

**UPTON SURGERY
PATIENT PARTICIPATION GROUP
Monday 20th April 2015
MINUTES**

Present: **Patient Representative Members:** Chair: Chris Milne (ChM), Jenny McGowran (JM), Roy Tyler (RT), Janet Bastick (JB), Rebecca Maund (RM), Jo Daniell (JD),
Surgery representatives: Dr P A Bunyan, Dr C Miller, Philippa White (PW) and Lysa Ball (LB) note taker

1	Apologies: Jo Cousins, Dawn Patterson	
2	Minutes of previous meeting 15th February 2015 Agreed and will be published on the website	LB
3	<p>Matters Arising:-</p> <p>Hanley Castle Art Work – There are now laminated signs against each of the pictures from Hanley Castle High School which are displayed in the patient areas. JD confirmed that a meeting had been set up for JD and a representative from the surgery to attend the High School in June to select a new set of pictures. JD to discuss with the Headmistress the possibility of giving an award for “the best picture”. JM informed the group that the Friends of Upton Surgery were looking at the possibility of donating a “George Wilson Memorial Trophy” which could be presented to the winner and then live in the cabinet here at the surgery. Also discussion took place regarding the possibility of giving maybe a book token along with the trophy via UMST.</p> <p>PPG Leaflet – An amendment to be made regarding the current numbers then this can be printed and used. LB to make amendment.</p> <p>PPG recruitment – CM has developed a letter for recruitment to the PPG. This has been put on our website and distributed to the local publications contacts who will run this in May and June. Discuss responses at next meeting.</p> <p>Patient online update – CM informed the group of a trial that was being held at one of the Pershore Practices to help encourage more on line users. PW confirmed that Upton Surgery is now switched on and patients can access their medical records and we have not had any comments so far. The next element of patient records to be switched on will be summary care record.</p>	<p>JD/JM</p> <p>LB</p> <p>Agenda item July 2015</p>
4	<p>Prime Ministers Challenge Fund – PAB confirmed that Staywell Healthcare Ltd, the federation of practices across South Worcestershire, has been awarded £2.8 million to improve access to local GP services. They would like to concentrate on two areas:</p> <p>(a) Development of a “virtual hub” to allow 7 day a week access to local GP’s through the use of new technology such as telephone or video conferencing appointments, as well as traditional face-to-face appointments.</p> <p>(b) GP practices could offer increased access and extended opening hours.</p> <p>Further discussion took place and PAB confirmed that this had only been agreed for one year and was not reliant on the Election in May 2015. PPG to be updated as and when there are any developments with this project.</p>	
5	SWCC PSAG – A hand out was emailed in advance of the meeting. PW discussed the findings and ChM went through the recommendations in relation to the practices contribution.	

6	<p>SWCCG Finance – A hand out was emailed in advance of the meeting. There will be a new measure added to the funding formula that may benefit areas like Worcestershire called the 'sparsity factor'. PW explained QIPP to the group. It relates to the CCGs Quality, Improvement, Productivity and Performance programme. PAB/CM confirmed there are continued requirements to reduce prescribing spend and there are regular meetings and performance targets with guidelines given for drugs that we are instructed to switch patients to as cost saving measures. PW gave an example of where funding had been provided to provide training and purchase equipment for services such as the Doppler service which involves half an hour of nurse time for the consultation, but there is no money being given for actually providing the service and no money to maintain the equipment.</p>	
7	<p>Healthwatch report on Urgent Care – Copy of this was emailed with the Agenda and covered in item 5.</p>	
8	<p>Did Not Attend Analysis – A report was given out and emailed to those unable to attend. The results of this audit for March 2015 surprised the members of the PPG and has highlighted that this is an area that needs to be addressed. Discussion took place as to how we could alert our patients to the wasted appointment slots and loss of clinical time, especially the valuable GP partners. Suggestions: write up on the prescription bags, display on the ticker part of envisage, when a patient complains about the length of time they wait for an appointment to use this information as a starting point, include the pie chart analysis in the Newsletter, poster “please cancel even at the last minute as we can always use the appointment”. Agreed to do another audit in June and include patient ages and report back to PPG in July meeting.</p>	LB
9	<p>Complaints/Compliments/Suggestions – The year end report shows a total of 20 written and verbal complaints were received, compared to 17 in the previous year. 6 this year were unjustified or related to another NHS sector compared to 3 last year. PW discussed the 7 current complaints and March was noted to be a particularly bad month for complaints. All are confirmed resolved. Many compliments received via cards, letters, emails. Donations to UMST £268.62 plus a monthly direct debit donation ongoing.</p> <p>Suggestions received included how to help with dementia patients which PW discussed with Age Concern and another was for the re-painting of the lines in the car park. PW also confirmed that a rail was being erected at the front entrance to encourage wheelchair users to use the appropriate ramps, to stop children running out into the car park and the rails will be a good balance aid for some patients entering the building.</p>	
10	<p>Note Contents of Practice Update - Please see appendix 1. Further discussion took place and PW confirmed that we now have many new members of staff in the reception team and this brings challenges short term as people learn their roles but is also great opportunity to develop this front of house services. Upton Surgery are hoping that by joint working with the Pershore Practices that they may be able to re-instate a model for the frail elderly living at home as all the new monies to date available for community services has been used by the nursing homes which were deemed to be high risk but our numbers are utilising all the staff time allocated. A new model is being scoped that would work across the 3</p>	LB

