

**UPTON SURGERY  
PATIENT PARTICIPATION GROUP  
Monday 28 January 2019  
MINUTES**

**Present:** **Patient Representative Members:** Chair: Rebecca Maund (RM), Jo Daniell (JD), Dawn Patterson (DP), Lizzy Hughes (LH), Jenny McGowran (JM), Chris Milne (CM), David Smallwood (DS), Janet Bastick (JB), Fern Gibson (FG)  
**Surgery representatives:** Ben Kent (BK), Dr J P Barrell (JPB), Lysa Ball (note taker)

	<b>Introduction to new member:</b> Fern Gibson has joined the group from Hanley Castle High School	
<b>1</b>	<b>Apologies:</b> Ruth Wain	
<b>2</b>	<b>Minutes of previous meeting 15 October 2018:</b> These have been agreed and will be published on the website.	LB
<b>3</b>	<p><b>Matters Arising:</b>  <b>Hanley Castle High School Art Work:</b> JD/LH confirms that the owner of the chosen painting “waves” is Megan Jones. Due to Megan’s other commitments unfortunately there will be no presentation for 2018. JD to collect the memorial cup and now get this engraved accordingly. JD to contact GL at the school to organise 2019 selection process. FG will take over from LH as liaison for this project.  <b>EVIE:</b> The software will allow the Health and Care Trust, District Nurses and GP’s will be able to see each other’s notes. There are still a few “teething” issues and another update to be given at next meeting.  <b>Social Media:</b> No further progress, will pick up once new IT Administrator in post. Decision to be made as to whether to go with “facebook” or “twitter”.  <b>Physiotherapy Service:</b> Please see item 8  <b>Going Cashless:</b> From 1<sup>st</sup> April 2019, in February newsletter, poster and website to be completed</p>	<p>JD</p> <p>Agenda April 2019</p> <p>LB</p>
<b>4</b>	<b>New Appointments system:</b> BK updated the group on the new embargo system which has now been in operation for two months. So far no patient feedback (positive or negative). It is hoped that with our new salaried doctor in place this will help with appointment access. We are going to continue running this system and a further update will be given at the next meeting	Agenda April 2019
<b>5</b>	<b>Road Closure:</b> From Monday 4 <sup>th</sup> February 2019 to Friday 22 <sup>nd</sup> February 2019 there will be temporary closure of Welland Road to through traffic from its respective junctions with Milestone Road and Greenfields road. Access only will be permitted purely for residents residing on this section of the A4104 Welland Road.	
<b>6</b>	<p><b>Upton Community Care (JB):</b> JB confirmed that they have 8 drivers who have agreed to be contacted for a Sunday service, this has arisen since Upton patients are being offered appointments at the Alexandra Hospital in Redditch on Sunday’s.  <b>office space?</b> - BK to discuss with partnership but we have no space within GP portion of the building.</p>	
<b>7</b>	<b>GP Patient Survey:</b> BK confirmed that a National Survey about patient experiences of local NHS services is being sent out to households. The results of these surveys help to form part of our feedback.	
<b>8</b>	<p><b>Physiotherapy Service:</b> The service at Upton is as follows Monday all day, Tuesday AM and Wednesday all day. The average waiting time is approximately 7 weeks. <b>Physiotherapy Equipment:</b> JM asked for confirmation regarding the equipment bought by UMST. JPB confirms that the equipment is still insitu and is owned by us and will not be</p>	

