

**UPTON SURGERY  
PATIENT PARTICIPATION GROUP  
Monday 18<sup>th</sup> January 2016  
MINUTES**

**Present:** **Patient Representative Members:** Chair: Chris Milne (ChM), Jenny McGowran (JM), Janet Bastick (JB), Rebecca Maund (RM), Jo Daniell (JD), Dawn Patterson (DP), Jo Cousins (JC), Roy Tyler (RT), Ruth Wain (RW), David Smallwood (DS) and Catherine Domanski (CD)  
**Surgery representatives:** Dr J P Barrell (JPB), Dr P A Bunyan (PAB), Philippa White and Lysa Ball (LB) note taker

	<b>Introductions:</b> ChM welcomed our three new members – Ruth Wain, David Smallwood and Catherine Domanski. Each introduced themselves and gave a brief background history	
<b>1</b>	<b>Apologies: none</b>	
<b>2</b>	<b>Minutes of previous meeting 20<sup>th</sup> October 2015</b> - RW has asked for item 6 to be re-drafted. LB has emailed this section to RW for changes to be made. Once his has been agreed the minutes will be published on the website.	LB
<b>3</b>	<p><b>Matters Arising:</b></p> <p><b>Hanley Castle Art Work:</b> A date has now been suggested for presentation of the “George Wilson Memorial Art Cup” for Monday 22<sup>nd</sup> February 2016 at 12.30pm here at the Surgery with Dr Everitt making the presentation. Discussion took place as to who should be invited to attend this event including Friends of Upton Surgery. PW will arrange for a Press Release of this event. A cheque will also be given to the winner for £25 towards art materials. The group were told that David Semple from “Friends of Upton Surgery” had bought the cup as his contribution to this memorial. PW will speak to Dr Wilson’s children to see if they are able to attend. It was confirmed that the Cup will stay on site at the surgery and be displayed.</p> <p><b>PPG Recruitment:</b> Three new members have now joined but we have not been able to recruitment anyone from the High School. ChM reported that another patient had expressed interest in joining the group and that their interest had been acknowledged.</p> <p><b>Patient online Digital Inclusion Project:</b> PW confirmed that our new apprentice (SP) may be able to help get this up and running but had been off sick recently. PW knows another surgery that is already doing this and suggested it may be worth our while sending SP there to see how they are running this project. The aim of this is to show our patients how easy it is for patients to get on-line. If any of the PPG members know anyone who might want to volunteer please let PW/LB know.</p> <p><b>Antibiotic Reduction Campaign:</b> There is a display table in the patient waiting area to promote our campaign and all doors have posters.</p> <p><b>Confirm numbers on clinical system for mobile numbers and inclusion of online access form on website:</b> Current numbers for patients with a mobile phone recorded is 3783 and the current figures for patients registered and able to use online services is 4405. The PPG has asked if we could attach a form to the website to encourage more patients to sign up to our online services. RM suggested highlighting online access again with “have you got a passport and a driving license, if yes bring them with you”</p>	<p>PW</p> <p>PW</p> <p>ALL</p>
<b>4</b>	<b>Dr S M A Everitt Retirement:</b> The group were very sad to hear this news.	SME to attend

