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|----|---|--|
| 5  | <p><b>Self-Care Forum Launch</b> – PW discussed with the group Upton Surgery’s plans for a year long promotion of Self Care. There will be a launch event on Friday 18<sup>th</sup> November 2016 which will be attended by members of the PPGs from Upton, Pershore and Abbottswood Medical Centre. The aim is to have key speakers and 2 workshops to agree a programme for the next 12 months. More details will be emailed to the group once programme for the day has been finalised. The group felt this would be an opportunity to promote and explain in detail the role of the Minor Injuries Unit in Malvern and the integration of 111 and out of hours.</p>   | <p>JB/JM/DS<br/>RM/JC ?</p> <p>December Newsletter</p> |
| 6  | <p><b>Worcestershire CCG’s Priorities for Health Care</b> – PW updated the group following the publication of Worcestershire CCGs’ priorities Summary report – FINAL July 2016. A brief update of the top three most supported proposals for restricting access to services was given by PW and discussion took place amongst the group. More information on this is on Page 13 of the publication which can be found on the SWCCG website.</p>   |  |
| 7  | <p><b>Healthwatch Worcestershire Board Meeting Update</b> – Unfortunately no-one was able to attend this meeting.</p>   |  |
| 8  | <p><b>Paintings in Hospital</b> – JD, on behalf of UMST, confirmed that the surgery can go ahead and keep the paintings in hospital for another 3 years. PW will arrange this directly with them.</p>   | PW   |
| 9  | <p><b>Poster and Information review</b> – Concerns had been raised about the quantity of posters around the building. Some felt the amount of posters display around the building was not in-keeping with the new modern high spec building and distracts from the visual appearance. Others felt that with this being a public building that the posters were very useful. CM explained that the surgery is required to display many of the posters, but that there does not appear to be a termination date for each. Group discussion took place and it was agreed that four members of the group would complete an audit on this. DS/LH and DP/JD would pair up and walk around the building and audit. They would present their findings and recommendations to the January meeting.</p> | DS, LH, DP, JD   |
| 10 | <p><b>Upton Surgery Update and Friends and Family Test report July 2016 – September 2016</b> – This was emailed with the Agenda. The flu clinics have been well attended on the Saturday sessions and also the evening drop in sessions were proving to be popular. The final outcome will be noted at the next meeting</p>   | PW   |
| 11 | <p><b>Compliments/Complaints/ Suggestions</b> –PW confirmed that we had received 6 complaints since our last meeting in July. Two had been resolved; three were being taken to the Significant Event Meeting later this week. The other complaint was regarding manufacturer’s drug packaging and our Pharmacist had forwarded this onto the manufacturer. Many compliments had been received and the FFT feedback is extremely positive. Two suggestions had been received; please see item 9 and the other suggestion was to adjust the kerbs in the car park. PW confirmed that this was not possible.</p>   |  |
| 12 | <p><b>Dates for 2017</b> – these have been confirmed as:<br/>Monday 16<sup>th</sup> January 2017<br/>Monday 3<sup>rd</sup> April 2017<br/>Monday 17<sup>th</sup> July 2017<br/>Monday 16<sup>th</sup> October 2017</p>  |  |
| 13 | <p><b>AOB</b><br/><b>New look website</b> – JC commented on how nice and friendly the new website looked and works well.<br/><b>Prescription Labels</b> – JB had concerns with faded prescription labels</p>  |  |



## **PRACTICE UPDATE – October 2016**

### **CQC INSPECTIONS**

On 6<sup>th</sup> September we were inspected by the CQC. We prepared a presentation and various displays for the inspectors. Unusually there were just two on site for the day so they were very busy. Many thanks to our PPG members Chris Milne (Chair), Jenny McGowran and Ruth Wain for their support on the day. The inspectors spoke to many patients attending on the day and to the Walkers group who had their weekly walk starting from the surgery.

All the GPs had time with the inspector and various members of staff. We felt it was a very positive visit and await the rating for our surgery that we are all so proud of.

### **BRITISH GERIATRIC SOCIETY (BGS)**

In August we were visited by a photographer on behalf of the British Geriatric Society. The BGS are keen to accurately represent their increasingly diverse membership body in particular doctors, nurses and allied health professionals working in Primary and Community health care settings. The photographs will play a key role in promoting both membership of the BGS and geriatric medicine as a speciality.

It was an intensive but very enjoyable afternoon and the team were extremely grateful that so many patients and members of staff were willing to be photographed. BGS Chief Executive Colin Nee extended his grateful thanks to all involved.

