

	<i>the current position is that the overall median wait is a fraction over 12 weeks, although we recognise that there remains some variation between services, (which is being addressed)</i> ".The group felt that this applied more to the Evesham/Pershore area rather than Upton. KM will contact our physiotherapy team to confirm the current hours/sessions and any clubs such as the lower limb club that they still run. A small discussion took place about how we can encourage our patients to only tick "upton" as the preferred choice for treatment. KM to find out how many of our patients have used the other physiotherapy locations.	KM KM
8	Tea and Talk: CM gave a brief update on the "tea and talk" service that Abbottswoods Medical Centre offer to their patients. This is run by members of their PPG once a month. CM has asked for an update on this at the September Self Care Forum Meeting and will report back in October. RM is going to keep LB updated with events at the local Baptist Church.	LB
9	SWPPG Network Meetings (CM): CM does not have an update other than all patient group communications are now Countywide. CM will continue to find out about these meetings.	CM
10	Upton Surgery update and Friends and Family Test report for May and June 2018 (emailed with Agenda): Agreed to send a 6 monthly staff update list to the PPG. Small discussion took place regarding dispensary opening at 8am.	
11	Complaints/Compliments/Suggestions (PW) May to June 2018: Compliments – 20 verbal and 18 written received Complaints – 4 patient issues resolved, 3 complaints regarding a comment made by GP, a diagnosis and an issue regarding payment of firearms certificate.	
12	AOB: Dementia Awareness Training: LB has arranged two dementia friendly sessions to enable the surgery to be formally recognised as a Dementia Friendly Practice. Research Work: PW confirmed that we have been re-accredited for 3 years. A research nurse from Warwick University carries out the studies. PEARS (Primary Eyecare Assessment and Referral Service): NHS funded service for patients experiencing recently occurring medical eye conditions with appropriate treatment closer to home. GP's can refer you or you can self-refer. A list of local opticians providing this service is given. It has been noted that the list given may be out-of-date. KM to take to meeting with SWCCG tomorrow.	
	Date and Time of Next Meeting – 15 October 2018 at 6.30pm	

PRACTICE UPDATE JULY 2018

UMST: The surgery is very grateful to the friends for their continued support. For the period May/June 2018 a total of £515.00 has been received.

OPERATIONAL ISSUES:

Patient Access System - Patients have been having some problems with the new Patient Access system following a national upgrade. Patients are having problems updating their apps and they can now access using their email address but this is causing a problem where people in a household share an email. An alert has been put on the website.

Home Visits – Our ANP's Lesley and Tash are starting to support the GPs with home visits.

New Dispensary telephone list – A dispensary telephone list is now available and is being used for all non-urgent medication queries. There are slots between 11 -12 am and 3 - 4 pm.

Care Navigation Training – This has now been completed for our staff. The telephone answer message will be changed soon. There are some great ideas emerging to link the self-care project with care navigation work.

GP UPDATE:

- Dr Barrell will be reducing his sessions from the beginning of July and will stop working on a Wednesday morning. After Christmas he will reduce again by which time we hope to have employed a clinical pharmacist to help with the increasing number of medication queries and hopefully bring some other skills to the team.

GP REGISTRARS:

- Dr Hicks and Dr Reid last working days are Tuesday 31st July.
- On 1st August Dr Chauhan and Dr Ugochukwu (Dr Ugo) start with us.
- On 15th August we will also be joined by Dr Olaoye (Dr Ola).
- Dr Miller has now left for sabbatical and returns on September 10th.

STAFFING UPDATE

- Kira Mortelmans has joined us as Assistant Practice Manager working full time and is based in the office off F08.
- Sonia Spurr is going to leave us at the end of August – She has worked in roles with the reception team and then our summary team.
- Michelle our practice nurse is expecting twins and she will be due to go on maternity in the Autumn.
- We will be welcoming Georgina Gwynne back from her maternity leave hopefully in September.

- Very friendly staff, Helen listens to be about husband
- Very friendly and helpful
- Polite service
- Helen very friendly and informative
- Always able to get an appointment, seen quite promptly
- Caring well for my needs
- On time for appointment
- Easy appointments, reminders of all health checks, friendly doctors and nurses
- Friendly efficient service
- Everything's good
- Very prompt service, extremely professional
- Everything excellent service
- Appointment bookings are good and prompt calls for appointments, mobile phone appointment reminder
- Always satisfied with visit to surgery
- Everything, excellent service
- Easing people
- Quick, easy, friendly, professional
- Doing well, good communication
- No waiting – efficient
- Everything
- Friendly and informative
- Dr Bunyan is brilliant, always quick to sort any problems and concerns. Surgery also brilliant at seeing me on the day if I need it
- Friendly very helpful staff and doctors who listen and very professional friendly manner
- I wanted a breast lump check out and got an appointment straight away, very thorough follow up procedure to referral
- Appointments being available, understanding doctors
- Great GP practice
- Doctors and all staff are extremely courteous and helpful
- Everything
- Everything
- Everything
- Helpful clear advice
- Very good service all round speedy appointments
- Care, attitude, friendly reassurance
- Quick appointment when needed
- Everything, staff friendly and efficient, doctors approachable and reassuring
- Kind friendly, have time to listen and very understanding
- Fantastic service in all aspects just one suggestion below *

How can we improve?

- Possibly sooner appointments but we understand how busy you are
- Not all doctors allocate as much time as Dr Evans, some seem to just get you out the door
- Think you already provide an excellent service, thank you.
- Nothing
- Online telephone appointments, go back to weekend care, out of hours poor, not your fault.
- Cold water drinking machine required in hot weather
- No recommendations for improvement, very good
- Please revise appointment slips ie 11 June 18 is easily read as 18th June. Suggest leaving out year.
- Seeing patients on time
- Can't think of anything
- Have very good access to appointments
- Keep up the good work, we are so to have such a wonderful surgery
- Ok so far
- No recommendations all fine

- Can't improve everything good
- Less waiting time in surgery, but lately Dr Bunyan has been really prompt
- Not sure, it's a brilliant service, maybe more car parking
- Couldn't
- Our doctors, nurses, staff need extra staff, extremely helpful
- Online patient access, last upgrade much worse
- There is always room for improvement but customer care is excellent
- Don't think you can
- * due to work commitments have to make early appointments but dispensary not open until 8.30am can it be the same time?