

**UPTON SURGERY
PATIENT PARTICIPATION GROUP
Monday 24 June 2019
MINUTES**

Present: **Patient Representative Members:** Chair: Rebecca Maund (RM), Dawn Patterson (DP), David Smallwood (DS), Jo Daniell (JD), Janet Bastick (JB),
Surgery representatives: Ben Kent (BK), Dr G Wetmore (GW), Lysa Ball (LB) (note taker)

1	Apologies: Chris Milne, Ruth Wain, Jenny McGowran and Lizzy Hughes	
2	Minutes of previous meeting 16 April 2019: These have been agreed and will be published on the website.	LB
3	<p>Matters Arising:</p> <p>Hanley Castle High School Art Awards: The Trustees had an informal chat about easing the process so that they avoid picking a picture by a pupil who has left school. They also wondered if the cup could be presented at the school's Prize Giving in September, before returning to surgery. They think the school would be more aware of the award and link being formed if this happened. Agreed date for judging is 3rd July 2019 at 3.30pm by JD, BK, AR and the Art Master.</p> <p>EVIE: No further update, available but of limited use in practice due to good communication links with our local district nurse team and weekly MDT with them and social services. Agreed to take off Agenda and put back on as and when basis.</p> <p>Social Media: No progress. Discussion regarding whether the PPG feel there is an appetite for developing an online presence or should we just focus on keeping our website up-to-date. It was felt very important to keep the Website up-to-date. Other options were discussed such as using Mjog (text messaging service) as we do under utilize this at present. Ideal way to promote out of hour appointments and flu clinics. Discussion also took place regarding using the local Facebook pages. RM and LB to look into this.</p> <p>Going cashless: To confirm the surgery and PPG have not heard any negative comments regarding this.</p> <p>Robotic option: Our robot arrived today (24.6.19) and we hope to be fully commissioned and training completed by early July. To accommodate this we have made some room changes within the building, amalgamating some of our reception team with our Admin team.</p> <p>IT/digital: please see item 5</p> <p>Reception/Patient information: To go to next Agenda</p> <p>IT Adverts for Upton Community Care (UCC): JB confirmed that UCC are looking to urgently recruit more drivers due the rise in patient requests and it was confirmed that UCC are being asked to provide patient transport to 104 destinations and are receiving quite a few last minutes requests for hospital appointments. JB asked for an update regarding patient transport for other hospitals and LB will see what information our Medical Secretary team has regarding this. JB has given flyers to LB for a prescription bag drop. An write has also been included in the June Patient Newsletter. LB to confirm if the new advert is on Envisage.</p>	<p style="text-align: center;">JD/BK</p> <p style="text-align: center;">RM/LB</p> <p style="text-align: center;">October Agenda</p> <p style="text-align: center;">LB</p>

<p>4</p>	<p>New QoF (Quality Outcomes Framework) Contract: BK gave the group an update</p> <p>New QoF (quality outcomes framework)</p> <ul style="list-style-type: none"> • Chornic diseases • Diabetes • Hypertension • Epilepsy • End of Life • Stroke/TIA • Cardiovascular • Learning Disabilities <p>Standards expected to achieve</p> <p>This year quite striking standards of care, ties in with new GP Contract Quality – medicine safety, use of epileptic drugs, high risk drugs for patients on Lithium</p> <p>New steroids, anti-inflammatories</p> <p>A lot around safety</p> <p>BP control – traditionally target 150/90 now changed to 140/90</p> <p>Prevent TIA/Strokes/kidney damage</p> <p>Blue blood pressure clinic – EC to continue this work alongside nursing team</p> <p>EOL – also working across practices – 2 meetings per year via PCN – shared learning</p>	
<p>5</p>	<p>NHS App and E-Consult: BK updated the group regarding these two new digital initiatives.</p> <p>NHS App: this is now live in Worcestershire and is available for patients to download to their phones. BK confirmed this was easy to register via the APP and has asked the PPG members to trial it and for their feedback (patient leaflet sent out to group)</p> <p>E-consult: Upton surgery has now gone live with a pilot of online consultations. This pilot will allow us to be ready for April 2020 when the requirement to offer patients access to appointments online becomes a mandatory part of the GP contract. As part of this pilot we would ask you to consider using an online consultation the next time you require an appointment with your GP. Please note that Dr Ritchie is not involved in the trial. These online appointments are not ‘live’ face to face video consultations, the link below provides a short (2:18) video to explain the process, but in essence they are a useful alternative when you either need to update the Dr on your condition/progress or require information/advice. You may also use them for new problems/conditions that do not require a face to face appointment or administrative requests such as sick note extensions/questions for the medical secretaries, even medication queries (NOT REQUESTS). It is early days for us, over time as both our experience in using this type of consultation grows we hope to be able to deal with a greater range of issues using online consultations and your feedback will be central to the development of the service ahead of the national roll out in 2020. ,</p>	<p>All PPG members</p> <p>LB</p>