	practices and provide some cross over cover. ChM asked if the “if you are still waiting after 20 minutes, please come and see us” was still on the envisage ticker message and it was confirmed it was. The April newsletter will be distributed 22.4.15.	
11	Care and Repair Roadshow – PW confirmed that we are working in partnership with the team from “Care and Repair Worcestershire”. They will be present in the surgery waiting room from 10am – 12pm on Wednesday 20 th May 2015. Care & Repair are the Home Improvement Agency for the county, a not for profit organisation and part of the Fortis Living Group. The team will be on hand to answer queries regarding home adaptations, improvements and repairs helping people to remain safe and well in their own homes.	
12	Community Event 2015 – This has been confirmed for Saturday 4 th July 2015 and we will be part of the Upton Primary School Fete. Another meeting is due to be arranged for further details. PW confirmed that Gail, one of our Practice Nurses will be involved in this project. The PPG will be happy to attend and will look at a possible rota system.	
13	New telephone systems update – The new system has now been installed and all went smoothly on the day. The telephone calls are now recorded for both patient and staff as part of training and monitoring. ChM asked whether a text reminder service was available with this new system, confirmed that it was not as these are software solutions that integrate with the telephony systems and the clinical systems to provide the text reminder service. The surgery options for this were being looked at. PW confirmed that we will be able to run a variety of reports within the new system.	
14	AOB – Nothing to record	
	Date and Time of Next Meeting – Monday 20th July 2015 at 6.30pm	

Appendix 1

Practice Update April 2015

NEW TELEPHONE SYSTEM

The new telephone system switchover had to be delayed from February due to preparation work not being completed to deadlines by external firms. It was implanted on Thursday 16th April and a brief update of any issues will be given at the meeting.

Some key points

- New phone handsets - these will be easier to use with access to different options not configured / available on our current system incl.
 - physical buttons that we can program to hold, park, transfer calls etc - with less reliance on functions.
- Telephone extensions will be programmed as they currently exist on this system (i.e. ext 2036 will stay as ext 2036)
- Call recording facility.
- Dual technologies being used instead of current single system.
 - Better resilience - if there is a problem with 1 system, the surgery can still continue to utilise the other system to make and receive calls.
 - Better future expansion capabilities - without the need of additional hardware, we can increase the number of lines on either of the 2 systems before either would need a hardware capacity upgrade.
 - Greater ability to use headsets or roving phones

New Staff

Two new receptionists start in April. Helen Jones (a familiar face from the NHS admin team) and new member Teresa Guest. They replace Ellie Hodgetts, who was our first apprentice and then receptionist and has moved on to a Housing Association role and Jackie Stockton to an Orthodontist receptionist post nearer to her home.

Doctors update

Dr Gemza finishes her training at the beginning of May and we wish her well in her GP post in Devon.

Warwick Medical Students

The curriculum has changed this year and we have two medical students, Alastair Stephens and Sophie Rozwadski who attend together on a Tuesday. 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.

They will leave us mid May and two more will come in June.

Training/Conference Use

SWCCG Locality Meetings – 30 attendees x 3 meetings

Access 2 Education – Diabetes Training Day – 15 attendees

Access 2 Education – CHD Training Day – 8 attendees

Thornbury Nursing Training x 2 total 18 attendees

Event Mobility x 1 15 attendees

Federation x 1 Meeting

Berrow Court AGM x 30 attendees

Staff CQC updates x 3

April Newsletter

This is about to be printed with all the latest updates content includes:

- Patient Online
- Demand
- Missed appointments
- Time 4 U
- Exterior works
- Care and Repair
- Riverboats Children's Centre
- Upton Community Care
- Disability Information Advice Line
- Emergency food for local people in crisis
- Xpert diabetes Programme
- Prostate Cancer Support Group

CQC Inspections

These have begun 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.

