UPTON SURGERY PATIENT PARTICIPATION GROUP Monday 23 April 2012 MINUTES

Philippa White (PW), Dr A R Havercroft (ARH), Dr P A Bunyan (PAB), Chris Milne (ChM), Glen Green (GG), Jo Daniell (JD) Dawn Patterson (DP) and Lvsa Ball (LB note taker) Present:

| | Lysa Ball (LB note taker) | |
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| | The meeting was chaired by Chris Milne in the absence of Ruth Wain | Action |
| 1 | Apologies Ruth Wain, Jenny McGowran, Roy Tyler and Janet Bastick | |
| 2 | Minutes from Meeting 23 January 2012 These were accepted as a true record and | |
| | will be available on the website | LB |
| 3 | Matters Arising | |
| | Terms of Reference – all present wished to continue on PPG | |
| | DES for patient participation – PW gave an update, confirmed that the report was | |
| | available in the waiting room and that approximately 60 had signed up for the virtual | |
| | group. The required report for the DES had been submitted and accepted at Worcestershire NHS and was also on the website. | |
| | Young people's virtual group – PW confirmed she had had a meeting with a member | |
| | of the staff at Hanley Castle High School, this was a very positive meeting and the | |
| | ideas will be taken to the student council. PW happy to talk to students at a later | PW/LB |
| | school council date. It was agreed that the teachers and student council be invited to | 1 77/25 |
| | our Community Day. | |
| | Walking Group – CM had written a congratulations letter to Gail and also | |
| | congratulated her in person. | |
| | Time 4 U – PW confirmed the school were not happy with the response they had | |
| | received. PW confirmed that as far as she was aware RW had not had a reply to the | PW |
| | letter she had written raising the PPG concerns dated 15.1.12. PW to contact RW for | |
| | update. CM felt with group should write again and ask why there had been no | |
| | response. ARH felt that best way forward for this service would be via the commissioning route. | |
| 4 | PPG Community Day June 19 th – Agreed name "Your Health in Partnership". PPG | |
| 7 | will encourage recruitment for the virtual group and will need print out forms etc to | |
| | hand out. Also agreed feedback slips for the PPG should be available for people to | |
| | write comments/problems in any services that they were aware of to be looked into | |
| | after the event. The group felt that it would be best to split the day in two and | |
| | suggested 10am-1pm and 1pm-4pm shifts for the PPG. Refreshments for stall | |
| | holders was discussed and agreed to supply. A general information sheet was handed | LB |
| | out and an updated one will be emailed separately to the group with updated | |
| | information regarding stall holders and preferred session times. It was agreed that the | |
| | PPG with refreshments would be best sited in the marquee to encourage people to visit there. This would cause problems for the surgery staff in cups and saucers so | |
| | paper corrugated cups would be ideal. LB to source. | |
| 5 | Pharmacy Application – ARH informed the group of an application for a pharmacy on | |
| | site here at Upton. The various positive points were discussed and the group | |
| | welcomed this proposal and will write to Jo Hall in support. PW to email her details to | ALL |
| | GG and CM | |
| 6 | Deaf Direct Coffee Mornings – PW informed the group that due to funding these | |
| | coffee mornings had stopped at Upton Surgery but the Deaf Direct organisation | |
| | continues. | |
| 7 | Access Doctor First Report – The group were each given a copy of this and PW to | |
| | email those not present a copy. General discussion took place regarding this. PAB | |
| | relayed that there were mixed results from the practices who had taken this on. Upton feels this is not for them but continue to review their procedures and systems | PW |
| | and have changed the mix of triage Dr 2 book slots and where they are protected in | F V V |
| | | |
| | the week. March was exceptionally busy and some days the surgery took 450 calls | |

| 8 | Consortia PPG meetings feedback – CM gave a brief overview of the booklet "Draft Patient and Public Engagement Plan 2012-2015. CM will keep an eye on website and will report to group as and when. | CM |
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| 9 | Car park request for white lining from patient – PW confirmed that a patient had requested this to be done for the patient car park area. The yellow marker bricks have now become dirty and not as visible. PW has obtained a quote for this to be carried out and it was agreed that a claim should be put in to UMST for their consideration and the work progressed. | PW/LB |
| 10 | Practice Virtual Group and ideas for survey – PW confirmed approximately 60 had signed up for this. Discussion took place regarding ideas for patient survey and it was decided this should be based on surgery cleanliness and infection control matters, PW to compile 3 or 4 questions which can be used. DP suggested large notices around the building regarding the use of hand gel. PW confirmed that the Infection Control and Prevention team had carried out an audit and we were awaiting the results. | PW |
| 11 | Practice Newsletter – GG thanked PW on behalf of everyone and informed the group of how she had got this circulated around Upton Community. Suggestions on presentation were made: • All black print to be used for text • A larger font be used • More white boxes, colour just for headings or lighter shading in the text boxes | For next |
| | Another suggestion was to develop a guide to using Upton Surgery services, to include what you can see the nurse for, what are the different doctor surgeries are for and appointment types. To consider putting this into UMST for some financial help to set up with printing costs etc. | Agenda |
| 12 | Compliments/Complaints and Suggestions and Complaints annual report – PW report to the group that we had had two complaints both relating to referrals, one of which was not about our service, reply letters had been sent to patients and passed on to appropriate sectors. A variety of compliments from pot plant, chocolates, letters/cards and verbal comments. A copy of the Upton Surgery Annual Complaints report was handed out for trend analysis only. PW to email to those not present. Discussion as to whether this should be put on website took place and it was decided not to at present as numbers are low and although completely anonymous individuals might not be comfortable with sharing and knowing they were the only one in any particular month. CM would like a comparison year on year. | PW |
| 13 | Pig Roast 2012 – PW confirmed this was going to be held in the grounds again this year for staff and the PPG would also be invited. GG gave her apologies. | |
| 14 | AOB Practice Update – Apologies this was missed off the agenda but was prepared and discussed and a copy was given to all and PW will email to those not present. Agenda Item for next Meeting – "A guide to using Upton Surgery" | PW/LB |
| | Attendance at meetings – It was confirmed that the agreement was to attend at least 75% of all meetings per year. A suggestion was made about having a 12 month schedule in order to try and make things easier for everyone to plan around. UMST – JD confirmed they had new Trustees and they were keen to have project requests from patients as well as the surgery. PW confirmed that the majority of requests do arise from patients and gave the white lines, fans and the confidential rope | PW/LB |
| | as examples. She would make the project requests more explicit as to where the request had originated in future. Elizabeth Finn Care – GG gave update to group and confirmed they were going from strength to strength. LB to check leaflet supply in waiting room. | LB |
| | Date and Time of Next Meeting Monday 16 July at 6.30pm | |