

**UPTON SURGERY  
PATIENT PARTICIPATION GROUP  
Monday 16 July 2012  
MINUTES**

**Present:** Philippa White (PW), Dr S M A Everitt (SME), Chris Milne (ChM), Janet Bastick (JB), Jenny McGowran (JM), Glen Green (GG), Jo Daniell (JD) Dawn Patterson (DP), Roy Tyler (RT), Ben Kent (BK) and Lysa Ball (LB note taker)

	The meeting was chaired by Chris Milne in the absence of Ruth Wain Members of the PPG introduced themselves to Ben Kent our new Dispensary Manager and Ben introduced himself to the group.	Action
1	<b>Apologies</b> Ruth Wain and Dr Evans	
2	<b>Minutes from Meeting 23.4.12</b> – These were accepted as a true record and will be available on the website.	
3	<b>Matters arising:</b> <b>Young People’s Virtual Group</b> – PW confirmed she had attended a meeting with the school council at Hanley High School. Issues around social media and using young people’s email addresses. It is hoped that a virtual group will follow in due course. <b>Cleanliness Survey</b> – A handout with the results was given to each member of the group. PW confirmed that an apron dispenser had been ordered and 5 more hand rub dispensers have also been ordered. A very positive survey. <b>White Lining completed in lower patient car park</b> – This has now been completed. <b>World Book Night</b> – This took place on 23.4.12 and was a great success. It was a celebration of reading and books were given away by volunteers in to the community. <b>Time 4 You</b> - PW confirmed that the school had raised money which they would like to use towards the Time 4 You service. UMST will pick up the short fall in funding if needed. PW and ChM to follow up letter to RW from Richard Harling. LB to confirm details of named person for complaints in Public Health and to report back at October meeting.	LB/PW
4	<b>Dispensary Questions and Answers Ben Kent Dispensary Manager</b> <b>Pharmacy application</b> – GG confirmed she had written to Jo Hall and read out her letter. Unfortunately, the response GG received was that the closing date had passed. <b>General dispensary</b> - The group generally felt that the service offered was very good and GG had picked up on patients asking a lot more questions than they used to. The issue of confidentiality was discussed and it was confirmed that there were rooms available if a patient wished to discuss with Ben in more confidential surroundings. Suggestions were made to consider provision of a fast track service just for those who are collecting their prescriptions, to introduce a ticket type service for talking to the Pharmacist or a booked telephone consult appointment with Pharmacist. It was suggested using the envisage system to educate patients on waiting times, particularly for those who come out of a consultation with an acute prescription who sometimes expect an immediate service but this is not always possible, so people may need to take a seat in the waiting room. Discussion also took place regarding stopping the telephone ordering system and encouraging more on line. BK confirmed that two nursing homes were now using the emis access system, although this is quite time consuming as they have to do each patient separately. SME suggested a lunch time meeting with all the nursing homes to see if they could encourage the others to come on board.	BK
5	<b>Community Day</b> – Feedback from exhibitors and patients discussed. Ideas discussed for next year – larger marquee and use the outside space to full potential, Time 4 You stall, local children to entertain, invite Opticians and obtain sponsors, to be put on agenda for next meeting. LB to price up.  <b>Additional events discussed</b> – Glaucoma event was suggested ideally put on a times to suit audience. PW confirmed that the surgery were discussing with SPIRE South Bank Hospital about putting on three patient events, Men’s health, Women’s Health and a bowel education event.	LB
6	<b>CQC Update</b> – PW confirmed we had received our pin number and the registration	