	<p>Key Summary:</p> <ul style="list-style-type: none"> • These are not live chats- patients complete a form outlining the issue and a GP will review it by the end of the next working day • They should NOT be used for any urgent medical issue • The forms are intelligent as more detail is entered the questions are targeted to the specific condition • Why can't I have a telephone/Face to Face appointment instead?- As the information you provide is collated before the GP reviews it, the online consultations are much more time efficient and GPs can deal with twice as many appointments in the same amount of time. • What if I need to see a GP- Even after reviewing the form, if a GP feels you need to be seen then you will be contacted and a routine appointment made. • How do I complete a form? Visit the main page on our website and scroll down a bit and click on 'Get Started' under Consult our doctors online • Link to informative video: https://www.youtube.com/watch?v=tbg1AhkmZkU • Link to 'Get Started' on surgery website: https://www.uptondoctors.co.uk/index.aspx <p>Please let us know what you think</p>	PPG
6	<p>Dispensary: BK confirmed that we are very aware that the standard of service is nowhere near where it needs to be and apologised for this. The volume of work is now twice as it was originally designed for. We have just purchased a Robot which has freed up space in the dispensary and will also free up staff time. We have employed a locum dispenser to help out and on 1.7.19 we have a trainee dispensing assistant starting with us. We are changing the way we order our drugs and hope this will improve efficiency and streamline our ordering systems. All this will take time for us to get back on track and we would ask for your continue support whilst this is rectified. DS has asked for guidance on fridge eye drops – BK to report back.</p>	BK
7	<p>Extended Hours: The way we offered this service is changing as part of our PCN (Primary Care Network) agreement. Going forward Saturday surgeries will be open to patients of all three practices (Upton, Pershore and Abbotswood). Historically, Upton has been flexible with their extended hours taking into account peak demand periods but it has been suggested that a more fixed hour approach is undertaken. PPG have asked Ben to send a Questionnaire out to them regarding their opinions. Extended hours is being merged with Improving Access. DS has asked that all these extra appointments be published well in advance, downside from surgery point of view is that some patients will use the service for emergency drop in appointments.</p>	BK
8	<p>Upton Surgery update and Friends and Family Test Report for April/May 2019:</p>	
9	<p>Complaints/compliments/suggestions January/February/March 2019 (BK):</p> <p>COMPLIMENTS – APRIL/MAY 2019 Total 19 (12 written, 7 verbal)</p> <ul style="list-style-type: none"> • Surgery as a whole x 3 • Drs and Treatment x 8 	

	<ul style="list-style-type: none"> • Nurse Team x 3 • Admin/Reception Team x 3 • Dispensary Team x 2 <p>COMPLAINTS – APRIL/MAY 2019</p> <p>Total complaints 5</p> <ul style="list-style-type: none"> • 1 x ongoing • 1 x dispensary and stock issues • 1 x GDPR breach • 1 x confusion of referral pathway at GRH • 1 x patient concerned with <p>Total patient issues 3</p> <p>All dealt with and no further actions required.</p>	
10	<p>AOB</p> <p>FFT via log-in screens: DS raised issues with the quit/exit process when declining to complete the FFT survey via our check-in kiosks. All 5 kiosks have been checked and we can confirm that one of the kiosks had different settings to the others, all this has now been rectified by our IT Administrator.</p>	
	Date and Time of Next Meeting – Monday 14 October 2019 at 6.30pm	

PRACTICE UPDATE April/ May 2019

UMST: The surgery is very grateful to the friends for their continued support. For the period April 2019 – May 2019 total of £688.95 has been received.

UPTON AND PERSHORE PRIMARY CARE NETWORK: Congratulations to Dr Havercroft- who has been appointed as the Clinical Director of the Upton & Pershore Primary Care Network (PCN) from July.

This is good news for the surgery. We will have a strategic role in the future direction of how the new funding into the NHS in our neighbourhood will be put to best use. The new role will mean Dr Havercroft will need to reduce his clinical sessions by one a week. It was announced by NHS England earlier this year that GP surgeries will start working together in small groups which will be accountable for the sustainable provision of health services within the local community.

EMIS WEB UPDATE:

The Practice uses a clinical system provided by a Data Processor called EMIS, with effect from 10th June 2019, EMIS will start storing your practice's EMIS Web data in a highly secure, third party cloud hosted environment, namely Amazon Web Services ("AWS"). The data will remain in the UK at all times and will be fully encrypted both in transit and at rest. In doing this, there will be no change to the control of access to your data and the hosted service provider will not have any access to the decryption keys. AWS is one of the world's largest cloud companies, already supporting numerous public sector clients (including the NHS), and it offers the very highest levels of security and support.

STAFF:

New Assistant Practice Manager: Georgina Gwynne has been appointed as assistant practice manager. Georgina has been in an acting role since her return from maternity leave in January and we are delighted to formalise this position.

Registrar updates: **Dr Pederreddy** (ST3) who is with us until February 2020 has passed his exams, this is a fantastic achievement as he still has 8 months of training time left. **Dr Amrit Kundra** will be leaving us on 6th August 2019. We will be joined by two new doctors, **Dr Mohammed Shabbir** (ST3) and **Dr Nafees Ali** (ST2)

Dispensary: Lesley Rees has left the team for pastures new and we have a new Trainee dispensing assistant starting at the beginning of July, Chloe Pearce.

