

**UPTON SURGERY
PATIENT PARTICIPATION GROUP
Monday 23 January 2012
MINUTES**

Present: Philippa White (PW), Dr S M A Everitt (SME), Dr A R Havercroft (ARH), Chris Milne (ChM), Janet Bastick (JB), Jenny McGowran (JM), Glen Green (GG), Roy Tyler and Lysa Ball (LB note taker)

	The meeting was chaired by Chris Milne in the absence of Ruth Wain	Action
1	Edgar Tinkler RIP – The group spent a moment to remember Edgar and his contribution to the PPG.	
2	Apologies: Ruth Wain, Jo Daniell, Dawn Patterson	
3	Minutes from Last Meeting 4 October 2011 – These were accepted as a true record and will be available on the website.	
4	<p>Matters Arising from last meeting:</p> <p>Terms of Reference – Agreed to sign off. Re-elect Chair annually, re-election of the PPG members is due this year. All to email PW if you do not wish to be re-elected to the group.</p> <p>Date for PPG patient drop in forum – Tuesday 19 June 2012 agreed. Tables to include PPG, EPP, Upton Community Care, Medicine Wastage. Title to be agreed on and put on next agenda. CM said the PPG would need to have a rota to cover throughout the event</p> <p>Your Health Your Say Event Feedback – The report had been emailed round, PW had not heard anything else regarding follow up.</p> <p>Difficult Decisions regarding funding additional Services – Confirmed we have had a £5000 legacy. The partners strongly support PW with all requests. PW agreed she would be happy to talk to the Trustee's if it helped to clarify any queries re the submissions. PW confirmed she was always on the look out for additional funding sources. Noted the Carers award had cited the Caring with Confidence courses that the surgery had run with support from such a budget.</p>	<p>ALL</p> <p>ALL</p>
5	Countrywide PPNSG – DP not present, PW reported that the December meeting had been cancelled.	
6	GP Commissioning Consortia – PW is still a member of the board. PW updated the group that Simon Trickett from the Health and Care Trust had been appointed as Chief Operating Officer but would not be able to take up the post until March. The West Mercia Cluster was established but there was still uncertainty as to where the PCT services would all be allocated in the new world. Dr R Landymore the representative from Pershore was standing down from the board and Dr G Henry from Malvern would be the new second GP representative for the locality.	
7	<p>DES for patient participation – The virtual patient reference group has been advertised on the website with limited success, so a pop up box has been added to the home page and this seems to be having a favourable impact. It was confirmed that the ideal number for the virtual group would be 100. All agreed to try to get 5 people signed up each and those then to get 5 more to try to get the desired number.</p> <p>PW handed out a Patient Satisfaction Questionnaire Report with data from all the GP individual consultant quality feedback questionnaires. Each doctor has a minimum of 50 completed which then contributes to their appraisal process but the practice have taken this a step further and collated them all to produce this practice report. CM congratulated the practice on the good results. PW confirmed we would run it again in 2013. The group requested that this should be available on the website. GG would like an electronic copy to put in the parish newsletter but as it is a few pages long it might be too big a file. PW to send an electronic copy with the minutes. It was agreed to use the wall display unit in reception to promote this and the patient newsletter. Also to put a note on envisage "have you picked up your newsletter". Young person's virtual group was not progressing as the contact at the school did not respond to PW's emails. This brought about a discussion regarding the Time 4 U service – please see notes in AOB. Updated action plan has been distributed.</p>	<p>All</p> <p>PW</p>

8	Walking Group – Press coverage continues and is run by our Practice Nurse Gail Prasher. CM to write to Gail to congratulate her for her dedication.	CM
9	Practice Update – SME gave an update to the group. A copy of the update was handed out. If you would like a copy please email lysaball@nhs.net	
10	<p>Compliments, complaints and patient issues including NHS choices – PW confirmed we had received 4 complaints:-</p> <ul style="list-style-type: none"> • Regarding care given over 18 months ago by the district nursing service Dr Everitt met with patient (although prolonged time delay) as we do try to support all patients when they have concerns. • Concerns regarding emergencies and the surgery response, it was reviewed and confirmed that the correct action had been taken. • Complaint from relative living a long way away but the patient had no complaint. • Complaint received from a patient regarding sharing more information than felt necessary in relation to the automated referral process. This is in the process of a complex and thorough review of processes and has also been raised in the GP press as an issue in other areas over the last 2 weeks. <p>Compliments included many Christmas cards and gifts, a legacy and good feedback for the conference facilities as well as cards and verbal thanks from many grateful patients for the services received.</p>	
11	Friends of Upton Surgery – JM described the background to the formation of the Upton Medical Support Trust, now called Friends of Upton Surgery for the benefit of our new member. The role of the Trustee's was described and the process to bid for funds by the practice. There is information about the Trust on our website and a regular slot in the patient's newsletter.	
12	111 numbers – Group advised to keep an eye out in the national press regarding this as it would have a big impact on GP current appointments system arrangements. There is much anxiety regarding this among GPs particularly those providing services in rural areas.	
13	Audiology Clinics – Update regarding the use of the shared room with podiatry and PW being informed that cancellation of audiology clinics was occurring due to room clashes. The surgery was keen to support both services for our patients and the PPG were not pleased to hear of the number of patients inconvenienced by having to cancel 2 clinics due to podiatry changing plans for their requirements for the rooms. PW informed the group that podiatry have a waiting list as well, so the surgery is in the process of trying to find a different room for the audiology clinics, but having one that was quiet enough might prove to be an issue. The group asked if Podiatry could move rooms but PW informed that the infection control requirements in relation to flooring and the specialised chair would not make that impossible without re-flooring child health consulting room. There are no NHS portering staff on site to help with any room equipment moves and it is surgery staff that end up providing any support if there are problems in relation to moving furniture or sorting out clashes, as in this case, for the benefit of our patients.	
14	Dispensing Patient Rules – ARH confirmed letters had been sent to those patients who lived within a mile of chemist as we had reviewed the list and the NHS rules are very explicit and inadvertently we found we were breaking the rules to a small number by dispensing to them.	
15	<p>AOB</p> <p>Time 4 You – ARH gave an overview of this service which had been developed and won Beacon Award status many years ago. Worcestershire Public Health and Commissioning Executive have stopped the level 2 service for our area and are using the money for an additional service in the Redditch area. This decision was made in October 2011 but we did not find out until January 2012. Discussion took place and</p>	

	<p>the group felt strongly about this and will write a letter to Dr Richard Harling. It may be possible the UMST would fund the last term for us, a claim to be put in.</p> <p>Congratulations were given to Glen on her award as the Elizabeth Finn Care Volunteer Visitor of the Year for 2011. PW to put in newsletter.</p> <p>GG confirmed EPP would like a table at the Community Day in June. GG also confirmed funding available and would speak with Annette Jaep about the possibility of putting another one on here.</p> <p>PW to look into trialling a machine that took blood pressure recordings, weight, height and Body Mass index recordings in the waiting room the group, could we rent one or get one free for trial.</p>	PW
	<p>Date and Time of Next Meeting Monday 23 April 2012 at 6.30pm</p>	