

**UPTON SURGERY
PATIENT PARTICIPATION GROUP
Monday 25th April 2016
MINUTES**

Present: **Patient Representative Members:** Chair: Chris Milne (ChM), Jenny McGowran (JM), Janet Bastick (JB), Rebecca Maund (RM), Jo Daniell (JD), Jo Cousins (JC), Lizzy Hughes (LH) and Liam Gleeson (LG)
Surgery representatives: Dr S M A Everitt (SME), Dr C Miller (CaM), Philippa White and Lysa Ball (LB) note taker

	Introductions: The Group welcomed two new members from Hanley Castle High School, Lizzy Hughes and Liam Gleeson. Lizzy is currently preparing for her mock GCSEs, she is taking a broad spectrum of subjects as she is not sure what she would like to do and Liam will be taking his GCSEs in the next few months and plans to stay on in sixth form with the possibility of a career in medicine.	
	Speech: CM spoke on behalf of the PPG to wish Dr Everitt well in her retirement. He recognised the strength of leadership over the years she has been Senior Partner and the team as a whole.	
1	Apologies: Ruth Wain, David Smallwood, Dawn Patterson, Catherine Domanski, Roy Tyler	
2	Minutes of previous meeting 18th January 2016 – These have been agreed and will be published on the website.	LB
3	Matters Arising: Hanley Castle Art Work – Trustees are keen to continue with this and JD is making contact with Mr G Lever at the school to arrange a convenient time for the group to view this year’s art work and choose those for display in the surgery. JD to keep group updated. NHS Strategy – A copy of “General Practice Forward View” had been emailed to the group by PW. Philippa, Dr Barrell, Dr Havercroft and Ben Kent attended an event on 19.4.16 regarding new models of care. PW informed the group that on Page 6 of this document there was good synopsis on why Primary Care was under unprecedented pressure for services and Page 39 concentrated on enabling self-care. Kempsey Pharmacy – CM confirmed he had written to Harriet Baldwin and had received a reply, which he shared with the group. He had also received a letter from NHS England which was also discussed. The practice had not heard what the outcome would be yet. PW reported that in Scotland they had removed the 1.6km rule which would solve the problem for our Callow End patients if the same was applied in England. Physiotherapy Access - PW had spoken to the Manager of this service who confirmed due to being over budget this service was no longer available in Evesham. WI Calendars – PW thanked everyone for the money raised which was £1750.00 for the UMST Friends of Upton Surgery.	JD All to note
4	Self Help Event 2016 – PW confirmed that the Upton Walkers were going to represent the surgery in the Gala Procession which is taking place to Celebrate the Queen’s 90 th Birthday in Upton on Saturday 11 th June 2016.	Agenda item for Autumn please
5	Mental Health Services – A report was commissioned by Healthwatch and this had been circulated to the group. Small discussion took place regarding the favourable outcomes in the report for Primary Care. PW to contact Hanley Castle High School to see what support is available to the	

	students in relation to Mental Health issues	PW
6	<p>Did Not Attend (DNAs) – The most recent results still show a large number of missed appointments. PW confirmed that there was not a National average figure available to compare this with. CM will contact Health watch regarding the issue of why patients DNA appointments. The text messaging service was proving to be helpful in the number of DNAs and SE thought this had had a measurable impact. It was agreed to continue promoting the text messaging service regularly via the Newsletter. In September we will promote this service via a designated “Data Capture Week” to get more mobile numbers from patients.</p>	<p>CM</p> <p>PW/LB</p>
7	<p>New Clinical Call Centre – This is a new service giving our patients additional access to a health professional and extra choice. Patients ringing Upton Surgery on the main number 01684 592696, get a new message with Option 1 offering patients the ability to speak to a clinician. If you press 1, you get transferred directly to a local Clinical Contact Centre. From there, a Nurse Practitioner will contact you by phone within an hour and they have access to the full medical record providing you give permission at that time. They can offer several different treatment options, resolve over the phone/book an on the day appointment onto 'available' / 'allocated' appointment slots at Upton Surgery/prescribe and send a medication request through to the surgery for authorising / printing / signing / dispensing as appropriate (patients can collect these at 11:45 for morning requests or 16:30 for afternoon request).</p> <p>The CCC is open Mon-Fri 8:00 until 20:00 and on Saturday and Sunday between 8:00 and 12:00 (as well as <u>some</u> Bank Holidays between 8:00-12:00).</p> <p>PW confirmed that we are the first rural practice to be included in this pilot to increase access in primary care and we welcome your feedback. Unlike the NHS 111 service, the CCC is staffed by local clinicians dealing with local people and with access to the patient’s record.</p> <p>A copy of the Monthly update had been emailed to the group prior to the meeting and handouts were given at the meeting which PW commented on. It was agreed that an update be given every quarter on this service.</p>	PW
8	<p>Seeking the views of residents to shape the future of healthcare in Worcestershire – An email from CM had been sent to the group prior to this meeting. Discussion took place regarding the increased pressure on the surgery. Demand is rising across the board in the health sectors and it was confirmed that once the new housing estates are complete, this will also increase the pressure on the surgery with additional patient numbers. PW confirmed that July will be a challenging month for the surgery. No easy solutions are identifiable. The questionnaire from the CCG and County Council is available on line and had some very controversial suggestions. All were completing it, a copy was given to LH and LG.</p>	
9	<p>Acronym Buster App – Definitions of more than 700 commonly used acronyms and abbreviations in the NHS can now be download free with NHSAcronym app from iTunes to your iPhone/iPad or from Google play to your Android phone/tablet. Just search ‘NHSAcronym’ in the iTunes app or Google play stores. LB has emailed this information to the group.</p>	LB
10	<p>Young People’s Health Issues, e.g. awareness of online services - Discussion took place and PW suggested a project to encourage more</p>	

