**The Sunbury Health Centre**

**Patient Participation Group**

**Minutes of the Core Group Meeting held on**

**Tuesday 19 January 2016**

**At Sunbury Health Centre (SHC)**

**Present:**

**SHC:**  Dr Dave Gill (DG), Richard Fryer (RF) and Jackie Sheehan (JS).

**PPG Core Group:** Roz De Lord (RdL), Wendy Doyle (WD), Polly Healy (PH), Diana Huntingford, secretary (DH), Neil Huntingford, Chair (NH), Dorothy Linter (DL), Jan Palmer (JP) and Paul Thompson, Vice-Chair (PT).

**1. Welcome and apologies for absence**

NH welcomed everyone to the meeting. There were no apologies.

**2. Minutes**

The minutes were accepted as an accurate record of the Core Meeting on 15 December 2015.

**3. Be a voice in the community**

* Polly’s presentation

PH tabled the latest draft of the presentation that had been produced following discussions with RF and NH. PH explained that it is planned to show the presentation on the screen in the Waiting Room as well as on the PPG website.

The following amendments were agreed:

* Slide 2: It would be more effective to have the statistics regarding the ownership of SHC at the top of the slide rather than the bottom.
* Slide 3 (Key Practice Statistics) ‘*circa*’ is to be replaced with ‘*approximately*’. The statistics showing the number of patients who failed to attend their appointment is to be highlighted.
* Slide 4 (You can book GP appointments..) more information is to be added regarding the 50% of appointments that are available to book on the day.\*
* Slide 6 (Our solutions to outdated and undersized building) ‘Installation of *3 x* fully equipped Portakabin..’ to be replaced with ‘Installation of *three* fully equipped Portakabin..’ To avoid any confusion and misinterpretation
* Slide 7 (What have we achieved) ‘*Four more* Telephone Lines’ to replace ‘*4 x more* Telephone Lines’ for the same reasons as above..
* Slide 9 (How you can get involved..) ‘PPG Open meetings held at the Practice *3 x* a year’ to be replaced with ‘*three times* a year’, reason as above. The PPG website is also to be added on this page.

\* RF added that patients are using this system and a consequence the

morning queue has reduced significantly. The next step is to review the percentages of appointments released on the day and those bookable in advance.

PH was again thanked for her presentation and it was agreed that it is a very useful resource.

Action: *PH to amend accordingly and send to DH who will circulate the presentation with the minutes.*

* **Preparation for the Open Meeting on Monday 8 February 2016**

Due to the timing of the half term the next Open Meeting is very soon. Advertising for the meeting needs to start two weeks before each meeting.

Actions: *NH will produce a poster advertising the meeting and this will need to be displayed the following week*. *WD, JS and DL to help display within the local community.*

*DG will try and ensure that another GP is present.*

**4 Provide support and challenge**

* Update from Dr Gill:
* Staffing remains stable; a new permanent locum has been recruited to cover the remainder of Dr Guppy’s maternity leave and he will take up the position in February.
* The next Foundation Doctor will take up his position on 1 April 2016.
* A new receptionist is being recruited to help add capacity to this team.
* The long term sickness absence necessitated the outsourcing of letters (a system we have previously discussed). This was very successful and the back log has been significantly reduced. Most letters are now sent within three/four days. This will continue to be monitored to ensure new standards are maintained.
* There has been a very good take-up of the online prescription facility.
* The HCA role continues to expand.
* The response to the recent flu vaccination campaign was very successful.
* The recent meeting to discuss the possible developments at SHC was attended by members of NHS Property Services and the Council, and it was a very positive meeting.

RF took over from DG to update on the premises:

There have been a number of meetings regarding the premises.

1. Short term, the refurbishment of the entrance, reception and waiting room, the issues of the funding is still not resolved (i.e. finding the 34% shortfall), however a recent meeting with the Council had been very productive and RF is optimistic that this work will happen. PT recommended contacting Cllr Evans since he has shown awareness about this matter and had been positive about the Council support with the shortfall.

Relocating the notes remains an issue, although RF has a meeting with the partners to discuss this further.

1. Medium term, the Portakabins, another report has been required! This has been submitted. Once approval has been received a consultation will be undertaken with the neighbours and a planning application will be submitted. The issue of furnishing and fitting costs remains unresolved; however RF has identified a possible source of new furniture at no cost.

