

# Bishop's Castle Patients Group

*working for patients*

Newsletter 4 – July 2014

Keeping you up to date with Bishop's Castle Patients Group (BCPG)

## BCPG

### *Foreword from Nick Hutchins, chair BCPG*

This newsletter focuses on the recent, first Annual Meeting held by Bishop's Castle Patients Group (BCPG). At the meeting – attended by about 80 patients and held on the 10th June in the Public Hall Bishop's Castle – Dr Caron Morton talked about the county-wide project looking at how best to provide for the hospital requirements of the region over the next 20 years. Dr Adrian Penney looked at Bishop's Castle Medical Practice into the future and Nick Hutchins reviewed the activity of BCPG since its set up. We summarise each of these talks here and also invite applications to join the Steering Group to help us move BCPG forward.

As ever, we would ask you to keep in touch with us and share your ideas: full contact details are given at the foot of this page. Also, please visit our website at [www.bcp.org.uk](http://www.bcp.org.uk) for lots more information.

## Dr Adrian Penney

Sole partner, Bishop's Castle Medical Practice

### *Bishop's Castle Medical Practice: planning for the future*

Dr Adrian Penney opened with the observation that planning for the future must be in response to patient demand and ideas generated by the patients. He was aware of the need to appoint further permanent GPs to the practice and had advertised for partners or salaried doctors. There is a national problem with recruiting GPs at present, but several GPs had expressed an interest in moving to Bishop's Castle and these were being actively pursued. He stated that a high quality medical practice is dependent upon the availability and quality of both clinical and administrative staff.

Dr Penney emphasised that the medical practice was going through a process of change and that there was a unique opportunity to re-think and redesign from scratch to create a practice fit for the future. He was keen to hear patients' views on what they wanted whilst counselling that a balance needed to be struck between aspirations and achievability.

Dr Penney stated that the practice size, at around 5200, was sustainable – there are practices that may not survive into the future under a new payment régime, but he was confident that this would not apply in Bishop's Castle. Key opportunities included the greater integration of the practice with the Community Hospital and community nurses, closer working with other practices in the area and working with all in a spirit of partnership.

As part of the regeneration of the practice Dr Penney had invited an NHS team to advise on improvements: a few key discussions had already taken place and further consultation was due imminently.

Dr Penney explained that he did not feel that the practice warranted a full-time Practice Manager at present and that the practice management role was effectively currently being shared within the practice.

He invited patients to work through BCPG and to share their thoughts about how the Medical Practice should develop. He encouraged patients to put forward radical suggestions through BCPG and to be ready to accept changes that will improve services. Currently, the practice was looking at introducing a daily, drop-in surgery as supported in BCPG's recent patient survey, building up online support and improving the telephone service – as well, of course, as trying to appoint more permanent doctors.

Dr Penney concluded by confirming his total commitment to Bishop's Castle Medical Practice.

## Contact details

- In writing – to the Bishop's Castle Patients Group, c/o Bishop's Castle Medical Practice
- By telephone – 07967 306615 (office hours, M–F)
- by email – [BCPatientsGroup@gmail.com](mailto:BCPatientsGroup@gmail.com)

## Dr Caron Morton

Accountable Officer for Shropshire Clinical Commissioning Group (CCG), Dr Morton also holds a weekly surgery at Bishop's Castle Medical Practice

### ***Future Fit ... meeting the needs of patients in Shropshire, Telford and Wrekin and the Welsh Borders***

Dr Morton looked at the background to 'Future Fit' and explained that with changing demographics – particularly the aging population – and the rise of long-term conditions as well as increased expectations, health provision in the area needed a radical rethink to be fit for purpose for the next 20 years. The Future Fit review started with the public Call to Action questionnaire in autumn 2013 (over 100 questionnaires were completed and returned by Bishop's Castle patients) which identified that change in hospital provision is needed to enhance services and provide safe outcomes. Future Fit has brought together staff and patients to analyse how services are currently used and how they can be improved for the future.

A rigorous process involving clinicians proposing a variety of approaches, and these suggestions then being thoroughly tested, will culminate in a public consultation following the next election.

Dr Morton talked about the provision of more care closer to home with one central Emergency Centre and multiple Urgent Care Centres around the region. The location of such a single A&E unit is clearly critical and much public consultation is envisaged if this proposal is progressed. Hospital provision would need to be suitable for the rural populations of Shropshire and Powys as well as those living in Shrewsbury and Telford and Wrekin and access is a key issue. Dr Morton talked about an increased role for Community Hospitals.

Consultation for Future Fit will be widespread and will take place over the next few months whilst final consultations will be held after the general election in 2015. The key to successful change lies in extensive discussion, in listening to people and in taking their concerns seriously. At each stage of consultation various options will be put forward and those who choose to get involved will be able to express their opinions on these suggestions. The introduction of any changes coming out of the Future Fit programme will not be until at least a further five years after the election, if extensive building projects are required. In the meantime, Dr Morton acknowledged that the hospital service needs to continue to function safely and reliably: all efforts are being made to ensure that this remains true.

In conclusion, Dr Morton highlighted the need for as many people as possible to be involved in the consultation process and urged us all to have our say and to be confident that our views will be listened to.