	online users, "a leaflet for students". The PPG and surgery would like to build a good working relationship with the school and the surgery have offered to provide speakers (Pharmacist, Advanced Nurse Practitioner) for the Medics Club which is held in the lunchtimes at the school. LG explained that the group was for students to determine health based careers. They have previously sent training GPs and organised for an NHS Physiotherapist to attend the group.	
11	Upton Surgery Update and Friends and Family Test for January 2016 – March 2016 – This was emailed with the agenda. No concerns raised. Please see appendix A and B. The comments relating to SME regret of patients was noted.	
12	Complaints/Compliments/Suggestions – PW gave an overview of the 4 complaints we had received for this period. The use of call recording and support for a member of the reception team was discussed following an aggressive, unacceptable encounter involving first the dispensary and follow on with the reception team. All aggressive callers are reviewed by senior managers and onwards to usual GP if action is needed. PW had also produced an annual complaints report and some of this information will be included in the next patient newsletter and will include items from the suggestion box. The group felt it may be helpful to have the number of appointments for each year to show activity level to compare the number of complaints each year. PW to look at this.	PW
13	AOB Liam Gleeson – would like the opportunity of work experience.	PW
	Date and Time of Next Meeting – Monday 18th July 2016 at 6.30pm	

Appendix A

PRACTICE UPDATE – APRIL 2016

DR SUE EVERITT'S RETIREMENT FROM THE NHS

Dr Everitt leaves us on May 31st 2016 though her last surgery is on Wednesday 17th April.

Sue started with the surgery in 1983 so for 32 years she has devoted her time and clinical expertise to the surgery team and patients.

She took over as Senior Partner in 2007 after our move to the new surgery having been an active member of the development team that has given us this wonderful surgery, offering a modern one stop shop for the convenience of patients. We work as a fully integrated team and have been adopting that approach since our Beacon award many years ago. Dr Everitt has been a true advocate for our ethos of 'care closer to home' and proactive interventions (such as our award winning Complex Care Team) to prevent unnecessary admissions to hospital in an area with poor transport infrastructure and no local rail network.

Sue led the contacts for the official opening of the surgery in 2008 by HRH Prince of Wales and the Duchess of Cornwall, a momentous day for the surgery and the local town after the devastating 2007 floods in this area. Her long full time career and on-going commitment and drive to maintain the continuity of care model, that her patients appreciate, to provide personal care focused on their individual needs and rural circumstances. Her loyal patients are reassured that she knows them and their cases and they trust her judgement and advice. She has also adapted to today's world and contributes to our new models of 'on the day' demand where we can be seeing and treating over 100 on the day requests due to patients choice and related to the way people wish to live and work and have their immediate care needs met.

She receives her acceptance as a Fellow of the Royal College of GPs on May 13th at a ceremony in London, one comment is '**An ordinary GP who gave extraordinary care**' a fitting accolade and celebration to end her career as a GP.

So the surgery enters a new era under the Senior Partnership of Dr Julian Barrell and we will be welcoming Dr Gail Wetmore as a new Partner in August 2016.

STAFF CHANGES

Dr Trainees changed in February and we said goodbye to Dr P Godbole and were joined by Dr Sanwoolu and Dr Mohamad. Dr Sanwoolu commences maternity leave in May.

We have had one new member of staff join us since our meeting in January 2016:

- Christina Simms is our new Phlebotomist/Health Care Assistant

We said farewell to Bidy Box (Practice Nurse) but have not been able to appoint a replacement yet. We are undertaking a review of appointment use across our nursing teams.

We have now welcomed our second set of Medical Students from Warwick University who will be with us until 17th May 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.

CQC INSPECTIONS

We have still not had the telephone call giving us the 2 weeks notice of inspection date yet but there are now only a couple of us in Worcestershire not yet inspected.

PRIME MINISTERS CHALLENGE FUND

We were accepted onto Wave 2 of this project. This now allows our patients the option of being fast tracked through to a Clinical Call Centre to speak to an Advanced Nurse Practitioner who will deal with minor issues, they can prescribe over the phone which can be faxed to us to dispense or pass on to chemist. The Clinical Call Centre staff have access to the callers record (when verbal consent is given) and have the ability to make an appointment direct onto our clinical system. The call will stream through the Option 1 choice so our configuration on the telephones has changed. Most practices are ceasing their 'genuine medical emergency' option which was our previous Option 1, as it is delaying access to 999 services. Most calls to our previous Option 1 were a mistake and people had to redial to choose option 2 which is 'make an appointment' choice.

