

**UPTON SURGERY
PATIENT PARTICIPATION GROUP
Monday 20th July 2015
MINUTES**

Present: **Patient Representative Members:** Chair: Chris Milne (ChM), Jenny McGowran (JM), Roy Tyler (RT), Janet Bastick (JB), Rebecca Maund (RM), Jo Daniell (JD), Dawn Patterson (DP), Jo Cousins (JC)
Surgery representatives: Dr S M A Everitt (SME), Dr C Miller (CM), Philippa White (PW) and Lysa Ball (LB) note taker

1	Apologies:	
2	Minutes of previous meeting 20th April 2015 Agreed and will be published on the website	LB
3	<p>Matters Arising:- Hanley Castle Art Work: PW/JD/LB/Alan Sutton recently attended Hanley Castle High School to choose 5 new paintings. It has been confirmed that we will keep the previous years' paintings which will only be returned if the school or artist request them back. Once we have the pictures in surgery LB will again provide captions which JD will obtain information for from the school. JD has also had a discussion with the Art Teacher as to whether a different time of year would be more appropriate then end of year with exams. Tremendous support has been received from Dr George Wilson's children regarding this and his daughter would like to be part of the prize giving. They have suggested "Dr George Wilson Memorial Art Cup" as the name and it is hoped that the school will provide a cup for this and that it can stay in the surgery (JD to check with headmistress). UMST will be happy to provide a plinth and to have the cup engraved. Suggestions to highlight the winning artist was (a) plaque under the winning artist or (b) to colour code the captions to highlight 1st, 2nd and 3rd. PW to speak to Dr Wilson's daughter to see if she would like to be part of the judging panel along with Dr Everitt. Another idea for voting was to photograph the pictures and print on A4 paper and ask patients for their choices and to make the voting available via the website. Also it was felt that a winner/private ceremony take place at the surgery. JD/PW had also spoken to the school regarding the possibility of some larger works, maybe as a joint artist venture to replace our "paintings in hospitals" when the lease runs out. PPG Recruitment: Discussion took place regarding four possible candidates. The criteria is that they must be able to attend 3 out of 4 meetings per year. It was also emphasised that the PPG is not for single issues it should reflect the overall service the surgery is offering. ChM will meet and discuss further with the candidates. Terms of reference to be emailed to CM . Patient online update/digital inclusion project: PW confirmed WCC have agreed a slight change to the proposal and we will be getting a tablet/dongle which will allow internet access and this is now being progressed including the license needed. Discussion took place regarding the students from Hanley Castle High School might like to be included as volunteers for this project. Upton Primary School Headmistress had also expressed an interest in some of her pupils coming to the surgery to help. PW confirmed that some staff maybe available also including our new Business Administration Apprentice. CM and RT have volunteered from the PPG. It was suggested that we also include this in our next newsletter and on the website for more volunteers. Prime Ministers Challenge Fund: CM confirmed that this had been</p>	<p style="text-align: center;">LB JD</p> <p style="text-align: center;">PW</p> <p style="text-align: center;">LB</p> <p style="text-align: center;">Patient newsletter item</p>

