

	National Pharmacist Event – BK gave a brief update and confirmed that a member of one of the Malvern Practice’s PPG attended.	
5	Self-Care Week – Upton Surgery has re-branded this as “STAY WELL”. A brief update was given on the monthly calendar and CM showed the presentation that was given by Pershore Medical Practice at the recent Self Care Annual Conference in London where we along with Pershore Medical Practice and Abbottswood Medical Centre won an award “National Innovation” for our work on Self Care and Staying Well. Self Care week is running from Monday 13 th November 2017 to Friday 17 th November 2017. The surgery are going to hold an event on Monday 13.11.17 and have asked for volunteers from the PPG to help on the day.	PPG members
6	Patient events for Upton patients – Jo Dodd, our Nurse Lead for Older People/Complex Care, represented Upton Surgery at a recent showcase service for older people which was organised by Malvern Hills District Council and Worcestershire County Council. A wealth of knowledge, support and information was available to help resident’s “age well” and live independently in their own home for longer. There was an opportunity to take part in a free strength and balance taster class and a health walk taster class. A Sensory Impairment Information Day was organised by Worcestershire Acute Hospitals NHS Trust, Audiology staff were available on the day to inform patients about the services they provide and their local volunteer was present to demonstrate assistive equipment, that works with your hearing aid(s), being supported by our hearing aid manufacturer representative from Oticon, who will also be available for advice.	
7	Transformational Changes including Firearm Applications – BK updated the group regarding the 10 high impact actions and what Upton Surgery are doing at the moment to improve productivity. We have introduced a new document workflow process where the GP’s are only seeing the most appropriate documents and a strict criteria is being followed which has had a big impact on GP time already. We are now looking at the flow of patient notes around the practice which we are hoping to increase staff capacity by freeing up time on repetitive tasks. Firearms applications are a big topic at the moment and Upton Surgery are proposing to implement a small charge for these. General opinion from PPG members was this should be implemented. BK/LB to look at this in more detail regarding charges and protocol. It was noted by several PPG members that the cost of this should accurately cover the time involved from the outset rather than review charges later.	BK/LB
8	Staff Changes/Recruitment – BK confirmed we have three advertisements out at present (a) Clinical Pharmacist, (b) Advanced Nurse Practitioners and (c) Receptionist/Care Navigator. BK reported that in 2016 we were seeing 300 patients for on the day demand but this year it has risen to over 400 patients a day.	
9	Flu Campaign – BK confirmed that over 2000 patients had received their flu jab this year and reminded everyone of the drop in clinic which is running on Thursday 19 and Wednesday 25 th October 2017.	
10	SWPPG Network Meetings – CM apologised as he had not been able to attend the last meeting.	
11	Upton Surgery Update and Friends and Family Test report July 2017 – September 2017 – This was emailed with the Agenda. Nothing recorded at meeting.	

12	<p>Compliments/Complaints/Suggestions – LB confirmed two complaints had been received, one regarding the direct hip scan service and a dose of drug prescribed. Both of these have been looked into/actioned and closed. 6 patient issues had been received and resolved on the day. 45 compliments had been received in various formats. Nothing had been received via the suggestion box. Donations to UMST totalled £2582.76 and various small gifts received by staff/surgery. CM mentioned a letter he had received from a patient as Chair of the PPG regarding a prescription delivery, BK had looked into this and no further action is required.</p>	LB to log
13	<p>Dates for PPG Meetings 2018 Monday 8th January 2018 Monday 16th April 2018 Monday 16th July 2018 Monday 15th October 2018</p>	
14	<p>AOB: New physiotherapy service and lead times for orthopaedic surgery – JM raised concerns reported to her about the increased waiting times of up to 53 weeks following the introduction of the new self-referral physiotherapy process, which is run by the Health and Care trust, The PPG wanted to know who to contact regarding problems with this service. A follow on discussion took place regarding the ICATS service. General feeling is that the whole process is taking a long time. BK will look into this for the PPG and report back. CM will write to the lead for the ICATS service.</p> <p>Chair of PPG - CM feels that it is time for change and gave notice of his intention to resign from the post of Chair. CM will chair the January 2018 meeting when hopefully we can announce his successor. Nominations for Chair to LB please by the end of November 2017.</p>	<p>BK/CM</p> <p>ALL</p>
<p>Date and Time of Next Meeting – 8 January 2018 at 6.30pm</p>		

PRACTICE UPDATE OCTOBER 2017

Dr Havercroft returned in September, not sure where that time went.

