

**UPTON SURGERY  
PATIENT PARTICIPATION GROUP  
Monday 20 October 2014  
MINUTES**

**Present:** **Patient Representative Members:** Chair: Chris Milne (ChM), Dawn Patterson (DP), Roy Tyler (RT), Jo Cousins (JC), Jo Daniell (JD), Janet Bastick (JB)  
**Surgery representatives:** Dr Havercroft (AH), Philippa White (PW), Ben Kent (BK) and Lysa Ball (LB) note taker

	A great debt of thanks was expressed for the dedication and hard work put in by Glen Green and what a massive loss this has been to all.	Action
1	<b>Apologies:</b> Jenny McGowran and Rebecca Maund	
2	<b>Minutes of previous meeting 28.7.14</b> Agreed and will be published on the website	LB
3	<p><b>Matters arising:-</b></p> <p><b>NHS Funding</b> – CM confirmed that he and JM had a provisional date of 28.11.14 in mind to attend one of Harriet Baldwin’s surgery’s although not sure if it would be HB or a case manager. After discussion under item 6 it was agreed that CM and JM have a meeting with PW to discuss this further and to agree if it is worth proceeding with.</p> <p><b>Hanley Castle Art Work</b> – JD confirmed that the 6 paintings are now hung in the surgery. JD is still in the process of contacting the school for a description of the art work. A suggestion was made to perhaps ask patients to vote on these painting and possibly offer some sort of prize eg cup or vouchers for art materials.</p> <p><b>PPG Leaflet</b> – A copy of Upton Surgery draft leaflet has been emailed to the group. Suggestions and comments to <a href="mailto:lysa.ball@nhs.net">lysa.ball@nhs.net</a></p> <p><b>PLACE</b> – LB to arrange a convenient date with JB and DP to carry this out. LB to email.</p> <p><b>Dates for 2015</b> – LB to email to group. 19th January 2015, 20th April 2015, 20th July 2015, 19th October 2015</p> <p><b>Website Statistics</b> – A report was given out to the group for the period February – September 2014 on use and time of access to the surgery web site. AH thought it was encouraging to see the amount of use by patients.</p> <p><b>Interaction with blind and partially sighted people</b> – this has been deferred from the last meeting. PW confirmed that we subscribe to RNIB Magazine, Vision Magazine and Insight Magazine. The surgery will look into promoting National Eye Week 2015.</p>	<p>CM/JM/PW</p> <p>JD</p> <p>ALL</p> <p>LB</p> <p>LB</p> <p>LB</p>
4	<p><b>Pharmacy Needs Assessment (PNA)</b> – A synopsis was given to each member this included some background information and what the PNA is looking at. The group focused on the Template for Assessment as Ben Kent, Dispensary Manager would be grateful for feedback by 27.10.14 (<a href="mailto:ben.kent@nhs.net">ben.kent@nhs.net</a>). A draft PNA has to be submitted early November with a final draft in April 2015. PPG offered a letter in support and help in anyway they could. Choice – it was felt that there was not any for our community with only one provider in the town and access was an issue. The other areas of discussion were about the changing needs of the community, wheelchair access, parking and privacy for the service available in the pharmacy in Upton upon Severn. If we had a pharmacy on site it would give patients a choice and we could accommodate additional services and services to support the NHS strategy in the role of</p>	<p>please see attached letter</p>

	Community Pharmacists	
5	<p><b>Access to pharmacy</b> – DP felt that on occasions it was frustrating for patients waiting at the dispensary desk if they could not see anyone as being available behind the counter and sometimes it felt like a long time to wait for a dispenser to be available at the desk. BK explained that he had had trouble recruiting staff in to dispensary but we have now employed a student dispensary assistant. BK confirmed that there was a bell at the side of dispensary which patients could use, agreed that LB would make a notice to highlight this service. Also a notice would be provided so that anyone who wanted some privacy regarding their medication could ask and a room would be available to them.</p>	LB LB
6	<p><b>PMS Contract Update</b> – This process is in hand and the projection figures are that most practices would be losing 6 figure sums. This is the case from Upton Surgery and the notification of the figure from NHS England is over <b>£100,000</b>. However PW confirmed that there were good transition arrangements over a 5 year period and there are guaranteed baseline uplifts if we revert to GMS. There are 20 out of the 32 practices in the SWCCG that are at present on PMS contract arrangements to provide services to the NHS but we have also heard that if they change to GMS that money will stay in the CCG area i.e in Worcestershire and not be redistributed across the Arden region as a whole.</p>	
7	<p><b>Friends and Family Test</b> – A hand out was distributed and discussed. The net promoter scoring has been changed to be actual scores so the likely rating will now count and that was felt to be a positive improvement. Agreed plan to be undertaken by one doctor, one full day of routine surgery per month. Then the nursing team and then see how the feedback numbers are going and identify new ways of undertaking the feedback.</p>	Review next meeting
8	<p><b>Action Plan</b> – It was confirmed that CM and JM had met with PW and LB and reviewed the action plan. It was agreed to only focus on a few priorities and to try to maintain the excellent ratings on the other areas as this was a challenge in itself as demand is still rising locally and nationally. Page 3 – ability to get through to surgery on the phone, this category had dropped in % but may be related to the increase in demand, increased use of telephone appointments and triage, however PW confirmed that we were looking into a new phone system with greater flexibility on line use. Continuity of Care was felt to be an important area to focus on. PW confirmed that we had advertised for a 2<sup>nd</sup> full time ANP (Advanced Nurse Practitioner) and that our current ANP was attending a University course in order to continue the COPD/Asthma clinics which Dr Gemza is covering at present. The new plan was distributed and members of the PPG to review and send any comments/suggestions by email direct to PW (<a href="mailto:philippawhite@nhs.net">philippawhite@nhs.net</a>) by 21.11.14. It was confirmed that Dr Dawes now had a dedicated joint injection clinic and this was going really well. JB commented that we had an excellent service here at Upton. It was felt that there may be additional training needs required with the health care assistant team (HCA) as concerns were raised regarding whether one of the phlebotomist could do blood pressure checks. PW informed that the new phlebotomist had had required training for her new role and as the appointment in question was a while ago this may already be addressed, BK will look into this.</p>	PPG/PW  BK
9	<p><b>SW Healthcare (Federation)</b> – ARH gave the group a brief update. It was confirmed that a Director of Operations had been appointed and they</p>	

