

## BCPG Steering Group Meeting Wednesday 20 March 2019

### Grange Road Community Centre 14.00

1. Jacqueline Sherwin-Ward was welcomed as a new member of the Steering Group

2. **Present:** Jan Arriens **JA** (Chair), Jean Rice **JR**, Jeremy Hall **JH**, Sue Midwood **SM**, Pat Morrison **PM**, Jacqueline Sherwin-Ward **JS-W**, Christine Williams **CW**.

**Apologies:** Sylvia Payne, Sarah Wood.

3. **Minutes** of meeting of 5 November accepted.

4. **Matters arising: item 5:** J S-W appointed following resignation of Len Williams. (**LW**)

**item 7:** Concerns/position re non-emergency transport to be put to Simon Freeman. **Action: JA**

**item 10:** LW waiting for SPG course on Facebook page for patients' groups.

5. **GP slot:** No attendance from surgery.

6. **NHS Changes (PM)** *Simon Freeman to retire 1st April.* New appointment is David Stout, with 35 years' experience across commissioning and provider roles. Letters to be sent to both. **Action:JA**  
*Shropshire Care Closer to Home Meeting of stakeholders for overview of phase 3. (March 27)*

Phase 1: Frailty Intervention Team up and running to prevent or shorten hospital stay.

Phase 2: GPs with community-based teams assess complex needs of people over 65. Those identified with severe need will be given an opportunity to work with a Case Manager, responsible for developing and reviewing care plans and, where required, coordinating services to meet their needs. (Some anecdotal evidence of this in action)

Phase 3: (a) Provision, by multi-disciplinary team, of diagnostic testing and treatment intervention in people's homes or nearby setting.

(b) Health Crisis Response Teams, created to deliver similar to (a) but within 2 hour response

(c) Local step-up beds (Community Hospital/Nursing Home) for high-intensity supervision during diagnostic testing or treatment.

*October 2019 walk-in centres attached to RSH and PRH will become Urgent Treatment Centres open 12 hours daily. Appointments to be made through 111.*

*Future Fit:* Telford Council looking to overturn the decision by sending a request to Secretary of State for an independent review

### 7. **Community Services Task Group (JH and CW)**

JH received 2 referrals for meals on wheels via Healthy Lives Social Prescribing. JH yet to meet Claire Sweeney, HLSP advisor at the surgery.

CW to attend Healthy Lives Social Prescribing meeting. An exercise group for pain relief is currently running at Enterprise House, with prospects of another group starting.

The Dementia Friendly Community Group is looking to register with the Alzheimer's Society to be recognised as a Dementia – Friendly Community. It is required that the GP practice is on board.

CW is in communication with Dr Gardner re running a Dementia Cafe where people in the earlier stages of dementia may have an opportunity to take an active role.

### 8. **Communications Task Group (JR)**

Complaints are being received regarding the long recorded message on the Practice telephone. The practice to be encouraged to shorten the message. **Action JR**

Summary Care Records: CCGs are encouraging patients to agree to enhanced summary records which will allow additional information to be seen by healthcare professionals. SM suggested BCPG may help with promoting this initiative. The practice to be asked what is happening regarding additional information on records. At this point, concern was raised that there has been no representation from the practice for two BCPG meetings. **Action JA**

Observation was made that privacy can be an issue at reception if a patient is explaining reason for appointment while another is signing in on the screen.

It was agreed that no survey or General Meeting was required at this time.

9. **SPG out of Hours Service Survey.** Will it be used by the surgery? **Action: JA to enquire**

10. **AOB** none.

11. **Next meeting 1 May 14.00** Chair encouraged group to have questions prepared for Jan Ditheridge.