*BCPG will hold further meetings to help to promote and focus feedback to the Future Fit project. More information will be posted on the website under a new heading, 'Future Fit' which can be found under 'News and Information' and the Steering Group will ensure as wide a range of input and involvement as practical.*

*NB More information on this talk can be found on the BCPG website where you can download Dr Morton's Power Point® presentation.*



---

## Nick Hutchins

Chair, BCPG Steering Group

### ***Annual report from BCPG***

#### *1 Background*

BCPG was set up in 2012 by the Primary Care Trust (succeeded by the Clinical Commissioning Group) at a public meeting on the 21st March. The first meeting of BCPG took place on the 18th April 2012. It took a while to establish its role, but started functioning effectively by Sept 2012. The Steering Group (SG) developed terms of reference and appointed a chair, vice chair, treasurer and secretary.

#### *2 Terms of reference*

Copies of the terms of reference are available on the BCPG website. It's worth noting that BCPG is fully independent of the medical practice.

#### *3 What has BCPG SG done?*

Firstly, BCPG SG did not take sides in the partners' dispute. It did push both sides to negotiate and communicated what was allowed. Following the resolution of the dispute, BCPG SG has been able to provide very full communication.

The SG holds monthly meetings (including slots for GP and staff attendance) and has regular contact with GP(s) between meetings.

In 2013 it formed a number of Task Groups to look at different areas: *NHS Changes*, to understand the national and local changes going on; *Communications*, to establish effective communication with members; and *Community Services*, to look at what we can do to improve services.

BCPG conducted two patient surveys, the first in January 2013, the second in February 2014. Each of these resulted in action plans which inform what BCPG does. Again full details of the outcome of the surveys is available online.

The most recent survey identified that whilst 76% of respondents were aware of the existence of BCPG, only 44% knew what it did. Extensive communication has been undertaken over the last year or so, and this has included:



- Three newsletters: July 2013, September 2013, March 2014
- Two Open Houses: March 2013, June 2013
- The placing of notice boards at the pharmacy and in the waiting room
- Stand at Michaelmas Fair 2013
- The production of six (now seven) information leaflets for patients
- The building of a website (where all agendas, minutes, useful information, etc. can be found)
- Issued about 12 press releases
- Attended 'flu clinics 2013 and 2014
- Established email, postal and phone contacts for patient communication.

BCPG SG is determined to do more to help patients know what it does and to get more involved.

Apart from the above, BCPG has also been engaged in a number of projects, including:

- Establishing a Compassionate Community project in Bishop's Castle
- Working with the practice on telephone answering issues
- Providing hand gel in the surgery
- Responding to patients' emails and letters
- Active participation in Shropshire Patient Group
- Monthly attendance at SW Locality Group
- Holding meetings with the Pharmacy manager, the Community Hospital ward manager, and the District Nurse manager to understand roles and problems
- Active involvement in Call to Action and ongoing in Future Fit programme
- Submission to BC Town Council Community Planning project
- Actively keeping up with developments to help ensure BC benefits.

#### 4 Funds

Jean Rice reported on funding and listed income and outgoings: more information is on the website.

#### 5 BCPG in the future

It's important for the Practice to develop and for BCPG to be involved extensively in the process. BCPG undertakes to:

- Continue to keep BCPG members informed
- Continue to run annual patient surveys
- Follow up survey action plan and help introduce changes
- Monitor medical practice performance
- Keep members up-to-date with important developments
- Continue to be involved with Future Fit
- Continue to push for Bishop's Castle benefit in Future Fit
- Continue to work with other organisations such as Shropshire Patients Group
- Continue to liaise with the practice and Partner/s
- Continue to respond to requests for information from patients
- Extend the information pamphlet range
- Push towards wider understanding of BCPG role
- Organise events such as the Annual Meeting and Future Fit updates
- Monitor developments at the Community Hospital
- Develop with CCG Young Health Champions project in Bishop's Castle
- Help provide further improvements in the practice waiting room.

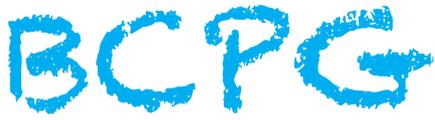
#### **BCPG Steering Group membership**

Gren Jackson, Steering Group member, presented a proposal for the election of members to the Steering Group. The proposal involved the nomination of candidates and the carrying out of an election procedure. After some good discussion with positive input from the floor, the proposal was put to the vote. An overwhelming majority rejected the plans for elections and voted in favour of the Steering Group selecting its membership through the current process of application and interview. Accordingly, see below for applications to join the Steering Group.

---

#### **Steering Group vacancies**

Following the Annual Meeting's decision to continue to appoint Steering Group members through a process of application and interview, BCPG is pleased to announce two vacancies on the Steering Group. Any registered patient over 16 is eligible to apply. If you are interested in helping achieve the objectives of BCPG and have time to spare to attend Steering Group meetings (usually monthly in the afternoons) and Task Group meetings (variable timings) and have an interest in health care provision in the area, please complete the application form overleaf (also available online) and return to BCPG before 20th August. More information is available on our notice boards and online or contact us at [BCPatientsGroup@gmail.com](mailto:BCPatientsGroup@gmail.com) or via the drop box.



# Bishop's Castle Patients Group

## Steering Group membership application form

Name	Are you a registered patient at Bishop's Castle Medical Practice?
Address	Phone
	Email address
Why I'd like to join the Steering Group	
Special skills that might be relevant	
Signature	Date