### **HANLEY CASTLE ART WORK**

A winner has now been chosen by Upton Surgery staff. The winner is: Emily Dodd - Think Global/Think Local

Acrylic painting inspired by the title of messages, combining ideas in relation to local and global issues, global warming, rising sea levels and the impact that this has on us in Worcestershire.

### **FLU CAMPAIGN**

We have started our flu campaign. A special flu newsletter has been distributed into the community. Flu clinic dates are: Saturday 1st October 2016, Saturday 15th October 2016, and Saturday 5th November 2016. We also introduced a new after work drop in flu clinic where no appointment was needed. This was available from 5pm—7pm on Thursday 13th October 2016 and Wednesday 19th October 2016

### **BUILDING WORKS**

We have had to have some essential repair work carried out to the roof at the surgery which unfortunately caused a bit of chaos. While this was being carried out we took the opportunity to have some external painting works done, to save two lots of disruption to our patients.

### **TRAINING AND CONFERENCE USE (19.7.16 – 30.9.16)**

Access 2 Education - HCA Course delegates

|  |                   |
|--|-------------------|
| Access 2 Education - Half Day course – Seasonal flu update delegates | 43                |
| Access 2 Education - Half Day course – Seasonal flu update delegates | 36                |
| Access 2 Education - HCA Imms and Injection delegates                | 25                |
| Access 2 Education - HCA Imms and injection delegates                | 24                |
| Access 2 Education - Seasonal Flu refresher delegates                | 32                |
| Thornbury Nursing x 2 bookings attendance                            | 10 delegates each |
| Locality meetings x 1 booking attendance                             | 33 delegates each |
| Chaperone Training   | 20 delegates      |
| Managing Aggression and Conflict in General Practice                 | 20 delegates      |

**Friends and Family Report  
July/August/September 2016**

| <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 61</b>  | <b>Total 6</b> | <b>Total</b>                       | <b>Total</b>    | <b>Total</b>              |                   |

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| <p><b>What are we doing well?</b></p> <ul style="list-style-type: none"> <li>• Listening</li> <li>• Kindness and expertise</li> <li>• Care and communication is very good</li> <li>• Listening well, good advice, organising “next steps”</li> <li>• Everything I have used and attention is full</li> <li>• Best practice I have known</li> <li>• I get to see my regular GP with a reasonable time frame</li> <li>• I have had nothing but good treatment and kindness, thank you</li> <li>• Online prescriptions, very nice surgery, friendly staff</li> <li>• Seeing patients, being kind and caring</li> <li>• Always friendly and helpful</li> <li>• Emergency appointment given immediately</li> <li>• Everything</li> <li>• Very good always caring</li> <li>• All</li> <li>• Patient reception – attentive staff and doctors – welcoming environment</li> <li>• Everything</li> <li>• Friendly informative staff, non-judgemental</li> <li>• Efficient and friendly</li> <li>• All aspects</li> <li>• Very good 5*,nurses personability was great</li> <li>• Fast efficient service</li> <li>• Maintain a good standard of health care</li> <li>• Good parking, access, conditions, short waiting list for appointments</li> <li>• Excellent service, staff very approachable and cheerful</li> <li>• Everything</li> <li>• Everything</li> <li>• Everything</li> <li>• Easy to get appointments and medication</li> <li>• Can be seen at any time</li> <li>• Kind care and attention from all departments</li> <li>• Friendly and helpful, emergency appointments, excellent</li> <li>• Excellent all round</li> <li>• Everyone is so helpful and are never made to feel that we are wasting your time. Its great that we can always get an appointment, keep doing what you are doing, we feel very fortunate to have you as our GP</li> <li>• Lesley is lovely</li> </ul> |  |  |  |  |  |
|---|--|--|--|--|--|

- Everything
- All
- Everything I come here for
- Always given sufficient time as a family we have felt listened to and cared for. Appointments have always been available
- Everyone is very helpful and you can always see a doctor or nurse when needed
- Listening
- Chasing up investigations and follow up consultations, helpful receptionists
- Being seen on the day
- Waiting time is excellent
- The ability to book an appointment, waiting times are good
- Everything, friendly staff, professional and efficient
- Good manners and good diagnostics
- TG (receptionist) is so lovely

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

- There are some doctors in the practice who scare me
- Keep going
- More immediate GP Access
- The service you provide is excellent
- Try and keep to appointment times
- Drinks machine
- None I can recall
- Can't
- Improve problems with dementia (not a well known illness)
- Less confusing sign in by proof reading this form! Age 45 -54 missing from card
- You cannot improve on perfection
- No improvement necessary
- Can't really, fantastic surgery, many thanks to you all
- Keep doing what you are doing
- Nothing
- All great
- Just keep up present friendly approach
- Keep doing what you are doing
- For me, nothing well done
- cannot

