

**UPTON SURGERY
PATIENT PARTICIPATION GROUP
Monday 15 July 2013
MINUTES**

Present: Philippa White (PW), Dr A R Havercroft (ARH), Dr C Miller (CM), Chris Milne (ChM), Jo Daniell (JD), Dawn Patterson (DP), Roy Tyler (RT), Glen Green (GG), Jenny McGowran (JM), Janet Bastick (JB), Lysa Ball (notetaker)

		Action
1	Apologies – ARH was running late as Duty Doctor but attended at 1900	
2	Minutes of previous meeting 15.4.13:- These were accepted as a true record and will be available on the website.	LB
3	<p>Matters arising:-</p> <p>Summary Care Record – The project team we set back due to Emis Web change over so this has not progressed. PW confirmed we were waiting for an update. PW informed the group that the Acute Trust had bought licence access to Emis Web for A and E and this would enable them to data share under licence and using a smartcard, this may be the way forward. PW confident this seemed a robust system and that the information available would only be medication, allergies and current problems. This will be discussed further at the GP partner meeting tomorrow. Of note, the new doctors coming to Upton Surgery are now coming with smartcards!</p> <p>Telephone Recording - PW confirmed our frustration with BT that this cannot be progressed on our current system; we are in the process of obtaining quotes but it may entail considerable expense.</p> <p>Community Day – PW confirmed that it is hoped that we will be able to hold a joint event in 2014 with the local school and Riverboats centre. The school were unable to support a joint venture this year.</p> <p>111 – Confirmed this is still the number to dial but it is being diverted back to Harmoni. The out of hours provider of primary care in this area. ChM had attended a meeting last week where Simon Trickett had suggested that the contract was going to be split into two in September 2014 and re-tender for Worcestershire only would take place. It was unsure what had happened to Dudley NHS direct who had gained the contact but had not delivered the service satisfactorily. This remains a national problem. We will keep the group updated on the above.</p>	
4	Pharmacy Update (ARH) – Confirmation given that the appeal has been rejected. ARH confirmed there has been a change in regulations regarding how you can apply for a pharmacy. The new regulations will focus on the service and added benefits to patients rather than location. ARH and our Pharmacy Manager are very hopeful that a new application will be made later this year with a promising outcome as they firmly believe it would be an excellent service for our patients. The PPG group agreed. GG reported that the pharmacy in town is still struggling to provide the appropriate patient care and continuity. An example was given by ARH that on a Saturday the pharmacy in town knew there was a Saturday surgery and they told an out of area patient to pop up to see us when the service is supposed to be for appointments only. ARH had to deal with this when at the surgery on his own as the session had finished. The group are very keen to help in any way with the new proposal and ARH will let them know as and when this is needed.	
5	Primary Care Web Tool/Practice Achievement:- PW showed the group examples from the GP Outcome Standards report. A copy of this full report was given to the Chair (ChM). Two handouts were given as an example of how well Upton Surgery was performing. LB to email these to JD and JB. PW confirmed that we are now performance managed by NHS England. It is felt that the Primary Care Web Tool will be available to the general public soon.	LB