We are the first rural practice to join the scheme and successfully implemented in March 2016 before the Easter 4 day break. The system is also available over the weekend and we hope that if the take up rises to be able free up time for our GP Partners to achieve our aim of 15 minute quality appointments for complex patients.

The first months data is available and to be discussed at the April PPG meeting.

There are other services available now e.g. email consults and skype via the CCC and we welcome the PPG's view on how we develop these for our patients.

WI CALENDAR FUND RAISING.

Money raised by some brave men of Upton baring all was handed over to the town's doctor's surgery. A cheque worth £1,750 was handed over to the Friends of Upton Surgery, and will be spent on new equipment for Upton Surgery. The money was raised through a calendar showing some of the town's men doing what they love to do in their spare time- while in the buff. It was organised by the town's WI group, The Hot Peppers, and it was the members' husbands who posed in the nude.

KINGS COLLEGE LONDON FELLOWSHIP

Jo Dodd is presently undertaking The Older Person's Nurse Fellowship programme sponsored by Health Education England. This unique programme is aimed at leading innovation and quality improvement in care for older people with the ethos of quality, safety, service transformation and innovation. The programme is set to deliver confident, competent and compassionate leaders to act as agents of change to transform person-centered older people's services.

The year long programme is made up of two modules, the first building on the existing clinical knowledge of fellows and focuses on quality of life issues of older people. The second module on leadership in service development centres on undertaking a quality/service innovation project in their own organisation.

TRAINING AND CONFERENCE USE (1.1.16 – 20.4.16)

Access 2 Education delegates	CVD Study Day	x 21
Thornbury Nursing Services delegates	x 4 individual sessions	x 10
Swanswell	x 1	x 8 delegates
Wychavon District Council	x 1	x 8 delegates
Access 2 Education 35 delegates	Travel Health	x
Access 2 Education delegates	Travel Health	x 36
Access 2 Education delegates	Nurse Prescribing	x 25
Access 2 Education 18 delegates	AF Stroke Prevention	x
Agility Training delegates	Dealing with difficult people	x 28
Access 2 Education delegates	Contraception Study Day	x 35
SWCCG Meeting		x 30 delegates
Event Mobility delegates		x 15

Appendix B

Friends and Family Report January 2016 – March 2016

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 44	Total 5	Total	Total	Total	

What are we doing well?

- Keeping your service personal in an increasingly data driven context
- Dr Mott is an excellent doctor, lovely with Ted (3)
- Absolutely everything! We're extremely fortunate to be cared for by Upton Surgery. Everyone is polite, helpful and caring, thank you so much
- Been with you for over thirty years, would not have my 30 year old son if it were not for David Webster. Nice surroundings and staff always friendly and helpful.
- Because of the excellent treatment which I have received and the willingness of doctors, practice nurses and receptionists to listen and deal very patiently with any problems
- Extremely polite and well organised surgery
- Being Friendly and listening to the patient
- Preventative care
- Availability of appointments outside my work hours
- Patient care, approachability
- First time here in years and very professional and friendly
- Polite, friendly and informative
- Always Efficient and a very polite staff
- Too early to say, only just moved into the area
- Looking after us really well
- Just moved here
- Friendly approach, convenience of pharmacy
- Wait time for appointments is acceptable, approachable staff, easy "check in", relaxed atmosphere, good communication
- Proactive, holistic care
- Friendly, flexible, good appointment system
- Efficient and helpful
- Personally good service
- From my perspective you can't improve as your attitude is good
- Everything, pabulous support at reception as well as caring, personalised treatment from Dr Everitt
- On time and welcoming
- Very well
- Friendliness
- A doctor can be seen at all times, consultations are never hurried
- Late/early/weekend appointments, generally getting appointments

- Everything
- Appointment when needed follow up hospital, great service
- Whole team is helpful, efficient, friendly and professional
- Most things no qualms about anything
- I find Upton caring and professional practice. I find it easy to get an appointment or a phone chat with a doctor. The surgery is easy to reach on foot and there is ample parking for those arriving by car. The waiting room is pleasant and welcoming. The other staff – admin, nursing etc also helpful and efficient

How can we improve?

- Carry on doing as you're doing
- May be more doctors to enable quicker turnaround for appointments – overall very happy though
- Nothing springs to mind
- By making more appointments available online at short notice
- Don't keep me waiting 20 minutes
- WiFi in the waiting area please would make waiting more pleasant
- Have dispensary open on Saturday mornings
- You can't, thank you
- Be able to get regular appointments sooner for doctors, bloods etc
- Nothing really to improve
- Not let Dr Everitt retire just yet
- Can't think, nothing needed
- Dr Everitt not to retire