Summer Cover – Patient demand continued and we employed locum cover with Dr Mott, Dawes and Farmer.

Dr Barrell will be changing his clinic days. From November he will not be here on Monday afternoons but will be here on Wednesday afternoon's

Ray Giles secondment has led to a permanent post with the CCG which he started at the beginning of October. His working knowledge of GP practices will be a huge asset to the CCG Information team.

New Deputy Practice Manager Post as part of our new restructuring and preparation for January 2018 when Philippa will be reducing her hours to 16 hours per week we have appointment Louise Tweney as our Assistant Practice Manager.

Dr Bishwa Thapa finished his rotation here at the surgery in August and has moved onto Cleobury Practice.

New scheme for ST1's - This sees ST1 GPs starting with a day in General practice once a week as part of their 3 year training to be a GP. This is very new and we are expecting a Dr Mohammad Anas Shabbir to be with us most Thursday mornings for the first six months and then all day Wednesday's after this period.

Dr Fiona Reid will be joining us as an ST2 on 25th October 2017.

New Reception/Care Navigation We have appointed Diane Thomson to the team and she started with us in September 2017.

Student Nurse Placements 25th September 2017 saw us welcome our first student nurse placement. Georgie Smith will be with us for 2 consecutive 4 week blocks

Dispensary Team Leader Many congratulations to Georgina who is expecting a baby and will go on maternity in January 2018

Diabetes Medal Presentation This was held here at the surgery where Mr Chirgwin was presented with the Alan Nabarro medal. This is awarded to people who have lived with diabetes for 50 years. This also made the local newspapers.

Age UK Jo Dodd organised with the Malvern and District branch to pilot a drop in surgery here on the 2nd and 4th Wednesdays of each month 2.30-4.30pm. This started in August and patients are already accessing the service. After the trial period it has been agreed to make this an on-going service here at Upton.

Flu dates have been set for 30th Sept, 7th Oct and 4th Nov. Drop in evening clinics will be between 6-7pm on Thurs 19th Oct and Weds 25th Oct.

Reconnections service At this year's flu clinics we took the opportunity to raise awareness of the Worcestershire Age UK Reconnections service. This is a FREE service for residents of Worcestershire who feel lonely or isolated, who are over 50 and who want to connect with people, places or activities in their area.

At our first clinic the reconnections team provided an 'indoor lounge' event and their feedback was that it was a resounding success! They gave out more literature than at any other similar event previously held and had the opportunity to talk to many patients.

At the two subsequent flu clinics this year a Reconnections information/awareness raising table is going to be provided in the foyer.

Quickstart This programme of facilitated sessions started in September 2017 and is part of a national programme for productive primary care aiming to release capacity for GP clinical time away from traditional ways of working. It links to the 10 High Impact Actions and other projects such as Care Navigation and the EZ document changes.

We have had 2 sessions in groups with other practices: Pershore Medical Centre, Bredon Surgery, Farrier House, Link End Surgery, Malvern Health Centre, Spa Medical Practice, Corbett Medical Practice and Demontfort Medical Practice are all participating.

Ben, Gail Wetmore and myself attended to meet our facilitator and get to grips with the change management processes involved. We have now we have started the in house meetings to give us the space and time to progress the document project. The first one was Tuesday 22nd September and was a really productive meeting where Sonia, Sian, Lisa, Gail Ben and myself went through what we do now and where we need to go to complete the document project.

We introduced 'niggles and frustrations charts' for each tomorrow, this allowed staff to contribute by identifying what does not work well for them in their day at work and this may help us to know where to turn attention for future projects to become more efficient and to save time. We are working at 130% and need to gain some time back to work at 90 % with scope to cover for 100%, 130% flat out working is not a sustainable model.