	PW confirmed that Dr Everitt would be leaving us towards the end of April 2016 but not officially retiring until 31 <sup>st</sup> May 2016. Discussions are underway with the partners as to whether we will have another partner or salaried GP. Dr Everitt has also been made a Fellow of The Royal College of General Practitioners (RCGP). PW confirmed that although we were losing Dr Everitt from the point of view of doctors' appointments the surgery is well covered at the moment and have trainee GP placements for the next two years.	meeting in April 2016
5	<b>Prime Ministers Challenge Fund:</b> LB to send a copy of the slides from PW presentation. It was confirmed that there will be links to our website relating to this and it was confirmed that the Pharmacy Minor Ailment Scheme had been started with Boots in Upton. PW reported that Upton Surgery had been chosen to join the pilot for "clinical contact centre". This is a new call centre to offer patients telephone advice from a trained healthcare professional when they call into their practice as an alternative to a practice consultation with a GP. Patients will still be able to book appointments directly with their practice. It is hoped that this new service will free up time in practices for focused care of those with long term and complex conditions. Once we go live with this it will involve a change with Option 1 on our telephone system allowing patient calls to be diverted to this new call centre; all other telephone facilities will stay the same. We are the first rural practice to be taken on to this pilot. We are looking to start this new service in April 2016. We will advertise appropriately once we have all the details in place. Discussion took place on this new project including the impact it may have on our phone lines. PW confirmed that nurse triage would continue to start with, but we are hoping to utilise the partner's slots. PAB updated the group regarding the funding for this. RW has asked for route map showing the benefits for each option for example 111, triage here, contact centre. PW thought the scheme had ready made materials that were tested on patient groups and we would look to use those.	Update agenda item April 2016  Surgery  PW
6	<b>Did Not Attends (DNA's)</b> – November 2015: LB had emailed figures in advance of meeting. The good news in terms of hours is this has reduced since the introduction of text messaging. DS asked if those who DNA'd re-booked their appointments but this was something that the surgery could not give exact figures on. LB has agreed to audit February 2016 and report at the meeting in April 2016. There was discussion on DS suggestion to include the word "NOW" on our text messages but agreed to continue as currently as the message is set in the package.	LB/Agenda item April 2016
7	<b>Kempsey Pharmacy Application:</b> The application is now closed. ChM confirmed that he had written to Harriett Baldwin. PW confirmed that LMC and LPC have objected. PW thanked everyone for their support and we await the decision.	
8	<b>NHS Strategy:</b> LB to email NHS SWCCG Draft New Model of Care Strategy document. Discussion took place around this. A new GP contract will be issued for 2017 which will cover a minimum population of 30,000 and will include shared aspects of care (Primary Care at Scale). This is the preferred model of care and all CCGs have to work through a transformation process to achieve this commissioning goal. Our list size is 10600 so as a standalone primary care contractor we will be too small. RW asked if a "consortium" had been considered and PW confirmed that in Worcestershire we have a Federation of 32 practices. Various terms and jargon will need explaining for new and current members. PW to do a synopsis of different phrases/contracts.	LB         PW

9	<p><b>GP Patient Survey:</b> A hand-out was given out to the group. PPG stated that they were fortunate to have such a good practice and for the practice to be able to maintain its ratings. On behalf of the group ChM thanked the partners and all staff for outstanding results. DP suggested the surgery advertise their successes and extra services and it was agreed the surgery should produce a “one stop” newsletter twice yearly, suggested title “under one roof”.</p>	PW
10	<p><b>Self Help Event 2016:</b> PPG have asked to put this on to the Agenda for our April 2016 Meeting.</p>	April Agenda
11	<p><b>Flu Vaccinations uptake:</b> It was confirmed that the uptake was slightly down this year. The surgery had thought about going in to the school to target those aged 4 but too many implications were involved. Next year we will probably only run two flu clinics, as there was an increased offtake in pharmacies. JC thought that we could not improve on what we are doing already and that the feedback was the flu clinics had been very efficient and fast this year.</p>	
12	<p><b>Upton Surgery update and Friends and Family Test for July – December 2015 (emailed with Agenda):</b> Attached at end of minutes.</p>	
13	<p><b>Complaints/Compliments/Suggestions:</b> Three complaints received, (1) delay from referral to treatment, a full clinical SEA was undertaken and no diversion from guidelines had taken place, (2) changes to medication doses that caused confusion and misunderstanding, a full review was undertaken and was sympathetically dealt with by the Heart Specialist Nurse who had instigated the changes, (3) patient unhappy that a particular GP was not in surgery to review his condition; this has been resolved but the patient is still overall not impressed with the access here. Compliments - 110 seasonal with 44 personal greetings/compliments and thanks, 21 written thank you letters/cards for excellent end of life care, elderly care, reception services, nursing care, swift diagnosis and treatment. Many verbal compliments, very positive feedback from the Friends and Family Test Cards. Donations had been received and sent to UMST. Suggestion box comments were discussed and an example of a change made as a result was that a designated fridge was now available to store overnight samples and provide a much better service for patients.</p>	
14	<p><b>AOB:</b>  <b>Physiotherapy Access (DP):</b> DP enquired about a trial run of self-referral to physiotherapy in Evesham and wondered whether it would be practical for Upton. PW will discuss further with Lawrence Baker. PW confirmed that we have a locum Physiotherapist on site, who has cleared the waiting list here at the Surgery and we are in an acceptable waiting time system at the moment. Replacement physios will be in post soon and clinical time is better protected now there is good administrative support on the NHS Community Reception with a new Receptionist in place.  <b>Upton Community Care (JB):</b> The main contact for this service is now Sue Spackman or Janet Bastick.  <b>WI Calendars (JM):</b> JM confirmed a good amount of money has been raised from this but final figures not yet available.  <b>Christmas Quiz (LB):</b> A remarkable total of £570 has been raised and sent to the Worcestershire Rory Robot Appeal.</p>	PW
	<p><b>Date and Time of Next Meeting – Monday 25<sup>th</sup> April 2016 at 6.30pm</b></p>	