	<p>going anywhere. This equipment will continue to be maintained by the surgery and Friends of Upton Surgery.</p> <p><b>Podiatry:</b> There is a current wait for these appointments and currently only one clinic is running from Upton.</p>	
9	<p><b>Upton Surgery update and Friends and Family Test Report for October, November and December 2018:</b> Emailed with Agenda. No comments noted.</p>	
10	<p><b>COMPLIMENTS – OCTOBER/NOVEMBER/DECEMBER 2018</b>  <b>Total 22</b> (17 written, 5 verbal)</p> <ul style="list-style-type: none"> <li>• Reception Team 6</li> <li>• Drs and Treatment 12</li> <li>• Nurse Team 1</li> <li>• Dispensary Team 3</li> </ul> <p><b>COMPLAINTS - OCTOBER/NOVEMBER/DECEMBER 2018</b>  <b>Total complaints 3</b></p> <ul style="list-style-type: none"> <li>• Further information at next meeting.</li> <li>• Concerns regarding deterioration of service, further contact happy with chat with JPB. Delighted to hear that a new full time doctor is joining the practice and a new pharmacist. Well done so far will contact us in six months</li> <li>• Concerns about waiting 7 weeks for a blood test result – appointment made while patient was away, answerphone message also left while away. All resolved.</li> </ul> <p><b>Total patient issues 3</b></p> <ul style="list-style-type: none"> <li>• Patient expressed unhappiness with surgery, felt delay in diagnosis delayed his surgery and should have been dealt with in 2016 – unfortunately patient did not wish to be contacted and declined offer to go through patient notes with GW.</li> <li>• Patient missed a telephone call from nurse, phoned in and told he would be phoned back, apparently phoned back but no record of this on notes. No further action on our part.</li> <li>• Original from September - Concerned that no investigations have been arranged for back pain, treatment review offered and patient happy with treatment plan going forward. Attended surgery again on 26.11.18 to complain about the wait time for rheumatology service, referred him on to PALS at WRH</li> </ul>	
11	<p><b>AOB</b>  <b>Dispensary:</b> BK confirmed that a robotic option was being looked at. CM concerned about out of stock medication – BK confirmed this was a mix of manufacturing issues with contaminated raw ingredients and reported 'unconscious stockpiling' due to concern around Brexit no deal. DS gave a good example of good communication with dispensary staff on brand changes  <b>New ward at hospital</b> – A new ward on the Aconbury side of the hospital to cope with extra demand for beds over winter.  <b>Flu uptake:</b> BK confirmed good uptake this year. Confirmed that 2019 flu campaign will be the same as 2018.</p>	

	<b>PPG Event:</b> The SWCCG are holding a countrywide event for Worcestershire PPG's. This will take place on Friday 1 <sup>st</sup> March 2019 10am – 1.30pm. DS has registered his place on this. DS to report back at next meeting.	Agenda April 2019
	<b>Date and Time of Next Meeting – Monday 15 April 2019 at 6.30pm</b>	

## **PRACTICE UPDATE January 2019**

**UMST:** The surgery is very grateful to the friends for their continued support. For the period October to December 2018 a total of £1810.00 has been received.

**Christmas Staff:** All departments were covered adequately for the festive period. GP's worked on demand on 27.12.18 and 2.1.19. Extra duty doctors were also available during the festive weeks

### **STAFFING UPDATE:**

**Philippa White:** retired in October 2018

**Salaried GP :** Dr Amy Ritchie joined us on 14.1.19, she will be doing 7 clinical sessions per week, on-call's Monday afternoon and Wednesday morning. Day off will be Friday and has an interest in palliative care and will take over Welland House in due course.

**Assistant Practice Manager:** Kira Mortelmans left us on 31.12.19 to start a new post at the Birmingham Women's Hospital

**Dispensary Team Lead:** Georgina Gwynne returned from maternity leave in September and is at present acting Assistant Practice Manager as well as Team Lead for F08 and Dispensary

**New Practice Nurse:** Catherine Senter will be joining us on 28.1.19. She has previously worked in the Acute Trust and will work with us on Monday morning, Wednesday all day and Friday afternoon

**ST placements:** Dr Ola, Mata and Chauhan will be finishing with us at the beginning of February 2019. We will have two new ST Doctors starting 4.2.19, Dr Amrit Kundra (ST2) and Dr Prashant Peddareddy (ST3)

**New ST1:** Dr Mohammed Rakh who will be with us every Thursday for their first ST1 placement, starting week commencing 4.2.19

**Pippa Gwilliam:** is supporting JD two days a week and is also helping with the frailty review.

**Clinical Pharmacist:** Emma Canavan has been appointment and will join us on 1.4.19

**IT Post:** Adam Stanton has been appointment as our new IT Administrator and will join us on 18.2.19

**Louise Tweeny:** is still helping to support dispensary temporarily,

**Work experience:** We will have a student for work experience and she will be with the week commencing 25<sup>th</sup> February 2019 (Monday/Tuesday/Friday) in a mix of department's/ANP/Dr session.

