at 9.30am. If any member of the group would like to attend please let LB know. DS confirmed/MG apologies</p> <p>Worcestershire Telecare Event: confirmed this will be taking place at the surgery on 27.3.18, LB to email flyer.</p> <p>Age UK: LB confirmed Age UK will be holding two sessions per week (Monday am and Thursday am) starting from 9.4.18. This will be well promoted via usual channels.</p>	<p>ALL</p> <p>LB</p>
5	<p>Flu Campaign: BK confirmed the total uptake for 2017 was 3439 (31%) and for 2018 it was 3658 (33%). For this year's flu season there will be some changes to the vaccines and we will utilize our check in screens and CODA screens to promote this.</p>	
6	<p>Communication: A general discussion took place regarding how the PPG could help communicate with our patients. PPG feel we should be "blowing our own trumpet" more. MG would like to help communicate with the elderly population who do not use mobile phones or the internet. A suggestion was made about having the Patient Newsletter put in the Upton News. LB to email the Newsletters to all Parish Groups. Social Media – what do other practices do? PPG would like to develop an action plan for the next year and may be set up a sub working group. DS suggested the surgery develop a simple PowerPoint that the group could use for talks at local community groups.</p>	<p>LB</p> <p>BK</p>
7	<p>SWPPG Network Meetings: ChM confirmed the next meeting will be in two weeks' time. ChM will update group as necessary.</p>	<p>Agenda next meeting</p>
8	<p>Upton Surgery updated and Friends and Family Test Report for October 2017 – January 2018: This was emailed out to the group prior to the meeting. DS has requested a current staff list to make it easier for the group to know who we are talking about regarding staff updates.</p>	<p>LB</p>
9	<p>Complaints/Compliments/Suggestions: LB gave the group an update. Complaints for the period October 2017 – January 2018 there had been 16 patient issues and 2 complaints. All of which have been resolved. MG asked if and how learning was achieved from these, BK confirmed these were reported to the Partners and Team Lead Meetings. LB to email workflow process and capture form.</p> <p>Compliments - for the same period – 10 verbal and 22 written.</p> <p>Suggestion Box – Healthy lifestyle support groups, patient contacted and informed of our Self Care project, long term condition clinics and Upton Walkers</p>	<p>LB</p>
10	<p>Election of New Chair: As discussed at the October meeting Chris Milne will be stepping down as Chair. RM has volunteered to take on this role. ChM will still be a part of the group and wished RM well in her new role. DP spoke on behalf of the group to thank ChM for all his hard work and being such a good chairman over the years.</p>	
11	<p>AOB:</p> <p>Access screen: promote our new screen for booking appointments</p> <p>Dispensary: Could the bell in dispensary be checked as it appears the notice is missing.</p> <p>CPRD: The practice would like to engage with CPRD (Clinical Practice Research Datalink), part of the MHRA and NHS digital. They act as the data collection agency to establish the evidence base for future national health campaigns and NICE guidance, and form the basis of the next generation of targets for general practice. By signing up we would be allowing anonymous patient data to be collected, which will add to the</p>	

	<p>body of evidence. This is a good thing for our practice as it means national guidelines are more closely based on our practice population, and we also get sent reports on how we are doing compared to the national average in advance of targets being set. There would be no time involved on the practices part, and we are under no obligation to act on the reports provided (although it would make good clinical sense to do so). Any patient that has already opted out of summary care records would automatically be excluded from the data extract. There is the ability to participate in recruitment of patients for clinical trials but again this is not mandatory. The proposal was supported by the PPG.</p> <p>Riverboats Centre – RM confirmed that all was going ok at the centre</p> <p>Meetings dates for 2018 - Agreed to change the April meeting to 21st May 2018. All other dates confirmed as 16.7.18 and 15.10.18</p>	
	<p>Date and Time of Next Meeting – 21 May 2018 at 6.30pm</p>	

PRACTICE UPDATE MARCH 2018

CQC Inspection February 2018

- We were slightly surprised to receive notification of another inspection from the CQC (the last being in September 2016), however as always we rose to the occasion and welcomed 4 inspectors who undertook a comprehensive inspection and we await the outcome report. Many thanks to members of the PPG who gave their time on the day and others for their good luck messages!