Student nurse: We have had Kathryn Jones with us from the University of Worcester, she will be leaving us at the beginning of July/

Warwick students: We welcomed two new Warwick medical students to the surgery last week, Rebecca Hui and Edward Gee.

SERVICES:

SOCIAL PRESCRIBING SERVICE:

Age UK Herefordshire & Worcestershire and Age UK Malvern are working in partnership with the Pershore & Upton Neighbourhood Team to provide social, emotional, practical and financial support to patients from the three GP Practices in the locality: Abbotswood Medical Centre, Pershore Medical Practice and Upton Surgery.

Social prescribing has shown to help people explore extra non-medical services that may support them to improve their health, well-being and independence. Social prescribers are working with GP practices to offer information and guidance about the things such as benefits and money, housing information, social events and groups, local activities and services, work and learning opportunities, healthy eating and exercise.

To access the social prescribing service speak to a member of the reception team or ask during your appointment with GP or other member of the surgery team.

PRO-ACTIVE CARE TEAM (PACT) nurse – This service has been provided by the Health and Care Trust and we have secured funding to deliver this over the summer until our new nurse is in place in September.

TRAINING and CONFERENCES 1.4.19 – 31.5.19

Access 2 Education	Childhood Immunisations	35 Delegates
Access 2 Education	Introduction to Travel Health	16 Delegates
Carers Group		10 delegates
Self Care Forum		20 delegates
Access 2 Education	Practice Nurse Wound Care Day	28 delegates
Access 2 Education	Minor Illness – Red Flags	35 delegates
Access 2 Education	Management of Paediatric Asthma	27 delegates
Access 2 Education	Contraception and STI's update	24 delegates

FRIENDS AND FAMILY TEST RESULTS

DATE

April/May 2019

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 90	Total 10	Total 0	Total 1	Total 1	Total 0

What are we doing well?

- Helen was very helpful
- Quick service, pleasant atmosphere quick appointments
- Appointments on time
- New patient so not much experience but all good so far
- Efficient, friendly, informative
- Very helpful Helen was lovely
- Very nice friendly staff, able to see someone at short notice
- I feel doing your job very well
- Personal service and very friendly
- Always get a quick appointment and prescriptions
- Writing to me offering service
- Overall very proactive
- Excellent care from GP's, ability to prioritise appointments
- Everything
- Yes, most definitely
- Very pleased with service I got
- Keeping to time
- Excellent service
- Very patient, listens well, takes time to deal with patient
- Calm, comfortable waiting environment and calm, reassuring doctors
- Good communication friendly service clear advice
- Breeding confidence and supplying active positivity
- Excellent care and speedy attention, always available to see a patient
- Empathy, triage of appointments
- Regular attention, always helpful in emergencies
- Dr Miller always goes above and beyond for me. She is so thorough and empathetic and not judgemental at all. She is a brilliant doctor
- Highly recommend Dr Miler. We can always get an appointment with our doctor (CM)
- Showing responsible concern and doing it efficiently
- Always explains things well and feel reassured
- Everything
- All of it
- Appointments service excellent
- All, Helen N made follow up appointment, very kind
- Easy to get appointments. All doctors very professional and helpful
- All good, super staff at all levels
- Quality of service exceptional, staff well trained and friendly
- Thorough and helpful – ARH
- All doctors are always prepared to listen – don't ever feel a nuisance
- Got an appointment the same day with the right doctor to help my problem
- Looking after your patients well with understanding and care

- Well
- Everything
- Understanding, caring, interested in wanting to improve health. I think Upton surgery is very good, compared to other surgeries we are very fortunate
- Everything
- Appointment system seems to work well for patients
- Very impressed with response and appointment times
- Friendly staff
- Are able to get an appointment on the same day via triage
- Helen N took my bloods, was very anxious, she put me at ease, will go back and see her as very caring

How can we improve?

- Availability of appointments
- Do heart trace one stop with results please?
- Nothing
- Keep on doing as you usually do
- Carry on as you are
- More afternoon appointments to book
- Why do I have to wait nearly a month now to see a specific doctor
- I could not ask for more regards to support and treatment, thank you
- Pharmacy seems a little disorganised recently
- Nothing I have 10+ years from different places in the UK, this is the best
- The physiotherapy service which used to be so good
- Tablets being out of stock because of BREXIT
- Dunno
- Make it easier for physiotherapy to treat injuries without a long delay
- Hard to say, must be one of the best, very fortunate
- No I don't think so, patient gave permission for receptionist SW to complete on their behalf
- I would like to see my named doctor without having to wait 3 weeks
- Very happy with things as they are
- Certain ladies at front desk could show more empathy
- Can't see how you can improve
- Often a long wait to collect prescriptions but understand how the department is
- Quicker pharmacy
- Reception can be a little less aggressive in here!!