

## **Beauchamp House Surgery**

### **Patient Participation Group**

#### **Meeting Minutes**

**Tuesday 25th September 2018 at 7pm**

#### **Present:**

**Staff:** Dr IA, AN

**Patients:** FW Chairperson (acting), PO, CP, YA, SG, BF, TB

**Apologies:** KF, DW, ND

#### **Welcome to new members and goodbye to departing members:**

No new or departing members.

#### **Minutes of last meeting:**

Agreed by those present with one minor amendment. No matters arising.

#### **Surgery Communication etc:**

AN Newsletter still not drafted yet. KF will do it in October. JB Would like to add something about Heart & Soul Walks and will contact KF.

#### **Forthcoming NHS and Practice changes/announcements**

Dr IA Dr SD is unwell and will be off for some months and locum GP's are assisting at present in her absence. One is a partner in a local practice. Looking to employ a salaried GP on a fixed term to cover DR SD. Paramedic has started now but Nurse Practitioner role needs to be re-advertised as previous recruit was offered a higher salary from her existing employer and decided to stay with them. FW Can PPG help in any way? Dr IA Just by being patient please. Recruitment is difficult as there is a lack of GP's at present. Doctors prefer to be salaried these days rather than take up partnerships as this often helps with life work balance. PO Anglia Ruskin (AR) have started their doctor training courses and as doctors tend to work local to where they trained hopefully it will help us in future. Dr IA Beauchamp House (BH) will be providing training for AR. CP How long does recruitment take? Dr IA It can be quick but it depends on circumstances and on any notice period required. FW Is there a stand in Senior Partner at present? Dr IA, Yes myself.

#### **Family & Friends Test**

AN More responses being received since incentive provided for staff. Responses mainly positive and the negative ones relate to the usual ongoing issues, i.e. car parking, difficulty in getting appointments. PO Are negative responses followed up? AN Only if considered serious. Dr IA We are not blasé" about appointment problem and we are making modifications to the way we work to improve the situation. FW Mentioned a situation witnessed where an appointment was offered but not taken because it did not suit. AN We will make changes to accommodate patients where possible. CP Are afternoon telephone appointments available? DR IA Yes. Whilst we are flexible we can't necessarily call at a specific time. SG Is the new system for appointments at weekends helping? Dr IA Not especially, it is helping some practices more than BH. BF Are receptionists mentioning it's availability as heard that it had not been mentioned? AN Yes. We can tell from the system if all the appointments are gone and therefore would not mention it. Dr IA Will feedback to receptionists.

**NAPP:** No report as DW not present at meeting.

**MECCG:**

PO The new lay person chairing the committee wants regional meetings every three month for Chelmsford, South Woodham Ferrers & Dengie and Maldon & Witham. Our PPG is fortunate that it is supported by Dr's and staff at BH. Despite mandatory requirement many practices have PPG's that are virtual. Out of the 44 PPG's only 15 are active in MECCG Patient Participation Reference Group. FW Will we receive less information than previously? PO Yes, or at least less fresh information. We can ask for speakers from a panel of speakers. FW Are they worth considering for BH? PO List of speakers to be provided for consideration. FW Something we can consider at our next meeting. TB Will add to agenda.

**Carers:**

PO The person appointed by co-commissioning board to work on carers issues has left but PO continuing to press for work to be completed. NHS emphasis in 5 year plan is for prevention and given that £4 will be saved for every £1 spent on keeping carers healthy it is important to identify carers for things like flu jabs. PO Are efforts still being made at BH to monitor number of carers registered? AN Figures not been checked for a while. BF Professional carers get training for moving and handling but family carers do not get any training and as a result a lot of damage is being done. Do parents get any information on moving and handling? PO Nothing is available unless you are registered as a carer. The council run a course, "Caring with Confidence" AFFC offers training. FW Sign posting is required via schools etc. PO Mentioned praise is often heard for KF for the way she runs BH practice and for the Carers Protocol she has produced and circulated to all GP surgeries in MECCG.

**Walking Group:**

JB First anniversary of walks. Numbers attending walks have been low of late. Original walkers are not as often as before. Hot weather in the summer was off putting and summer holidays have also affected numbers. About 30 on the register. More advertising in the newsletter and referrals by the doctors to encourage attendance is probably needed at present. The walkers appreciate the social aspect of a cup of tea and a biscuit after the walk and thanks were given to AN for providing this. Essex Health & Wellbeing Board are talking about developing more surgery walks following a paper on it by PO. A representative joined a walk and asked lots of questions and will forward information on to CCG. To be a success walks need to be championed by GP's in their various practices. Heart & Sole (H&S) can't provide the volunteers as they are stretched at the moment. Dr IA Are there leaflets provided and is BH included on them? JB Yes Dr IA They would be useful to hand out. JB Will provide BH with some leaflets but H&S funding has been withdrawn so copies will need to be made. Dr IA Are patients from other surgeries ok to join walks. JB Yes TB Do BH refer patients to other activities ? Dr IA Referrals are made to gyms. CP What about acupuncture? Dr IA It is beneficial for certain things and it was offered under pain clinic but funding has been withdrawn.

**Meet & Greet:**

FW To be put n the agenda for dealing with at next meeting.

**Flu clinics**

FW Enquired how flu clinics went. YA 441 attended. SG Difficult because of the two different vaccines. YA There was some confusion as to which queue patients needed to join. SG Patients were not over enthusiastic to receive engagement from PPG members. Ques-

tioning about medication received negative responses. About 20% took leaflet offered. Dr IA Did PPG representatives have ID badges? SG Yes they were provided by AN. YA There was some interest in PPG but as the group is so large at present this was not followed up. WF Next clinics are on Friday 5th October and Saturday 3rd November. CP Can now assist at Sat clinic Likewise YA. BF Can assist at Friday clinic. CP Can assist for a couple of hours at Friday clinic. SG H&S leaflets would be useful to hand out.

**Any Other Business:**

PO Free NHS Wi-Fi in the surgery conflicts with message on electronic sign which says "do not use mobile phones". Received bad looks after checking whether Wi-Fi worked. Dr IA Will change message to something appropriate. PO Personal Pharmacy not shown on Summary Patient Record nor full clinical record shown. Dr IA Will check where we are with that. PO One and a half hour wait for dispensing at Broomfield hospital which results in the car park being full. Basildon hospital has a Boots available. CP One and three quarter hour wait. Presents a problem for diabetics. PO Any progress on removal of the flower display to enable more waiting room space, which would be particularly helpful for wheelchair users ? Dr IA No progress at the moment. It is a question of priorities and waiting for the money to be available. Dr IA Do the PPG want the minutes published on the website? TB Yes and thought they were already being published. Dr IA Ok with everyone? All Yes Dr IA Will update website accordingly. TB Suggested the leaflet about blood tests be changed to mention that the service at Broomfield Hospital is only available Monday to Friday. AN Will make change.

The meeting closed at 8.20pm.

The next meeting will be at 7.00pm on Tuesday 27th November 2018 at Beauchamp House Surgery.