## **PRACTICE UPDATE – JANUARY 2016**

### **STAFF CHANGES**

We have had 3 new members of staff joining us in January 2016:

- Michelle Hale is our new Practice Nurse
- Gemma Barker is our new Trainee Dispensary Assistant
- Gill Ireson is our new Dispenser

We said farewell to Helen Jones (Phlebotomist), Zoe Mitchell (Dispensary Trainee) and at the end of January, to Sue Stead who retires from the Dispensary Team.

We are still recruiting to the Phlebotomist vacancy.

Two new junior doctors will be joining us in February

- Dr Sanwoolu GP ST2 is here until August 2016 – maternity leave from May 2016
- Dr Mohamad GP ST2 is here until August 2016.

Dr Prasad Godbole – Registrar GP ST2 – completes his training placement and will be moving on in February 2016.

We will be welcoming Medical Students again from Warwick university from the end of January with 3 rotations during 2016. The students will attend in pairs for periods:

Tuesday 26<sup>th</sup> January – Tuesday 8<sup>th</sup> March 2016

Tuesday 5<sup>th</sup> April – Tuesday 17<sup>th</sup> May 2016

Tuesday 21<sup>st</sup> June – Tuesday 2<sup>nd</sup> August 2016

Part of their work is to undertake history taking with 'expert patients' and we are very grateful to those who participate and help to train the next generation of doctors.

### **NEW UNIFORMS**

We have upgraded our staff blouse uniforms and we hope the new look presents a professional image and the choice has been welcomed by all staff.

### **COMMUNITY NURSING TEAMS**

Natasha Morris has now settled into her new role as part of our community PACT nurse (Pro Active Care Team) undertaking work in nursing homes and also the same service to frail elderly in their homes. She works very closely with Jo Dodd and we were able to welcome Pippa Knight back for a number of sessions to support the team. She will also cover while Jo attends a

Fellowship programme we are very proud to support in London for Older People Service Development, once again putting Upton Surgery at the forefront of service provision for this group of patients.

#### **PHYSIOTHERAPY CHANGES**

Lizzie Pearson left the NHS before Christmas and we are fortunate to have a full time locum physiotherapist, Ronan Henry, allocated by the Health and Care Trust who manage the service.

#### **CHIROPRACTOR CHANGES**

Dinah De Wit has arranged her clinics to be covered by Robert Fish on a temporary basis but with potential to increase provision here at the surgery is there is demand.

#### **XPRT DIABETES COURSE 30.10.15**

We held our initial First Steps Diabetic Session recently. The session was very much enjoyed by fifteen patients and a number of their partners/carers. Included in the session was an introduction to diabetes, exploring food groups, understanding carbohydrates and the effect they have on diabetes. We all enjoyed a tea break and an informal chat regarding many of the concerns living with diabetes brings. Everyone left with a X-pert Book to refer back to when necessary. The feedback from the session included 'I'm amazed at how much I've enjoyed this morning' and 'It's definitely helped me understand why the surgery asks me to come for reviews'.

#### **CQC INSPECTIONS**

GP practice inspections have begun again in Worcestershire but we do not have a date for ours yet. We will get 2 weeks' notice and hope some of the PPG will be able to support on the day.

#### **RESPONSE TO THE NHS 5 YEAR FORWARD VIEW**

Upton Surgery, Pershore Medical Practice and Abbottswood Medical Centre had two preliminary meetings to share ideas for "working together" and how we might deliver Primary Care at scale. This is going to be the preferred model of care for primary care services going forward. Discussions took place on working together on existing projects and developments, ideas for sharing and how we can develop this further as part of the local and national requirements. It is unclear what structures or provision will be the preferred commissioned model or what a new contract might look like from 2017 which is the date the NHS nationally and locally are indicating.