Staffing update

- Philippa reduced her hours at the end of January and now works 16 hours per week (she will usually work on a Tuesday and a Wednesday/Thursday)
- We were sad to say farewell to Helen Jones at the end of October and Lucy Jobson left us at the end of November to spread her wings to do an NHQ 3 in another sector. Helen will be seen on occasions working as a relief reception member of staff.
- We have appointed Sue Wain and Beverley Green to the reception team and they started at the beginning of December.
- Georgina Gwynne, our Dispensary Team Lead went on maternity leave in December. We have secured some maternity cover time for dispensary and Lesley Rees has joined us. Also Bev Shakespeare continues to support one day week to help us keep the show on the road. The dept is extremely busy so we are recruiting for additional hours as well.
- Student Nurses – Our first student placement Georgie completed her time placement here in October and we were allocated another who needed a placement and we were happy to help. Robyn Barrie completed her placement in February.
- Mentor of the Year Award - Georgie put forward Michelle and Gail for a mentor of the year award, as this is our first year of mentoring well done to the staff.

GPs

- Dr Fiona Reid started with us in October 2017 and is with us until August 2018
- Dr Victoria Hicks started with us in February 2018 and is with us until August 2018.
- The Warwick Medical Students started back with us in January and so Dr Linda Arthur is with us again on a Tuesday afternoon.
- Dr Sid has returned after an extended break but completes his placement with us on 20th March 2018 and we wish him well with his career as a GP.

Retirements

- Caroline Standham, HCA for DN team has been with Upton for 15 years as part of the DN team. She has work in the NHS for 30 years and retired in December 2017, she will be sadly missed by staff and patients. Elaine Truby, Chief Podiatrist retired in October 2017.
- Dot Smith will retire at the end of March from our dispensary team.

GP appointments

The week before the festivities saw 'on the day' demand contacts rise to 447, however 2016 was actually much worse at 472 so we coped well. On the 3 days between xmas and new year we saw 307 extras whereas the year before it was 314.

This year (2017) for the first time we used the embargo system where appointments released automatically for internet booking over the 4 day break in a phased release. This reduced the telephone calls on the morning of the 27th by 57 (as they had already booked) and made it a much more manageable number to deal with. As the systems were on generator when we opened up and then flicked back to mains mid-morning, with the usual computer interference, the embargoing helped with the flow of calls and reduced the stress of the day generally. We will continue to use for every Monday and all high pressure post public holiday breaks.

The trend for Monday demand is consistent at 130 – 140 requests for on the day advice or appointment. 15 patients a session is the standard safe norm so we would need 9 clinicians working on this which would more or less stop all routine booking on a Monday. We currently have 5 allocated plus an extra GP to start visits. This is why we need more embargoed and blocked to try to control the demand on a Monday in particular. While we are in this high demand scenario we need to get as many patients down to 'sit and wait' at 1200 and all clinicians will switch to that list and help clear the waiting room. On Monday 19th February the on call team saw 149 extra patients in one day and in January we peaked at 486 extras in one week and we have not been under 400 a week since then.

Age UK Information and Advice Surgeries

Upton surgery and the reception team in particular are developing a care navigation/active signposting approach and are indeed at the 'front door' of dealing with all patient concerns/issues/queries. We aim to promote self-care and strive to signpost/support patients with their queries however there is a limit to our knowledge, skills and resources.

Age UK Malvern have been providing Wellcheck/ Low level Assessments for the local population for many years and are very experienced and knowledgeable in supporting our older population. They provide many services themselves and signpost to multiple other services. They have a clear, up to date understanding of what is currently available both locally, Countywide and Nationally and would offer a valuable resource to the surgery team.

A significant part of Age UK's role is helping people to review their benefits and support with completing application forms appropriately. There are many people who are not claiming what they are entitled to especially when it comes to Attendance Allowance. If found eligible this benefit helps greatly towards funding low level support to help maintain independence (gardener, cleaner etc). Many people either don't know AA exists so wouldn't seek this service from Age UK in Malvern and find it really difficult to fill in the application form.

Holding a regular Information surgery at the surgery will help to bring this service locally, to our most vulnerable, needy patients who are probably least likely to access the service. Patients would otherwise have to travel to Malvern to access their services. It is often the case that by having a face to face consultation the Age UK team feel that people tend to be more forthright and open about their problems. Having a regular clinic at Upton would provide better access for this to take place.

The Age UK team already feel that the service helps to form a closer working relationship with the surgery team and especially the Nurse Lead for Older People which would offer improved continuity of patient care by offering a more 'joined up' approach.