	<p>allocated to Worcester but had not moved forward since the last PPG meeting. Decisions still need to be made as how to use/spend money and EMIS web shared access needs to be fully functional so that doctors can use across other sites.</p> <p>DNA's: See item 5</p> <p>Community Event with Upton Primary School and Riverboats Centre: A good day was had by all. Thanks to ChM, RT and DP for their time on the day. The surgery was represented by Dr Evans, Ben Kent, Gail Prasher and Lysa Ball. As part of our participation we held a colouring competition and two winners were chosen. We have laminated all the entries and will soon have them displayed in the surgery.</p>	
4	<p>National GP patient satisfaction survey July 2015: PW did a presentation on the latest results and hand-outs were given. It was confirmed that MORI is a national survey and that none of the results presented had gone down from previous scores. RM commented that it was our overall continuity of care that produced such good results. PW confirmed that we had locums to cover for the summer period but patients seemed reluctant to book with them. ChM congratulated Dr Everitt and all the staff for maintaining such good results.</p>	
5	<p>Patient DNA (Did Not Attend) rates: LB repeated the DNA audit for period June 2015. Data was discussed. The results for June were slightly lower, showing 336 appointments were lost in June compared to 360 in March by patients not attending for their pre-booked appointments. The PPG are very keen for this issue to be addressed and discussion took place regarding ideas to improve these figures. It was agreed that these figures should be published on our website, newsletter and on display in surgery. LB to update the display above the patient suggestion box in the waiting room. It has been agreed that LB will do another audit in September and on this occasion put a notice in the waiting room and a note in the newsletter that we will be monitoring "DNA's".</p> <p>Ideas such as texting was discussed and encouraged by the PPG, PW confirmed that only 14 patients had a code on their records that they had given consent for their mobile to be used for texting purposes, the group felt that if a patient had given their mobile number for the surgery to use then they were consenting to it being used for any contact. Other suggestions were to put a phrase in our new patient packs regarding this with an option for them to "opt out". RT confirmed that there was a facility on a BT landline for messages to be left, PW to look at whether this is a cheaper or more expensive way of doing this. RM confirmed that there is an option on line to add your mobile number on patient access. Also a notice to be displayed "we are starting to contact reminders by text if you would like to take up this service please let us have your mobile number. Another suggestion was to write to repeat offenders. ChM said this was also discussed at SWPPG meeting and it had been decided that there is no magic solution and writing did not necessarily change behaviour. JMc felt that patients should be in possession of the fact that it is their money that is being wasted.</p>	<p>LB</p> <p>Agenda item October 2015</p>
6	<p>Primary Mental Health Services Engagement for Redesign 2015 (emailed with Agenda): This was emailed to the group prior to the meeting regarding changes to the service from April 2016 no follow up information on progress has been received.</p>	
7	<p>NHS 111: ChM confirmed that on 8.7.15 NHS England has suspended all tenders for NHS 111 and out of hours services until September 2015.</p>	
8	<p>Healthwatch Worcestershire Update: ChM and JB attended the Annual</p>	

	Conference. A brief update given.	
9	<p>Compliments/Complaints/Suggestions: PW confirmed 4 complaints had been received and all resolved, one of which led to a very positive telephone call with a patient which has been shared as a significant event and was identified a good learning point. One complaint was with an out reach service here but under the control of the Acute Trust, we logged the complaint but this has now been forwarded to the Acute Trust. It was also confirmed that now we have the telephone recording system this has proved very useful in understanding the context of two complaints and reviewing the conversation was very helpful. A variety of compliments have been received and very positive comments from our Friends and Family Test cards. We had received three suggestions for this period which were discussed.</p> <p>As an outcome from the discussions above the group have asked if Ben Kent, Pharmacist could attend the next meeting to cover “managed repeats” especially in relation to children.</p>	Agenda Item for October 2015
10	<p>Upton Surgery Annual Report July 2014/15: emailed with agenda</p> <p>Friends and Family Test results for April/May/June 2015: please see appendix 1</p> <p>Discussion took place on both these items. PPG would like to hear surgery ideas for self help and for this to be an agenda item in October “other things people could do for themselves”. SME suggested first aid kits at home and basic paracetamol and Ibuprofen. The booklets for parents or grandchildren had been purchased.</p>	Agenda item for October 2015
11	<p>Xpert Awards: PW confirmed that the Acute Trust had won 3 awards from Xpert Health, 2nd place for greatest number of participants to attend X-pert, 3rd place for the largest impact on body weight and waist circumference and another 3rd place for the greatest improvement in CVD risk factors (lipids and BP). The surgery courses were part of that success.</p>	
12	<p>Local Cluster Working: PW confirmed that we were working with Pershore Medical Practice and Abbotswood Medical centre on a number of projects and work streams. One proposal is a “Care Navigator Team” to provide seamless integration and collaboration between the GP practice clinical and administration staff and the team members of the NHS community teams, Social care and the Voluntary sector. Sadly the comprehensive bid to fund the scheme had been turned down by the CCG, but there are follow up meetings to see if there is scope to change the model.</p>	
13	<p>Water in waiting room: As a goodwill gesture during the hot weather we provided a trolley with cold water in jugs and plastic cups for our patients to use. It has been agreed that we will not continue to provide this but to inform patients that if water is required “please ask at reception”. The water dispenser was discussed again, but the state of such a machine with water spilt everywhere described by JC and children tampering with it from a recent visit to hospital with one, would suggest it might not be a good idea.</p>	
14	<p>AOB</p> <p>Dates for 2016: Monday 18th January 2016, Monday 25th April 2016, Monday 18th July 2016 and Monday 17th October 2016.</p> <p>SWCCGPPG: CM circulated some notes from the meeting on 14.7.15</p> <p>Wheelchair Service: Confirmed that we do have a referral service for this and also the Red Cross offer a loan service.</p>	
	Date and Time of Next Meeting – Monday 19th October 2015 at 6.30pm	