#### **PRIME MINISTERS CHALLENGE FUND**

We have been accepted onto Wave 2 of this project. This will allow our patients the option of being fast tracked through to a Clinical Call Centre to hopefully deal with minor issues, prescribe over the phone which can be faxed to us to dispense or pass on to chemist or an appointment to be made direct to our system by the ANP answering the call. The call will stream through the Option 1 choice so our configuration will change. Most practices are ceasing their 'genuine medical emergency' option as it is delaying access to 999 services. Most calls to our current Option one genuine medical emergency number are a mistakes and people have to redial to choose option 2 which is make an appointment. We are the first rural practice to join the scheme and hope to be offering this choice from March 2016, we want to make this a success and to free up time for our GP Partners to achieve our aim of 15 minute quality appointments for complex patients.

## **PHARMACIST ROLES IN PRIMARY CARE**

A new government pilot has been awarded to Worcestershire, funding for 32 new pharmacists roles in primary care over 4 years has been allocated and we are at the recruitment stage. We will be participating and anticipate maybe 2 shared roles across 3 practices.

### **TRAINING AND CONFERENCE USE (13.10.15 – 31.12.15)**

Thornbury Nurse Training x 4 (10 delegates)

South Worcestershire CCG x 3 meetings (30 delegates each)

South Worcestershire CCG Education Event May My Diabetes x 21 delegates

Podiatry Annual Conference x 45 delegates

Deaf Direct Training x 20 delegates

Access 2 Education – Dermatology x 38 delegates

Access 2 Education – Childhood Imms x 38 delegates

Access 2 Education – Contraception, LARCs and STIs x 32 delegates

Access 2 Education – Ear Care Day x 18 delegates

Agility Line Manager Training x 28 delegates

Rooted Training x 30 delegates

Event Mobility x 15 delegates

**Friends and Family Report  
July 2015 – December 2015**

<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 122</b>	<b>Total 10</b>	<b>Total 2</b>	<b>Total 3</b>	<b>Total 1</b>	

<p><b>What are we doing well?</b></p> <ul style="list-style-type: none"> <li>• Listen and act</li> <li>• Friendly and clean</li> <li>• The receptionist are very friendly and helpful</li> <li>• Good reception and prescription staff, comfortable waiting area, clean and presentable</li> <li>• Very caring, will listen to you, staff always courteous</li> <li>• Staff are friendly and (seem) efficient</li> <li>• Diabetes service – writing every 6 months, well informed</li> <li>• Quality all round service</li> <li>• On the day appointments</li> <li>• Provide excellent service</li> <li>• Friendly at all times</li> <li>• Friendly, pleasant surroundings</li> <li>• Always helpful, can always see a doctor or nurse</li> <li>• Offering all round great service</li> <li>• Everything great</li> <li>• Giving time to listen, great nurses</li> <li>• Drs/nurses personal skills interaction with patients and listening skills are excellent. Always give confidence with their advice, receptionists and pharmacy always welcome with a smile and helpful. Keep doing what you do.</li> <li>• Good service and no waiting for appointments</li> <li>• Receptionists, doctors and nurses are always happy to help and you don't feel afraid to ask</li> <li>• Because you can usually manage to get an appointment on that day you phone</li> <li>• I have been with the practice for 11 years and have been totally</li> </ul>
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satisfied with the service I've received. We are very fortunate to have such a wonderful practice

- An excellent caring practice
- I have always found the staff, both medical and non medical very helpful and courteous. I can talk to the staff at any time about anything that is worrying me without feeling silly
- Swift and efficient service
- Not a lot
- Everything!! Great doctors, nurses, in fact all staff
- All things that I have experienced
- Diverse facilities
- Excellent service from all staff looking after all needs
- Pharmacy very good
- No complaints, very excellent service, staff very helpful
- Good staff in all roles, friendly receptionists, don't have to wait too long for appointments etc
- Everything
- Caring for us all
- Very well with limited resources
- Always dealt with by the nurses in a professional manner, very caring
- Everything asked for even when it's an urgent matter with no booking
- Friendliness, range of services, availability of medical staff
- Skilled staff, availability of clinics, timeliness, consistency of personnel
- Everything
- Prompt efficient service, nice nurses, no complaints
- Efficient service, pleasant staff
- Good service all round
- Everything
- Everything
- All of it
- Everything
- Always friendly, efficient and understanding
- The pharmacy is excellent
- Very good service, highly recommendable
- Caring, nearly always able to get appointment
- Looking after me
- Warfarin Clinic
- Lovely nurses
- Good explanations – questions welcomed – good care
- Everything
- Arranging appointments, I've never been kept waiting long
- Everything,
- Yes!!
- Everything I have no complaints
- Everything
- Everything
- Efficient clinic