### **Job role Changes in F08 (admin office):**

- Lysa Ball becoming Senior Buildings and Finance Administrator
- Helen Ingles becoming Senior Administrator.

**Practice Leaflet, website and NHS Choices :** to be updated shortly once all changes have been made to the teams

**Online App eConsult:** Due to be launched on 4<sup>th</sup> February 2019 has been postponed due to funding delays- Great for CARE navigation, lots of advice on there on conditions, links to 11 and a triage form to fill in for a consultation with GP which is sent to generic email address. NHS APP being phased in Nationwide.

**Physio MSK Hub:** Increasing number of Upton patients contacting hub directly. Patients need to self-refer using the online portal. Patients then receive an email advising the patient to contact the Hub in 3 days (this allows the team time to triage the referral)

**Midwife Services:** Changes to Midwife service localities: Kempsey patients now fall under the care of the Worcester Midwifery Team. Medical secretaries, referrals are to be emailed to: wah-tr.communitymidwifeworcester.nhs.net

**Dispensary update:**

- 19,347 items dispensed last month

**EMIS Care- Diabetic eye Screening:**

- Has been agreed that non registered patients can be seen in empty slots in our retinopathy clinics

**AA screening**

- has been successful.

**COPD Nurse**

- COPD nurse (Donna) will start seeing patients 2.2.19 every other week seeing 10 patients per day.

**Buildings update:**

Hanley room is being converted to a clinical room.

**Staff health and wellbeing:** partners recognize importance of good mental and physical health for all staff. The on-site gym is being looked at a possible use for staff. The partners have agreed to support St Richards Hospice event in Peopleton on 7th April Choice of 2mile or 6 mile and the Cheltenham 5K 'The Cheltenham Challenge' run at Cheltenham Racecourse on 19<sup>th</sup> June 2019. UMST have approved funding for a 4 week trial for staff gym sessions.

## **TRAINING and CONFERENCES 1.10.18 – 31.12.18**

Self-Care Forum Meeting delegates		20
Access 2 Education delegates	HCA Diabetes and Diabetic Foot Study	10
Access 2 Education delegates	Introduction to Travel Health	25
Access 2 Education delegates	Childhood Immunisations	35
Carers Group Coffee Morning delegates		12
Berrow Court AGM delegates		35
Access 2 Education delegates (both)	HCA Ear Irrigation x 2	25
Caring With Confidence delegates		5
Access 2 Education delegates	Travel Health Update	34
Caring with Confidence delegates		2
Access 2 Education delegates	Contraception and STI's update	28
IRIS GP Accounts training delegates		10
Event Mobility delegates		12
Safeguarding Children Level 3 Training delegates		30
Access 2 Education delegates	Non-medical prescribing update	38
Access 2 Education delegates	Introduction to Immunisations	17
Access 2 Education delegates	Ear Care study day	14

## FRIENDS AND FAMILY TEST RESULTS

DATE

October/November/December 2018

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 54	Total 4	Total 4	Total 1	Total	Total

**What are we doing well?**

- Employing the empathetic professional caring JA – wonderful
- The blood lady was fantastic Bev made me feel very at ease
- All aspects
- Everything
- Enthusiastic staff, prompt appointments
- Good check in system, friendly staff, very efficient at taking blood
- All, very accommodating, Helen made an appointment for me to see duty team, due to infection, very helpful
- Excellent GP practice and appointments, reception staff very helpful
- The surgery is always clean and tidy, staff pleasant
- Dr Wetmore is fabulous

**How can we improve?**

- Get more like her and Helen N too
- Time keeping
- nothing