Information surgeries have already been running twice a month for the last 6 months here at Upton surgery however 'start up' funding has now been secured to commence twice weekly surgeries for the next year, which will commence on 2.4.18

Operational Issues:

IT Update

We have invested in a number of new systems with financial support from UMST (Friends of Upton surgery) this involves a lot of disruption on a day to day basis whilst work is being done and our new Assistant Practice Manager Louise has project managed the processes for us all and sorted out training for staff. It's always rather stressful, but the gains and future additional benefit for patients will be worth it. We have 4 new autocheckins and one with appointment booking features. A new cloud based document management system and an upgraded call system for the waiting room TV screens.

Clinicians now have dual screens in their consult rooms hopefully saving a minute or two of precious consultation time

Social Services

The social services team for Pershore and Upton moved to their permanent home in Pershore on January 10th but continue to use the office as a satellite and have a member of staff here whenever possible.

Patient Services

We held 2 aneurysm screening sessions before Christmas and Gail Prasher and Helen Nicholas led on this important service for patients.

We have successfully been accredited for the RCGP scheme veteran friendly GP Practice.

A small presentation took place to another Upton patient who has been presented with the Alan Nabarro medal. This is awarded to people who have lived with diabetes for 50 years.

We are one of just 2 sites in South Worcestershire to start the Familial Hypercholesterolaemia screening clinic service with the **West Midlands Team**. The aim of the WMFHS is to ensure FH patients across the region receive an equitable and robust cascade screening service. It is a primary care based service and the specialist nurses across the region seek space within GP practices to consult patients, with practices being advised to search for at risk patients on their databases.

We received this from the team: Upton Surgery was one of the first practices in the West Midlands to seek to support this service and willing to provide space for patients from all over the locality to be assessed here. The Staff have assisted with searches and continue to do so, their support has been invaluable.

CQC Inspection – PPG notes 13 February 2018

1. PPG has been operational since 2008.
2. Currently has 12 patient members (including 2 students on a year by year basis).
3. Increased group diversity has been achieved but there is more to do more to do – now including 2 students, 2 under 40 mothers as well as older service users, but with a gender imbalance. This has been achieved by wider advertising and excellent practice and PPG member links with Hanley Castle High School.
4. The Group's terms of reference were updated in 2016 (copy attached).
5. Some group members are also members of local organisations such as Parish Councils, newsletter providers, PCCs and school governors, which assists in the dissemination of information and gathering feedback on a particular topic.
6. The Group meets formally quarterly and subgroups meet as required.
7. Matters considered at meeting will generally include:
 - Previous minutes agreement, apologies and review of action points
 - Review of any patient surveys, discussion and action points e.g. friends and family, MORI
 - Review of any proposals from commissioners or other parties
 - Review and monitoring of patient action plans
 - Review of 111 and other non-face to face local services
 - Relevant issues from meetings attended by group members
 - Consultation on specific practice issues e.g. pharmacy, older persons' project
 - Complaints and praise
 - Practice report.

8. Specific issues addressed in 2017 with group member involvement were:
 - Review of Kooth and Chat Health (services for young people) by the Hanley Castle students with other students and staff. Outcome was that apps were not easy to use, untrustworthy and, on occasion, worrying.
 - Monitoring of integrated child health services at Riverboats in Upton
 - Self Care programme (since rebranded locally as Stay Well). Integrated group of patients and staff from Upton and 2 Pershore practices. Ongoing 12 month calendar of actions/events in place. Programme has won a national self-care award.
 - DNAs – the monitoring and action programme has resulted in a reduction of 20%.
 - Review and changes to the Blood Results Protocol on how patients receive their results.
 - Notice Boards management.
 - Update of complaints and comments process on web site.
 - Pilot of tea and Talk initiative.
 - Significantly longer lead times for orthopaedic surgery and physiotherapy reported after launch of ICATS service – ongoing.

9. Outside formal meetings, the group would be involved in practice audits, events, monthly newsletter, website development, etc.