- The service is great and the staff are very friendly
- All of it
- Good service all round excellent staff
- Top class practice
- Pleasant attitude
- No complaints – drs and nurses always very friendly
- Caring for me
- Most things
- Friendly, helpful, competent staff
- Pleasant surroundings, pleasant staff, caring staff
- Everything
- Really pleased wth care provided
- Team spirit
- Friendly staff
- Everything
- All good
- All pleasant
- Very good appointment available
- All of it
- Lovely staff
- No complaints
- Everything
- Everything
- Everything
- Prompt efficient service
- Everything
- Everything
- All good
- Everything
- Everything
- All the medical staff I have seen are extremely helpful, explain everything and can't be faulted
- Nancy (aged 7) and I appreciated the male Duty Doctor calling in a chaperone whilst he examined her private area. Even though I (mum) was with her I think it sets a good precedent for Nancy's future with doctors and what to expect and to be comfortable asking for
- The lovely building, the doctors, nurses, dispensers and all the staff are warm and welcoming
- Everything
- Everything
- Everything so far
- Prompt and friendly consultations
- No problems getting an appointment, friendly, thorough
- I have confidence that I am getting the best care and treatment in a friendly and relaxed environment
- The medical treatment I have received, the attention from non-medical staff, the practical arrangements at the surgery are better than I could have expected, Thank you

- Friendly, efficient service and advice
- Seen quickly, same day
- You are all so good
- I have confidence that I am getting the best care and treatment in a friendly and relaxed environment
- The medical treatment I have received, the attention from non-medical staff, the practical arrangements at the surgery are better than I could have expected, thank you
- Always polite and helpful. Have never had a cause for concern, whenever I have needed an appointment, I have always managed to see someone quite quickly
- Prompt, efficient and pleasant service from reception staff, nurses and doctors. Ability to get appointments at short notice when necessary. Dispensing of medicines, good system for ordering repeat prescriptions, convenient location, easy parking
- Seem very competent, friendly and usually helpful
- The Upton Practice has always given good and timely health advice. Service has been excellent
- Professional Service, all clinical staff thorough
- Your Not

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

- Perhaps give more information
- Not sure, probably more high tech that I am not aware of
- Cannot say
- Seems little of point of entering details of purpose of appointment on line booking if no one reads it. Result a wasted trip for me and "wasted" GP appointment slot for you"
- No improvement needed!
- More support for carers
- Opening later, weekends for workers
- More disabled spaces
- None
- Open at weekends more
- Could do with later hours for workers
- You are let down by Worcs Hospital!
- The treatment side can be very hit and miss some times you have to push to get the right one
- Be kind and care more
- I don't know
- Test result availability
- Keep on doing the same
- More money
- Really think that the service should continue as at present
- Keep going trying too hard may damage
- I doubt if you can
- Able to book appointments weeks in front on computer

- You can't
- Don't let Dr Everitt retire – ever!
- Reduce the time we have to wait for an appointment to see a doctor of your choice
- Serve coffee, impossible
- Absurd to wait so long to see a particular doctor for an appointment. Pity weekends are a complete NoNO. My INR has been cut down to 5 mins and this is too short – one needs time for the patient/nurses relationship. Too much like being part of a production line
- Do not think you can improve an excellent service
- Can't improve, just keep going
- The only gripe I have is with the chemist, they take forever to fill repeat prescriptions
- You can't
- Shut the door for privacy on a Thursday clinic
- You can't – clone your practice!
- Nothing
- Saturday clinics
- Nothing
- All very good
- Saturday opening weekly, possibly for people who work
- None
- Just keep on doing the same
- Can't compare
- Nothing I can think of it is a brilliant GP Practice
- I have given this careful thought but I cannot think of any improvement to as it is now
- I can't see anything, the service is fantastic
  
- Easier access to afternoon – non urgent appointments
- More appointments with GP of choice
- By listening to the people