Internal and External improvements

During March many of the internal walls in rooms and corridors have been painted. In response to patients feedback and concerns we are about to have a rail put across the kerb at the front entrance doors to protect children exiting and remove the trip hazard at the immediate entrance. Wheel chair user should use the lowered kerbs by

the pedestrian crossings to access the pavements along the front of the building. When the rails are installed the white lines and yellow marking will be refreshed and additional yellow bays for less able and frail patients will be marked up.

Joint Working with other practices

Upton Surgery, Pershore Medical Practice and Abbottswood Medical Centre had an evening meeting on 11th March 2015 to share ideas for “working together”. 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 of the NHS 5 year Strategy for Primary Care. .

Time 4 U

Regretfully now we are no longer on a PMS contract and been moved to the national GMS contract the doctor element of support on site at Hanley Castle High School twice a month has had to end.

We tried to gain support from Public Health to continue it but their view is if it can be a nurse led service then it should be and all the other school services are now nurse led. We have gained agreement that that the nurse will attend weekly so it does not become a reduced service for our children.

This initiative was started by Dr Wilson and won an NHS Beacon Practice award in 1999 and was a model then introduced successfully in other high schools in Worcestershire and still runs as nurse led services in 4 other schools with Hanley making it 5.

Sadly we were the only one still offering the GP input and with the loss of funding can no longer provide this service.

**FRIENDS AND FAMILY TEST RESULTS
February and March 2015**

How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Total 47	Total 5	Total 1		Total 1	

What are we doing well?

- Pleasant and helpful staff who listen to the patient, doctors prepared to give sufficient time
- Give appointments quickly when possible
- Doctor listens well
- Everything
- Wonderful, caring service at all times by everyone
- Always making time for patients and very thorough
- Friendly and helpful, always able to get an appointment
- Always being able to get an appointment and good service
- Very patient and understanding
- Everything
- Everything, we are very satisfied
- Good advice and care
- Good at listening, cheerful, understanding
- Excellent doctors, early appointments, friendly relaxed
- Very impressed with the 6 week diabetic course I attended recently, the method of deliver was realistic and very well done and no patronising in any way, so very helpful
- Efficient and friendly
- I have always found the practice to be helpful, informative and have always had appointments/treatments in a reasonable time
- Friendly, helpful service, apologies for late running, sympathetic
- Care and prompt appointments, lovely caring doctors, especially ARH
- Everything
- This surgery is excellent and could not be improved. We are so fortunate – everyone is pleasant and helpful
- Everything
- I have been a patient at the practice for over 10 years and have always received excellent service from reception staff, dispensary staff, nurses, phlebotomy staff, HCA's and doctors. The facilities at the surgery are first class.
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- On the whole it ihas been very easy to deal with the practice, and all professionals have taken time to explain to my elderly parents what is

happening. Initially however, I did find difficulty in being able to get the appropriate help/recognition for my mother's ill health as she was 'too proud to be poorly' and it was not possible to get a doctor to speak to her on my request only if I could get her to go in on her own - which has now resulted in my mother becoming much more poorly than she needed to, and for more expense on the surgery/NHS part. I would suggest a procedure where relative's concerns could be listened to, assessed and followed up where it was felt appropriate which could perhaps save some of this expense in future and would certainly help promote the image of a caring and inclusive health service.

- I have always had excellent care and treatment
- Pleased with service
- Nothing
- Most things
- Looking after patients
- Excellent service and always listens and constructive advice
- Pleasant attitudes
- Friendly and cheerful
- All ok x 2
- Doing very well, pleased with service
- Everything
- All doctors are very efficient and have a caring attitude
- An excellent medical centre
- I don't think you can improve
- Apps system works well even though have to wait sometimes, duty doctor system and triage good
- Patient treated as an individual, confidence in diagnosis and treatment
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How can we improve?

- Difficult to say!
- Yearly medicals for patients who only visit very seldomly especially the elderly
- Nothing to improve
- Extended hours??
- Timing in afternoon, generally running approx 1 hour behind for appointments after work
- Trying to keep to the times of appointments
- In my opinion you cannot
- One receptionist can be a bit grumpy but all others lovely
- More health classes eg pilates, tai chi, in the evenings as well as the daytime

By not making patient wait thirty minutes longer than the time of appointment, Yes, still here twenty minutes later than the last form, hungry, cold, fed up, give people beds to go to sleep while waiting (JOKE) **NB – this patient completed two cards with extremely unlikely but has only been logged as one**

- Water cooler in the waiting area
- Waiting times for appointments
- Waiting times
- Try to reduce waiting times
- No problems, a few magazines especially in quiet back waiting room would be nice
- As always being able to get an appointment with the doctor of your choice in a short period of time
- Address concerns over out of hours emergency help