PT recommended that at the forthcoming Open Meeting these developments were clearly explained and timelines clarified to ensure that patients’ expectations are carefully managed.

PT informed RF & DG that he, as Chair of LOSRA, has a meeting with the MP on 5 February and since SHC is on the agenda he is very willing to raise points on behalf of the Practice.

Action: *RF & DG to forward to PT suggestions for matters to be discussed with*  *Kwasi Kwarteng.*

1. The long term plan, for a rebuild on the existing site, remains a possibility. The Practice has been contacted by NHS Properties regarding the feasibility study.

* Outcomes of the CQC inspection

The report has not yet been received by the Practice.

Action: *For the agenda of the next core meeting*. (DH)

* Patients’ Survey

There are a plethora of NHS surveys currently being administered however it was felt that SHC’s patients’ survey is worth doing. It was agreed that since this survey is owned and administered by the Practice it is an ideal opportunity to received feedback from patients about matters relating to SHC. Outcomes from the previous surveys have been useful and help to influence the way SHC operates. The outcomes have also been a way of monitoring new developments.

It may be possible to include questions related to the outcomes of the CQC inspection and also questions about developments SHC and/or PPG are considering e.g. the ‘Meet and Greet’ initiative.

It was agreed to undertake the survey at the beginning of March and that, as with last year, patients will be able to respond on line, via Survey Monkey, or by completing survey on paper.

Actions: *PH to circulate last year’s survey and PPG members will feedback their questions to RF.*

*NH, PT & RF to meet on 12 February at 10 am to finalise the questionnaire.*

*Survey will commence for two weeks beginning 1March.*

*RF and PPG members need to agree a time to manually enter data once the survey has been completed. DH to email.*

**5 Help disseminate information**

* Texting and emailing patients

RF informed the meeting that he had asked a company for a quote and their system was being demonstrated on 26 January 2016. The company are able to offer a number of options and pricing for texting, emailing and voice mail. There is also the potential to be linked to enable patients to cancel appointments.

If this system is suitable for SHC, thought will be given to how mobile numbers and email addresses can be collected from existing as well as new patients.

* ‘Meeting and Greeting’

It was agreed that a question relating to this possible provision will be included in the forthcoming patient survey*.*

* Structure Chart of SHC personnel

RF explained that this chart in progress and that a draft will be ready for the next core meeting.

Action: *DH to include on the agenda for the next Core Meeting.*

**6 Develop a communications strategy**

* SHC PPG communication strategy

NH tabled a proposed strategy; he asked that PPG members email him their comments as soon as they are able. NH will produce a final draft for the next core meeting.

It was noted that JP has filled the vacancy for a carer and therefore the final section ‘Recruitment Campaign’ will be updated accordingly.

* Update on website activity

PH tabled information on the number of visits made to the website in November and December in 2014 and 2015. It was very pleasing to see that there was a significant increase in the number of visits when compare to the same time last year.

**8 Improving the physical environment**

* Facilities for young children
* Involving the Voluntary Sector, a proposal

NH reported that he had alerted the voluntary sector regarding the proposal we discussed at the last meeting. It was agreed that once the proposed decoration of the Waiting Room is scheduled NH will progress this proposal further.

* Feedback from the mystery shopping

At the last meeting PH, PT and NH had offered to visit another doctor’s surgery/health centre to note the condition of the building and the facilities they provide for young children.

NH visited Shepperton Surgery, the building was very similar to SHC, there was a car park – although slightly smaller than SHC and the toy provided for children was the same as the one until recently that had been in SHC waiting Room.

PT visited Studholme Surgery in Ashford High Street, which has a smaller car park, although frequently full. The Reception was bright, modern, clean, attractive and had better seating; however since it is located in the Waiting Room there is an issue about the lack of confidentiality. The toy provided for children is the same as above.

PH visited Groves, in New Malden. This is a new and private practice (five years old) accommodated over two floors, the Reception is separate to the waiting area, rooms are available to rent out for meetings, a pharmacy is within the building and the toy provided for children was the same as the other practices.

PH offered to visit a practice in Surbiton as soon as she is able.

**8 Action Points of the last meeting (not covered in the agenda)**

* Inviting students studying Health & Social Care course to attend meetings – DH reported that she had emailed the Headteacher but unfortunately had received no response.

**9 Any other urgent business**

None

**Date of next Core meeting: 15 March at SHC 3.30pm**

**Date of next Open meeting: 8 February at SHC 6.30pm**