	process was about to commence	
7	<b>A/E attendances data and Guide to using your GP</b> – An A/E audit had taken place as part of the Consortia and PW reported findings, a copy can be obtained from PW. PW had researched “A guide to using your GP” and had not found anything that would work for us. The samples were very wordy and subject matter available from other patient web sites such as www.patient.co.uk or the publication the local NHS had distributed in the winter via local newspapers. It was suggested that we communicate via our newsletter and Envisage system. JM suggested “topic of the month” or “surgery fast facts” for discussion and review at next meeting. PW to progress within the surgery teams on some useful topics and first Fast facts to be in next newsletter and be a regular section.	PW
8	<b>Emis Access update</b> - BK to investigate updating waiting room TV message to include emis access for prescriptions and how long to expect a prescription to take. BK to consider best way to fast track prescription pick up.	BK
9	<b>111 number</b> – A handout was given. In line with national strategy from early 2013 a new telephone service will be available to patients in Worcestershire needing urgent NHS support and advice. PW to keep the group informed of developments in this area. Group and surgery staff were not sure how this would work and feared it added another layer to confuse patients.	
10	<b>PRG DES Review and Priorities for 2012</b> – To use qualitative feedback as single report as group felt it very helpful last year and to report to the wider patient group. Second topic to be identified from any complaints or suggestions from patients. PW to complete the action plan and end of year report.	
11	<b>Consortia PPG meeting feedback</b> – Handouts were given. DP confirmed that the outlook for this was very positive. Group felt it would be appropriate to invite Helen Perry from WCC to the next PPG meeting to discuss assistance for marketing and what support they could offer us.	
12	<b>Audiology, Podiatry and wheelchair NHS Contracts</b> – The Strategic Health authority in line with national requirements have required the consortias to identify 3 services to put to competitive tender and these are the 3 in Worcestershire currently out to Any Willing Provider. The group felt audiology in particular already provided a very good service to patients.	
13	<b>Practice Update</b> – A report giving full feedback from Your Health in Partnership Day 19 <sup>th</sup> June was presented. The exhibitors were Mr Lewin’s Dental Practice, Paintings in Hospitals, St Richard’s Hospice, Worcestershire Association of Carers, Worcester Telecare services, Early intervention Dementia Service, Rowan House, Rethink – mental health, Alzheimer’s Society, Age UK Malvern and District, Expert Patient Programme, Worcestershire NHS teams Complex Care Team, Physiotherapy, District Nurses, Health Monitor equipment, Patient Participation Group, Upton Community Care, Arthritis Research, Malvern Pathways to Recovery, DWP, Funny Blood, Sight Concern, Onside Advocacy and Riverboats Children’s Centre. Paintings in Hospitals promoting Arts and Health donated a painting for the waiting room and many people voted for their favourite. The votes were: ‘Going back to the city’ 6 votes, ‘Tenpin bowling’ 16 votes, To Forget Oneself 6 votes and for Sunshades (the clear favourite) 57 votes. The new picture will be installed soon. 13 people signed up to the virtual patient group and the cleanliness survey is underway and included the new signups. Arthritis Research sated they spoke to 91 people and 73 took details on how to find out more about arthritis. 300 cups of refreshments were served.  <b>Ready Steady Go:</b> We are fortunate that the Ready Steady Go classes will run on a continuous basis. The current PSI course has 9 weeks to run and the continuation course has 19 weeks to run. Funding is available and it is hoped to continue to work with Age UK or apply for funding direct with Wychavon if necessary. New referrals	

	<p>from GPs and physiotherapists are going in. <b>“Ready Steady Go”</b> is a 33 week course and aims to build muscle and joint strength, improve balance and co-ordination skills and increase stamina. The exercises are designed to boost confidence and independence, whether at home or out and about. Once the course has finished, participants should carry on with the exercises so that the improvements in strength and balance are maintained in the long term. There is a charge of £2.50 each session, which includes refreshments.</p> <p><b>Training:</b> CPR 3.7.12 – clinical update, Nurse Training in managing the menopause was attended by 15 practice nurses. A Study afternoon for Receptionists in General Practice – this was attended by 22 admin and reception staff. Immunisation and Injection Training for HCA’s two day course – 34 people attended. Lysa Ball attended the RCGP Supporting Carers workshop.</p> <p><b>Doctors update:</b> Dr Barrell has returned from TA duty and Dr Everitt has returned from her part sabbatical time. Dr Jonathan Riordan leaves in August and Dr Rowan Wearn has commenced maternity leave. Dr Emily Crosse will now be staying until September. Dr Archana Shailendra, Dr Cameron Jackson and Dr Sarah Cunningham will start in August.</p> <p><b>Other news:</b> The newsletter has started to be emailed to the Nursing Homes and delivered with the prescription delivery service. When the next newsletter is ready we will do a prescription bag drop slip “newsletter is available on website and in the surgery”. We are going to also give a carer card to each prescription delivery - we deliver to approx 35 patients and feel that there may be carers among them that are not yet registered.</p> <p><b>Pig Roast Evening:</b> This was held on Friday 22 June 2012 and was well attended. Thanks from the PPG and UMST members who attended was received.</p>	
14	<p><b>Complaints, Compliments and suggestions</b> – PW confirmed many cards, letters and website feedback comments had reflected our good customer services and appreciative patients. 4 specifically on the open day. One complaint involving a delay in dosette from pharmacy when change in medication. BK is looking at this to reduce risks. Another complaint was regarding the Non NHS service fees.</p>	
15	<p><b>AOB</b>  Election of new Chair – PW had received correspondence from Ruth Wain who felt that for the time being she should step down as Chair due to work commitments but would very much like the opportunity to re-join the group in the future. ChM was proposed and seconded and for the next 12 months will be the new Chair of the group. PW to arrange a thank you card from the surgery and PPG group for all the support Ruth had given during her time as chair. A Deputy Chair would be whoever felt able to cover at the time Chris sends his apologies.</p> <p>Future Dates for PPG Meetings</p> <p>15 October 2012  14 January 2012</p>	
	<p><b>Date and Time of Next Meeting</b>  <b>Monday 15 October 2012 at 6.30pm</b></p>	