

**UPTON SURGERY  
PATIENT PARTICIPATION GROUP  
Monday 15 October 2012  
MINUTES**

**Present:** Philippa White (PW), Dr C Evans (CE), Dr P A Bunyan (PAB), Janet Bastick (JaB), Jenny McGowran (JM), Glen Green (GG), Jo Daniell (JD) Dawn Patterson (DP), Roy Tyler (RT) and Lysa Ball (LB note taker).

	The meeting was chaired by Glen Green in the absence of Chris Milne.	Action
1	<b>Apologies</b> - Chris Milne.	
2	<b>Minutes from Meeting 16 July 2012</b> – these were accepted as a true record and will be available on the website.	LB
3	<b>Matters Arising:</b> <b>111 numbers</b> – this is still progressing, there will be a team in Worcestershire working on the implementation for soft live start in February 2013. There will be communication nearer the time and newsletters etc. Contract has been awarded to NHS Direct. There is significant work to be done to get it up and running in the next few months. GG asked if pre education for patients would be available and PW confirmed this would take place when the introduction of the service was imminent, that we were being advised by the project manager and directed to work at the NHS pace on the project.	
4	<b>Saturday Morning Emergency Cover (JaB)</b> – the cover arrangements for urgent Primary Care at weekends was raised and experiences differed. Upton Surgery still provides some Saturday cover but is only contracted for routine bookings and this service may not be contracted in the future.	
5	<b>Befriending Schemes</b> – as a result of a Risk Stratification modelling tool being analysed in-house and acting on the findings of another surgery piloting this tool, PW asked the group if they would be willing to find out what was going on in their areas as Good Neighbour or other befriending schemes and we would do a feature in the patient newsletter. Several schemes were immediately identified and all information can be emailed to PW.  As a follow on from this topic GG updated the group on the introduction of “Messy Church” which took place at the Baptist Church. The aim was to attract all members of the community not just church goers and GG reported that it was a huge success and that in future Messy Church will be held on the 2 <sup>nd</sup> Saturday of each month.	
6	<b>Programme of patient educational events</b> – PW confirmed that Upton Surgery were holding 3 events for patients together with Spire South Bank Hospital. Men’s health, Women’s health and a Bowel event. A small discussion took place regarding the possibility of other events such as cosmetic surgery and/or bariatric procedures but the group was not keen to take this forward. However all agreed that an eye health/glaucoma evening for patients would be a good topic to have a session on.	PW/LB
7	<b>Arts and Health Event</b> – This is taking place at 12.30pm on Friday 19 October 2012 with the Paintings In Hospital Team. We will be presented with the winning ‘Sunshades’ picture as voted by the patients at our recent Community Day.  As a follow on from this topic JM informed the group about an event which takes place in Hanley Swan on a monthly basis. JM has been asked if she would like to use the “charity stall” to promote the Friends of Upton. After discussion the group felt this would be an opportunity and that it could be used to promote other things. The surgery will help with posters and other relevant material.	PW/LB
8	<b>Research Activity</b> – PW updated the group regarding Primary Care Research Network (PCRN) which we have signed up to. The PCRN, which is university linked, have suggested certain projects and the surgery have chosen 3 to sign up to:- <ul style="list-style-type: none"> <li>• <b>HEAT</b> (helicobactor eradication Aspirin trial) – the study aim of HEAT is a large simple double-blind placebo controlled outcomes study of helicobactor pylori eradication to prevent ulcer bleeding in aspirin users.</li> <li>• <b>PRIMIT</b> (primary care infection control website trial) – the study aim is to trial</li> </ul>	

	<p>an interactive website providing tailored advice to households to help them minimise both contracting and spreading respiratory viruses, including pandemic flu.</p> <ul style="list-style-type: none"> <li>• <b>PreFIT</b> (prevention of fall injury trial) – the study aim is to determine the comparative effectiveness, cost effectiveness and acceptability of three primary care fall prevention strategies (advice, exercise and a multi-factorial programme) for older people living in the community.</li> </ul>	
9	<p><b>Emis Access – access for under 16's</b> - this has been raised as a mother has suggested/complained about this service not being available for family members. The issues of confidentiality and the implications as children get older were discussed. Generally it was felt that patient confidentiality is paramount and that, therefore, no further action will be taken. The managed repeat service that we also operate means patients do not need to keep telephoning to order medicines that are on repeats which makes life easier for working parents.</p>	
10	<p><b>PRG DES Review – Priorities for 2012</b> – PW gave a brief update and all agreed with the current tool for patient feedback and the practice report. It was agreed to use our Patient Community Day and our evening events as part of our action plan.</p>	
11	<p><b>Clinical Commissioning Group patient meetings feedback</b> – DP gave the group an update and confirmed that Terms of Reference were going to be discussed at the next meeting. DP feels this group is moving forward in the right direction.</p>	
12	<p><b>Patient Satisfaction Questionnaire Practice Report</b> – A copy was given to each member and they are now on our website and in the waiting room.</p>	
13	<p><b>Community Care</b> – drivers are needed. Discussion was held on how we could advertise this. PW confirmed that we would do everything we could here at the surgery to help recruit.</p>	PW
14	<p><b>Practice Update</b> – PAB gave the group an update and each member was given an update sheet.</p>	
15	<p><b>Complaints, Compliments and Suggestions</b> – PW discussed 3 complaints that have had successful outcomes. PW confirmed that the surgery had received 7 cards and 5 letters with compliments, plus several verbal compliments. Legacy and donations totalled £1226.50 since the last PPG meeting and had all been sent to UMST.</p>	
16	<p><b>AOB</b> – JM asked for an update regarding the Public Health reply to the Time 4 U issue – PW to send details.</p> <p>First Aid Training – this was discussed as a possibility for a community session, GG will also discuss with Paul McCabe and LB will contact St Johns Ambulance for more information.</p>	PW
	<p><b>Date and Time of Next Meeting - Monday 14 January 2013 at 6.30pm.</b></p>	