



**Upton Village Surgery Patient Participation Group**  
**Meeting: Tuesday December 10th 2019, Upton Village Surgery**

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| Welcome and Introductions |   |
| Present                   | PPG Members –Tony Flynn, Mike Lally, Kelvin Heywood, John Wishlade.<br>Guest – Steve McClure, Caroline Gerrard.<br><br>Surgery – Dr David Inchley, Sharon King.   |
| Apologies                 | Barry Tingey  |
| Minutes                   | All   |
|                           | Documented Minutes from Meeting 03/09/19 were agreed<br>SK to update website and noticeboard with minutes   |
| Practice Update and News  |   |
| ○ DNA policy              | SK updated PPG on the new DNA policy: DNA GP appointment instances have halved since we started contacting patients   |
| ○ Flu                     | 1,500 patients have been immunised so far this season with aprox 100 vaccines still to be administered. Patients with underlying conditions such as asthma have been prioritised.   |
| ○ Health Checks           | We are continuing to have high demand for our over 40's health checks with nearly 150 completed since the summer when we launched the service.  |
| ○ December Appointments   | From 16 <sup>th</sup> December through to the 2 <sup>nd</sup> week in January 2020 most appointments will be book on the day, meaning that patients with acute symptoms who need seeing that day will have a better choice of appointments during this busy time.   |
| ○ Dr Hildreth Maternity   | Dr Rebecca Hildreth starts her maternity leave in December 2019 due to return in January 2021. Her 4 days will be covered by Dr Jake Winning and Dr John Williamson who have locumed at the surgery and are familiar to many of our patients. We will also have 1 day covered by an Barbara Robinson an ANP (Advanced Nurse Practitioner) who will be able to prescribe for most acute ailments.  |
| ○ Dr Inchley update       | There has been a lot of change in the surgery this year, a new Practice Manager: Sharon King, replaced Tracey Palmer who has gone onto pastures new. Plus we also said a fond goodbye to Gail Jones who had been the Office Manager here for over 22 years.<br><br>As well as this we have been using more ANP's (Advanced Nurse Practitioners) who focus on the primary care of adults (ages 12 and over). The main roles of ANPs focus on preventive care involving health promotion and disease prevention as well as the management of patients with acute and chronic health issues. They are prescribing nurses and have proved to be a great addition to the team so far.<br><br>We continue to be a training practice and have just bid farewell to Dr Jordan Russel who was training with us for 4 months and is an excellent clinician. We will have 2 fallow months for training during December and January but will have a new registrar with us from February 2020 onwards. |



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|  | <p>DI suggested that the PPG could have some thoughts on a patient survey that complements the current annual MORI poll and the Monthly friends and family patient survey: Steve McLure suggested a text survey following on from appointments, similar to a campaign offered by other NHS providers. SK to investigate further.</p>  |
| <ul style="list-style-type: none"> <li>○ PCN Update Standing Item</li> </ul>   | <p>We held a staff engagement event in November where a range of staff and PPG reps from the four surgeries (Boughton Health Centre, Park Medical Centre and Heath Lane) in our PCN (Primary Care Network) got together to engage our teams on the next steps for the network. More details to follow.</p> <p>As a surgery we are excited to announce a potential new partnership with a Community Interest Company called Healthbox. This will mean us providing a service of 75 hours of one to one counselling per week for our network patients, based at UVS. More details to follow in January.</p> <p>Finally we have employed our 1<sup>st</sup> Network Employee Caroline Gerrard as an Operational Coordinator who will join the PPG meetings going forward and will help the PPG share best practices and ideas with the PPG's in other network practices.</p> |
| ○  |   |
| <b>PPG</b>   |   |
| <ul style="list-style-type: none"> <li>○ PPG update: structure</li> </ul>  | <ul style="list-style-type: none"> <li>○ KH has volunteered to take on the position of chair for the next year 2020, a decision that had unanimous agreement.</li> <li>○ SM has agreed to become a member and we continue to actively recruit new members.</li> <li>○ A suggestion was made of a UVS family tree for patients to see who does what role in the surgery.</li> </ul>  |
| <ul style="list-style-type: none"> <li>○ PPG Newsletter</li> </ul>   | <ul style="list-style-type: none"> <li>○ Great response from the readership so far, ML to investigate the GDPR rule around distribution to ensure that any plans to distribute the newsletter are in accordance with data protection rules.</li> <li>○ ML investigate with CG whether the newsletter can be included in the local Upton Parish newsletter and any other local publications.</li> </ul>  |
| <ul style="list-style-type: none"> <li>○ NAPP</li> </ul>   | <ul style="list-style-type: none"> <li>○ UVS PPG to apply to become a member of NAPP: the National Association for Patient Participation. A network of UK PPG's.</li> </ul>   |
| <ul style="list-style-type: none"> <li>○ Patient Access</li> </ul>   | <ul style="list-style-type: none"> <li>○ The question was asked about whether the number of online appointments was proportionate to patients registered for the service. SK believes so but will check the %'s and feedback.</li> </ul>  |
| <ul style="list-style-type: none"> <li>○ PCN link</li> </ul>   | <ul style="list-style-type: none"> <li>○ ML to link in with CG on any PCN updates and comms.</li> </ul>   |
| <ul style="list-style-type: none"> <li>○ New Standing Item</li> </ul>  | <ul style="list-style-type: none"> <li>○ PPG Maturity matrix</li> <li>○ The matrix was discussed and established that our opportunity as a PPG is more proactive patient feedback and analysis of said feedback.</li> </ul>   |
| <b>AOB</b>   |   |
| <ul style="list-style-type: none"> <li>○ Next Meeting 11<sup>th</sup> March 2020, Meetings to be 2 hrs from 14.30-16.30 with the first 30 mins just PPG reps then joined by practice rep.</li> <li>○ List of actions to be captured separately to minutes (see below)</li> </ul> |   |