	<p>The group would like a copy of the latest MORI report and this will be emailed to each member shortly.</p> <p>PW confirmed we have our Commissioning Cluster Peer Review Meeting on Wednesday 17 July 2013 and all our Partners that are available will be attending. We have arranged for experienced locums to cover for them rather than close the surgery as many do. An action plan will be given following this meeting which will include targets that we have to meet. The PPG members will be willing to help in any way to help us meet targets.</p> <p>PW confirmed there are just three 'high achieving practices' in Worcestershire and Upton is one of them.</p>	PW/LB
6	<p>GP Ambulance Project – A handout was given including a “patient story”. PW confirmed that this project is being evaluated and a write up will be available in due course. PW to update at next meeting.</p>	PW
7	<p>NHS changes and CQC update – NHS England is now called the 'Area Team'. They manage our contract with the NHS. Our contract is called a PMS contract (Personal Medical Services), these contracts were set up in 2001 onwards to give primary care additional money to provide extra services in primary care, some of these services are now funded in a different way, e.g. stop smoking. Nationally from September these contracts are going to be the subject of a review and some funding is likely to be withdrawn which will have an impact on services. There will be a quality and value for money formula to come from central Government. We will be moved back to a GMS contract or a new national contract with a standard £ per patient allocation.</p> <p>CQC: PW gave a demonstration of the link on our website and how to provide feedback. Each PPG member had been emailed a copy of the CQC “A guide for working together and an information sheet on “preparing for CQC inspections”. PPG members confirmed they were happy for the surgery to give out their email addresses as and when we were notified of a visit.</p>	
8	<p>Role and Training of the Health Care Assistants (JM) – JM felt that this role should be included in the newsletter just to confirm their qualifications and a description of the type of duties they carry out. Two issues were reported that PW would take forward with two staff groups. Group also felt that we should include some information on Podiatrist and Phlebotomist roles. LB to action this.</p>	PW LB
9	<p>Referral Letters to Consultants - JM asked for clarification on the waiting times for typing a GP referral letter and onwards to a Consultant. ARH & CM confirmed that for a non routine referral is was approximately 3 – 5 working days, urgent referrals are dealt with on the day or even immediately they are dictated. It was acknowledged that the service may have been a little slower during the transition to Emis Web system as the software to integrate the two systems had to be addressed. However now the new clinical system is fully functional the service generally is quicker. The turnaround times with digital dictation (which was introduced about 3 years ago) have very much improved on the old tape system that many practices still use.</p>	
10	<p>Department of Work and Pensions (LB) – A handout was given to the group explaining this service and some examples of how this service had benefited our patients and how disappointed the surgery were that this had stopped. LB asked if the group would consider writing to express their disappointment that this outreach service is no longer available here at Upton. ChM will action this.</p>	ChM
11	<p>Review of Action Plan – The group went through this action by action. PW discussed a proposed new appointment schedule that ARH will pilot on his return in August. . Intensive Primary Care appointments were also discussed and will be added under “ability to provide continuity of care”. Under “access to specialist nurse services” we will add the new Nurse Prescriber role and something about the patient birthday recall systems. LB to put this item in the newsletter on a rolling basis. We would also like to</p>	LB

	raise the awareness of the PPG. ChM asked if anyone could identify 3 events that were taking place outside of the surgery that perhaps they could attend, suggestions were; Messy Church, Upton Library and Hanley Castle School. PPG would need a small display board and also consider what they should put on it. On the action plan we will put "gathering information to be discussed at next PPG meeting in October. PW to email other practices for further information. The group discussed the patient survey and comments and ideas were noted. LB to action these comments/ideas and will email corrected version for comments.	Agenda Item Oct PW LB
12	SWPPG (ChM) – ChM confirmed his attendance at this meeting last week and how disappointed he was with the attendance numbers (8/32). Updated group regarding 111, A/E rationalisation at Redditch & Worcester and that waiting times at A/E Worcester were better than they had been for a long time and was reaching 95% of its targets. Also ChM confirmed there was a 6 minute video explains the NHS and a copy was available from Tom Grove. PW to email Tom Grove to see if appropriate for the next PPG meeting for all to watch.	PW
13	SWCCG (GG) – GG had attended the board meeting last week at Evesham Community Hospital. GG gave the group an overview of the content of the meeting and confirmed that she will attend the next meeting at Priory Lodge in Malvern on 26.9.13 and keep the group informed.	GG
14	Practice Update – CM gave the group an update and a handout was given. PW informed the group that LB had received an award for her time as a volunteer with the Carer Talk Time team.	
15	Friends of Upton Surgery – JM thanked everyone for all for the support the Friends have received. A list of items was handed out showing how donations had been spent over the last 12 months. From their meeting at the beginning of July UMST were keen to find out if the PPG would be interested in helping to display the art work of the students at Hanley Castle High School. Discussion took place as to where in the surgery this could take place and what sort of hanging system would be required. In the first instance JD to make contact with the Head of Art of the school in September and report back at next meeting.	JD
16	Complaints/Compliments/Suggestions – PW confirmed we had received 6 complaints and all had been resolved. 24 compliments had been received and in addition various chocolates and verbal compliments that are not counted were given. PW discussed the suggestions we have received via the suggestion box and that some had been actioned and some had not been able to and the reasons were discussed and agreed.	
17	AOB Memorial to GMW – JD and JM were going to visit the Barborne Health Centre to have a look at their time line and JD bought in an example. The group felt that it would be enhanced by information from Drs Webster and Jennings and also input from patients which we would gain by a request in the newsletter for patients to write in with memorable quotes. PW suggested we also used comments from the book of condolence and that we should include GMW's children. Messy Church – GG updated the group and confirmed this takes place on 2 nd Saturday of the month. Youth Forum - it is hope that this will continue from the Baptist Church in September. Tuesday Football Forum – This is a new development and takes place on the pitches opposite the Church. There will be local group matches and any supporters/helpers will be very much welcomed. Heatwave – Official notice on Website and Envisage. LB to type up information sheet and distribute.	LB
	Date and Time of Next Meeting – Monday 14 October 2013 at 6.30pm	