Appendix 1

FRIENDS AND FAMILY TEST RESULTS APRIL – JUNE 2015

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 58	Total 7	Total 1			
<p>What are we doing well?</p> <ul style="list-style-type: none"> • The best service I've ever had • Everything/we think you are perfect in every aspect and would find it difficult to find a better surgery or staff • Always welcoming and I always feel very well cared for • Appointment system 10/10, online script 10/10, staff incredibly helpful 10/10, pharmacy staff 10/10 – WELL DONE! • Appointments are always available when I ring • Providing a friendly and efficient service • An excellent practice/building and all staff are very good and courteous • Listening, giving clear advice and making me feel I am well supported • First Class • Helpful and open extra hours, friendly • Very pleasant doctors • Seeing patients promptly and generally providing a comprehensive service • Comfortable, modern environment • Good environment and facilities • Great doctors, great staff • Everyone in practice are friendly and helpful. Never had any problems • Everything • Informative, responsive, caring. I feel I am treated as an individual • Professional and helpful • Good listening and advice, treatment, an extremely efficient service • Friendly reception and clinical staff. Good availability for appointments. Efficient and well run practice, appropriate and sensitive response to urgent difficulties, we are new to the surgery and very impressed so far, Thank You • <i>Can always see a doctor that day, helpful, friendly, professional, thorough and caring</i> • <i>Can always see a doctor that day, helpful, friendly, professional, thorough and caring</i> • Good booking arrangements with times suiting people who work Monday-Friday, excellent staff • Nice environment and friendly staff • No waiting time just went straight in • Friendly, helpful, understanding • Just about everything • The Upton GP Practice is absolutely brilliant! Always helpful, kind, prompt and highly professional – whether in person or by phone. It's not just one or two individuals but everyone from the senior partner to all the front of house staff • Very friendly and efficient • Excellent care always especially for older people like me • Room 11 nurse was so helpful and friendly, thank you (no date) 					

- Very efficient and caring
- Quick appointments, like the introduction of advanced nurse practitioners – eases pressure and promotes the profession
- Seeing patients on the day that they call, don't make patients feel rushed
- Everything
- Customer service, very polite, informative and helpful
- Prompt, efficient, always available
- Listening with patience, brilliant nursing and pharmacy staff
- Caring and listening to problems (Dr Miller) is amazing
- Most things
- Friendly, professional staff
- Friendly doctors and reassuring
- General good ambience
- Everything
- Prompt service, polite, helpful and caring
- Friendly makes me confident getting right treatment
- Prompt service always very helpful
- Getting patient to the right doctor for the "problem", friendly, listening, positive consultations
- Caring
- Giving advice
- Everything! The doctors and nurses here are so helpful and friendly. Nothing is too much trouble. Is the best practice I've ever been to
- Receptionists, doctors and nurses are always happy to help and you don't feel afraid to ask

How can we improve?

- I am sure there is always small ways to improve, but I'm unable to think of any! Just keep on being BRILLIANT, THANK YOU!
- Decrease the delay (2 weeks+) in appointments with nominated doctors
- Very hard to make a constructive suggestion
- As above
- Keep up the good work
- Make appointments more accessible
- Quicker appointment waits
- Cannot think of anything
- Only in the waiting times
- Quicker appointments
- I doubt there is any need for any improvement
- Keep doing what you are doing, anything that can be made self-service if good
- Open late hours and weekends
- Dispensary staff are sometimes a bit unapproachable and rude
- Keep doing what you are doing
- Magazines in the waiting room
- Waiting time, had to wait 20 minutes, appointment was 9.10am how can you be running so late early in the day (14.5.15)
- Pharmacy stock (11.5.15)
- By being able to see designated doctor within two weeks
- An extra person on dispensary at busy periods
- Long wait times to book an appt (eg can't be fit in for 7 days etc)
- None
- Waiting times/appointments

- Run on time (I know and appreciate how hard that is!!)
- Nothing
- Just occasionally “some” of the receptionists are a little short in temperament
- More appointments if needed
- The treatment side can be very hit and miss, sometimes you have push to get the right one