CONFERENCE 1.7.17 – 30.9.17

Access 2 Education delegates	Travel Health	24
Access 2 Education delegates	HCA training	22
GPC Training delegates		30
Access 2 Education delegates	Contraception/LARCS/STI's	28
Event Mobility delegates		15
CPPE Learning Set delegates		10
SWCCG Meeting delegates	x 2	33
Diabetes Prevention Plus Event delegates	x 12 sessions	20
Quick Start delegates	x 2	30
Quick Start (upton only) delegates	x4	6
Prevent Training delegates		20
Access 2 Education delegates	HCA Course	22
Access 2 Education delegates	Flu, Shingles and Pneumococcal	34
Access 2 Education delegates	Flu, Shingles and Pneumococcal	33
Access 2 Education delegates	HCA Imms and injection training	25
Access 2 Education delegates	HCA Imms and injection training	25
Access 2 Education delegates	Flu, Shingles and Pneumococcal	25
Access 2 Education delegates	Flu, Shingles and Pneumococcal	25

**FRIENDS AND FAMILY TEST RESULTS FOR
JULY/AUGUST/SEPTEMBER 2017**

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 88	Total 7	Total 1		Total	Total

What are we doing well?

- Giving careful and thorough consultations
- Everything
- Dr Evans is the best GP we have ever had. She is kind, caring and very competent
- very polite and useful information
- pleasant and helpful and efficient
- everything seems ok
- telephoning surgery efficient, Dr Evans brilliant, not misled
- Efficient
- Efficient service
- Providing a consistent service always with a smile
- Brilliant surgery, it is always possible to see/speak to a doctor. I had really excellent support when my husband was ill
- Clean tidy waiting room, running on time
- Everything
- Everything
- Just about everything we are so fortunate to have such an efficient and pleasant surgery in our area. Thank you!
- Most things
- Very punctual appointment times
- Pleasant manner, thorough checks, taking an interest, reminders
- Punctual, friendly, considerate and knowledgeable
- Everything
- Reasonable appointment availability, good staff
- No complaints, service is good that Upton properties command higher prices!
- Same day appointments
- Providing excellent support and service
- Fantastic service on reception, always so helpful
- Very impressed with the care and thoroughness my appointment with Dr Sid
- Just about everything! Our pharmacist at 3.30pm advised to see GP, rang at 4pm appointment at 5.10pm, cream prescribed, next appointment made, brilliant!
- Fantastic surgery, really pleased with how doctors care about patients and how friendly and helpful reception staff are. Bookings and signing

in service is great. I'm a chiropractor, whenever a patient says they are registered with Upton I know they will be receiving best healthcare

- Friendly staff, efficient appointment times
- Friendly, professional, on time
- Everything
- Really helpful, saw us at 5.45 after ring 15 minutes before, really grateful
- Everything
- Prompt appointments
- Kind supportive generous with encouragement, fantastic team
- Everything 1st class
- Well organised, easy to get appointments
- Everything, I have had great service on all my visits
- Always open when needed, good telephone updates and coms
- Always available friendly staff and doctors
- Everything, I am 55 and this is the best surgery by miles
- Most things
- Efficient pharmacy, ability to make appointments, physiotherapy and minor surgery
- Just moved here Helen was very helpful
- Just moved here very police nurse
- Staff helpful, nurses friendly
- Staff very friendly and helpful
- Emergency appointments always available
- Prompt availability of appointments, friendly staff
- Excellent care and support
- Appointment system works well and text reminders very helpful. Staff always polite and friendly
- Excellent proactive, alternative services, superb health practice
- Everything as far as I am concerned. This is an excellent practice.
- Everything as far as I'm concerned. Very pleased with surgery
- Great
- YES
- Helen Nicholas pleasant, as new patient
- Staff very friendly and helpful, Helen Nicholas was very caring
- Friendly, accessible
- Fabulous job by Lesley (ANP)
- Very efficient with lots of time for me, she is excellent (ANP)
- Everything, great receptionists, brilliant doctors and all with infinite patience and kindness
- everything

How can we improve?

- Doing well
- Appointments easier with chosen doctor
- Not sure
- Cannot fault
- The length of time waiting for appointments
- New prescription collection taking longer with longer rules

- Nothing
- Tell patients when they arrive if doctor is running late
- Nothing
- I have always had excellent treatment
- Impossible to improve
- Be open at weekends
- You would have a very hard job to improve on what you do now
- Can't see any ways to improve
- N/A
- Don't know
- There are no online evening appointments available ever! The latest is 16.40 about once a month. Please make more available online to book in advance.
- As long as doctors stay, nothing a wonderful practice
- Out of date info on monitor could be removed it is a bit annoying when you are waiting
- Just keep on doing it
- Cannot think of anything
- If it's not broke don't fix it
 - More access at weekends
 - Earlier appointments
 - You can't