	had just won a bid. They would also be bidding for the second round of the Prime Ministers Challenge money.	
10	<p><b>Compliments/complaints/suggestions</b> – PW reported on three complaints we had received which have been resolved. The practice had received various compliments via cards, letters, emails and verbal communication, one in particular for the Hanley Castle art work. Donations to UMST for this period were £1209.99. A complaint regarding wait for the duty doctor of an hour being unacceptable – group felt that at least everyone who wants to be is seen on the day at this surgery which is not the case everywhere. Demand is still increasing and accepted that 3 – 4 hour wait are the norm in A and E, discussion took place regarding how important communication was when there was a delay in surgery. Two other complaints received - one relating to the Health Monitor and PW had confirmed it was calibrated and working as a useful screening tool and most patients were very grateful to UMST for providing such a facility. One was a complex case where someone was asking for something to be removed from their record in a case involving the police which could not be undertaken.</p> <p>Three suggestions had been received and were discussed by the group:  (a) a dedicated receptionist for when the auto-check is not working there is always someone stationed on the reception desk and usually 2 when this happens if there are queues but PW to send reminder to staff,  (b) magazines in the waiting room - It was felt that there was already enough leaflets and posters available and overhead displays. PW confirmed there were always patient newsletters available to read. People are free to bring their own magazines or books in.  (c) lower soap dispensers for children. It was confirmed that two new soap dispensers had been ordered and would be installed at a lower level.</p>	LB
11	<p><b>Note contents of Practice Update (circulated with minutes)</b> – Confirmation of Jo Dodd's new position within the surgery. From 1.12.14 Jo will be joining us a Nurse Lead for Older People's Services, this will be a new role which we will develop over the course of time. Also the surgery is looking to hold a staff development event in the New Year. Please see appendix 1.</p>	
12	<p><b>Community Event</b> – PW/LB would like to consider this for 2015 with help from the PPG. PW/LB will look at a plan and bring to the next meeting for further discussion and then to have a sub-committee to take on the actions required.</p>	PW/LB
13	<p><b>Out of area registration scheme</b> – PW confirmed that we had received notification from NHS England that we should not be registering out of area patients at present. Another update is due in January 2015.</p>	
14	<p><b>Care Quality Commission update (CQC)</b> – PW informed the group of the new process that had been implemented by the CQC and gave a brief description of the 5 key questions and 6 patient groups they would be focusing on. Upton Surgery staff have had a CQC update and the PPG were provided with hand outs regarding CQC inspection. It was confirmed that we will not be inspected this side of Christmas. As and when we have confirmation of our inspection date the PPG members agreed they would do everything they could to help us.</p>	
15	<p><b>Access to online summary care records</b> – PW asked for two/three volunteers to trail this. CM/JB and RT agreed. PW will contact in due course with further details as we are waiting for the RCGP toolkit with the</p>	PW

	consent forms.	
16	<p><b>Feedback from SWPPG Meeting and SWCCG Governing Body</b> – CM confirmed he had emailed the SWPPG newsletter to LB who had forwarded on to the group. SWCCG Governing Body had always been attended by GG and CM asked if anyone would like to take this on, the next meeting is at County Hall on 27.11.14 at 2.30pm, DP to confirm if she can attend.</p>	DP
17	<p><b>AOB</b></p> <p><b>PPG Members:</b> It was agreed to promote the PPG via the parish magazines, the virtual group to encourage new members and make them aware that you do not necessarily need an NHS background but have an interest in the community. CM to draft article.</p> <p><b>Upton Community Care</b> – JB spoke on behalf of the co-ordinator of UCC as to whether it would be possible for patients who needed a blood test following consultation to have this while still in the surgery rather than have to book and come back via UCC. PW will raise at Department Heads Meeting. Also concerns regarding the tactile paving at the entrance to reception and the difficulty UCC have with wheelchair users, it was suggested as an alternative access route to park nearer the pedestrian crossing where there was an alternative access for wheelchair users.</p> <p><b>Out of Hours Service</b> – It was confirmed Harmoni had changed their name to Care UK. ARH told the group the Federation were considering bidding for this service in the future. ARH also confirmed no complaints as yet for the service.</p> <p><b>Dr David Webster</b> – Will be talking at the UCC offices on Friday 7.11.14 at 1pm about his time as a Bush Doctor, all are welcome.</p> <p>The meeting closed with “Happy Christmas to you all”</p>	CM
	<b>Date and Time of Next Meeting – Monday 19 January 2015 at 6.30pm</b>	