CNM
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TRAINING and CONFERENCES 1.10.17 – 28.2.18

Access 2 Education – Dermatology Study Day	19 Delegates
Access 2 Education – Ear Care Study Day	14
Delegates	
Self Care Forum Meeting	15 Delegates
MPS Medication errors and safer prescribing	10 Delegates
Diabetes Prevention Plus x 4 sessions each)	20 Delegates (in
SWCCG Meeting x 6	33 Delegates (in
each)	
Practice Medicines	17 Delegates
Berrow Court AGM	35 Delegates
Access 2 Education – Childhood Imms	33 Delegates
Fairways Pension update	18 Delegates
Employment Law Update	18 Delegates
Event Mobility	13
Delegates	
Safeguarding Training	20 Delegates
Access 2 Education – wound Care Day for Practice Nurses	18
Delegates	
Upton Walkers Xmas Party	30
Delegates	
Diabetes Prevention Group	8
Delegates	
Self-Care Forum Meeting	15 Delegates
Age UK Meeting	5 Delegates
Prevention Plus	20 Delegates
Access to Education – Childhood Imms	33 Delegates
Access to Education – Motivational Interviewing	23
Delegates	
Xpert Diabetes	15 Delegates
Access to Education – Introduction to Contraception & STI's	15 Delegates
Access to Education – Ear Care Day	15
Delegates	
Difficult Patient Training x 2	16
Delegates (in each)	
Medical Terminology Training	20 Delegates
Access to Education – Cardiovascular study day	17
Delegates	

FRIENDS AND FAMILY TEST RESULTS

DATE **October/November/December 2017 and January 2018**

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 82	Total 5	Total 2		Total	Total 1

What are we doing well?

- Good systems and procedures
- Fast and polite
- As a new patient I am very very happy with all aspects and staff
- Very efficient all round
- Very efficient and pro active
- On time, polite, welcoming
- Early appointments
- Responsive, friendly, efficient, short appointment wait
- Positive and professional team. Will always find an appointment asap
- Flexible hours, lovely staff, texting reminder, good check in service
- The surgery provides an excellent friendly service in all aspects. The Triage system works really well
- Everything, Upton is so lovely to have this wonderful surgery
- Everything
- Offering extra service like walking group
- Walking group – only time I come out
- Support, friendliness of all staff
- Highly efficient practice – can't fault it
- Everything
- Warm and welcoming
- Cheerful group
- Have been able to see a GP promptly when necessary
- Very good service
- Excellent attitude by doctors, nurses and all other staff
- Listening
- Keep me going
- Excellent service and support
- I am very happy with all NHS services, excellent at Upton Surgery
- Clean and tidy
- Communication, follow up, friendly
- Great appointment availability, lovely patient care and professionalism
- Helpful and friendly
- Everything! Approachability, pro-active, available, friendly, attentive et etc
- Efficient and friendly service
- All excellent
- Everything in this surgery is 5 star, doctors receptionists are excellent, very caring and efficient

- Doctors receptionists are great, no problems
- Accommodated for late appointments, Helen booked an appointment for smear instead of going to reception
- Everything
- Easy access
- Can always get to see someone, in my experience
- Everything – timing/culture/attitude/competence
- Very friendly
- Most things
- Great service
- Everything, receptionists, nurses, doctors, physiotherapists
- Everything
- Satisfied with services provided by the practice
- Having medical services under one roof
- All is excellent service
- You do nothing wrong
- Friendly and efficient
- Very friendly
- Everything
- Excellent everything
- Everything
- Listens and come up with practical solution
- Dealing with and explaining our health problems
- Dr Barrell as always brilliant
- Great service always have a smile, Dr Barrell is a great doctor
- Customer focus “can do” attitude, excellence in all you do
- Excellent doctors and nurses, caring, efficient
- Attentive patient service out of this world – always and always
- Everything
- Kind, approachable, practical solutions executed
- Friendly, informative, honest
- Always courteous, helpful and friendly
- Friendly and helpful
- Have just joined practice, very clean, staff helpful, had bloods taken by Helen, the best I’ve ever had, very polite and helpful

How can we improve?

- Don’t know
- No idea
- Tea and biscuits/advertise WiFi in the waiting room
- Magazines in the waiting room
- Can’t think of anything
- No
- 2 walking days
- Absolutely nothing
- No change needed
- Keep up the good work

- Satisfactory now
- Keep up with the good service
- Difficult to improve on excellence
- Staff in pharmacy – should have better attitudes – not happy customer care not
- Don't know
- Put age group on form (45-54)
- Difficult to think of anything
- Nothing, excellent services
- Nothing, this is a fantastic surgery
- Just continuing as you are
- Open weekends or telephone service to Upton GP
- Can't think of anything
- Update your electronic noticeboard
- Don't know
- Keep going as you are
- Impossible – great service
- No ideas
- Occasionally appointments late, but usually pretty good
- Impossible – other than making this practice bigger, so they can treat everybody
- Do not know
- Remove old notices from electronic display
- Understand which doctors are part time for ease of booking
- Quicker appointments