## **Appendix 1**

### **Practice Update October 2014**

#### **Advanced Nurse Practitioner role**

Lesley Smith has now joined the team as an Advanced Nurse Practitioner who will help with the increasing numbers of patients requesting on the day appointments as the number of requests for this service is increasing. On some days we receive around 500 telephone calls and requests. We continue to provide a service that all will be triaged and seen if clinically appropriate. Many GP Practices operate a set number of appointments and when they are all taken patients have to call 111. We do receive occasional complaints regarding waiting times and we do apologise for the inconvenience but in order to provide an open service complex cases that need immediate admission to hospital, urgent home visits or call outs to nursing homes have to take priority. Lesley Smith is working with the duty team of doctors and nurses and we hope this will speed up care for less urgent cases. Lesley is extending her knowledge with additional University course part of which has been funded by UMST. Jenny McGowran very kindly gave her positive experience of ANP care as part of the October Newsletter.

A second ANP post has just been advertised.

#### **Lead nurse for older people**

Jo Dodd will be joining the surgery team in this new development role from December 1<sup>st</sup>.

#### **PMS NHS contract**

We have received notification that our PMS contract will end at the end of March 14. There is a clinical review process we could request to go through but the partners have decided that these contracts do not seem to be supported and going forward we would be better to convert to the GMS type of contract. There is agreed funding of £1 per patient to a sum of £78 per patient over 5 years and whilst we lose over 6 figures in contract income this is phased over 5 years and the money will be recycled in the local CCG economy across all practices and not go to other areas in the Area team as first was thought so we may be in a position to bid for this for some of the additional services we know we provide over and above core contract.

#### **Doctors update**

Dr Caroline Miller has returned and Dr Peter Mathias is here for a 4 month placement and has agreed to do a talk to sixth form students at Hanley Castle High School. Dr Gemza continues to support the Time 4 U at the school.

#### **Innovative practice award – GP national awards**

We have been shortlisted for our partnership work with Access to Education and will find out in November if we have won.

### **Upton Surgery Physiotherapy coffee event**

The Upton Surgery Physiotherapy Department held a coffee event on Wednesday 10<sup>th</sup> September. Thank you to everyone who donated cakes, prizes for the raffle and who came down to support the department on the day. We raised a fantastic £670! This has been donated to the Upton Medical Support Trust who have been very generous in supporting the department in purchasing new gym equipment. We are hoping to purchase a new piece of equipment in the not too distant future. A huge thanks once again from everyone in the Physiotherapy department.

### **Training/Conference Use**

Upton Dental Surgery – CPR training – 13 attendees  
Pharmacy Registrar Meeting – 10 attendees  
Access 2 Education – Health Care Assistant – 17 attendees  
Access 2 Education – Flu Training – 43 attendees  
Access 2 Education – Ear Care – 17 attendees  
Access 2 Education – HCA – 40 attendees  
Access 2 Education – HCA – 21 attendees  
IT Meeting – 14 attendees  
EPRS Workshop – 10 attendees  
Pension Update – 22 attendees  
Access 2 Education – HCA – 21 attendees  
Access 2 Education – Minor Illness – 15 attendees  
Thornbury Nursing – training – 10 attendees  
SWCCG Meeting – 30 attendees

### **The Well Leg Clinic**

The Well Leg Clinic from the 30<sup>th</sup> September is now running every Tuesday afternoon 2- 4 pm. Everyone is welcome new friends and old. We are also looking for volunteers who can spare a few hours a week serving tea, coffee, cake, a smile and conversation. Please call Michele Yates 01684 612804 for further details.

### **Electronic Prescription Services (EPS)**

At the end of October 2014, Upton Surgery will be able to offer the new Electronic Prescription Service (EPS). Patients will be able to nominate available pharmacies as well as our dispensary for eligible patients. Nomination means you choose a place for your GP practice to electronically send your prescription to. You don't need a computer to use EPS. You can choose up to one of each of the following:

- a pharmacy
- a dispensing appliance contractor (if you use one)

· Your dispensing GP practice (if you are eligible).  
You can change your nomination or cancel it and get a paper prescription. If you don't want your prescription to be sent electronically just tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place. EPS is reliable, secure and confidential. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

**We wish to acknowledge the support Glen Green gave the surgery and the PPG and will miss her commitment, suggestions and overall participation in the year to come following her recent death.**