**Sunbury Health Centre Group Practice (SHCGP)**

**Patient Participation Group (PPG)**

**Minutes of a Core Group Meeting held on 7 February 2023**

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| **Present:**  **Sunbury Health Centre:**  **Richard Fryer (RF), Dave Gill (DG), Sasha Thurgood (ST)**  **PPG Core Group:**  **Neil Huntingford (NH), Paul Thompson (PT), Polly Healy (PH), Alison Richardson (AR), Jim Snaith (JS), David Buttler (DB)** |
| **Not present:**  **PPG Core Group: Jenny Downes (JD), Tom Fidler (TF)** |

**Welcome**

NH welcomed everyone to the meeting. No apologies were received.

**PPG – The Way Forward**

**Communication with Patients – Sunbury Matters & PPG website**

JS was thanked for his continuing contribution in producing the PPG monthly articles for Sunbury Matters. Last month, he collaborated with Cassie at SHC to produce an article on the role of a Clinical Pharmacist. RF was asked to pass thanks on to Cassie for her help.

The short ‘turnaround’ time for articles continues to be a challenge for SHC, but there are more ideas now for future articles which may help to ease the situation in future. During the meeting, enough information was gathered to produce this month’s submission. Looking at the role of the home visiting Paramedic will be the next in a series of articles explaining various practitioner roles within SHC.

NH also extended thanks to PH who continues to maintain and develop the PPG website. No other PPG has anything like it. Yet another PPG have been in contact with her, seeking help in setting up something similar.

**Patient Feedback - Survey**

A PPG sub-group have met twice in recent weeks, clarifying the aims and rationale for a patient survey and formulating a draft questionnaire. The rationale had been circulated prior to the meeting, and was accepted.

A draft survey was presented during the meeting, and some time taken to go through the questions. Additions were suggested, and everyone invited to a) provide feedback and ideas to AR within a week and b) inform AR how long it took them to complete it based on their personal experiences. The questionnaire will continue to be developed over the coming weeks.

The timeline and communication plan for the survey still need to be determined, and this will form part of the next sub-group meeting in early March. In terms of methodology, RF and DG confirmed that Survey Monkey is the most appropriate vehicle to use for the online version of the survey and subsequent analysis. RF agreed to purchase a subscription to Survey Monkey and provide login details. Paper copies of the survey will be available at SHC for patients who do not have online access or prefer to complete a paper version.

**SHC Update**

**Changes to online appointment request system**

RF commented that recent changes to the online booking system operating hours is helping to sift and manage requests more effectively. It also now offers patients the option of making an online request in the evenings.

It was stressed by members of the Core Group that it is important to keep communicating to patients when changes occur and the rationale for it. SHC is needing to change the way it responds to patient demands more frequently. The Practice recognised that communication in relation to change was essential and will work with the PPG on improving its communications.

**Support for vulnerable patients**

SHC continues to extend its support to more vulnerable patients or those who need a more tailored or holistic service: including, for example, those with learning difficulties or mental health problems. Care Co-ordinators and Health Care Assistants enable SHC to identify more vulnerable patients, contact them more regularly and book timely appointments for them. Additionally, Paramedics enable more home visits for patients who are housebound.

Surrey is amongst the first areas in the country to pilot the **Integrated Mental Health Project**: a service aimed at more effectively helping people with mental health problems, offering them a more supportive package of support. SHC is part of this new initiative.

**Clinics**

The ***minor surgery*** clinics, treating benign, non-cosmetic skin conditions, have resumed twice weekly. The aim is to address the waiting list (which grew during the Pandemic) by the end of February.

The clinics offering ***ear microsuction*** have recommenced.

SHC has continued to run ‘pop up’ ***‘flu clinics***, achieving a total of 3,651 ‘flu vaccinations.

**Staffing**

* As part of the drive to increase the number of GPs nationally, SHC now has three trainee doctors.
* A third Clinical Pharmacist has joined the team.
* Additional Care Co-ordinators and one additional Paramedic are being recruited. Amongst other things, their work will support the management of chronic diseases amongst the patient population and help SHC achieve its targets.
* Dr Adams will be returning from maternity leave in late February.

**Property & Parking**

RF is waiting for confirmation that the CIL bid has been fully approved with the objective of increasing the number of consulting rooms enabling SHC to recruit more staff and provide some additional appointment capacity.

With the return of more patients attending for face-to-face appointments, car parking is becoming an issue. There are also instances of vehicles being left in the car park for extended periods. RF will review communications to request patients to consider alternative ways of attending SHC, and how to tackle any instances of vehicles being parked for extended periods with no legitimate reason.

**Comments, Complaints and Suggestions**

This is a new standing agenda item. It is an opportunity for SHC to share any themes and trends coming out of patient feedback, and PPG Core Group members to share anything pertinent being posted on social media. This could, in turn, inform communication strategies and changes/improvements where possible. It is not intended as a vehicle for individual complaints, as SHC has its own procedure in place.

From the Friends and Families feedback mechanism in January, out of a total of 3,252 face-to-face appointments, 477 responses (15%) were received. 96% would recommend SHC, 3% were unsure and 1% would not recommend.

Amongst the 477 responses, 276 comments were made, which Cassie at SHC will be able to study in more detail. Emerging themes are concerned with parking, the wearing of masks, waiting times, and problems with the checking-in machine.

When SHC receives a formal complaint, it is reviewed and investigated with Dr Hodson as Complaints Lead internally. GP practices submit a return in relation to complaints identifying any trends to the NHS annually.

**A.O.B.**

NH reported his attendance at a recent **Surrey Heartlands Integrated Care Partnership event.** The ICP revealed its strategy for bridging the gap between NHS and Social Care through more effective collaboration, and with a focus on prevention.

NH asked if SHC would like him to explore a ‘refresh’ of the **art work** in the patient waiting room. This was agreed.

**Date of next meeting**

The next meeting of the PPG Core Group will take place on **Tuesday 7 March 2023** at 3.30p.m.

**Actions**

* All to provide feedback/suggestions to AR within one week on the draft survey. Also, to complete the draft and advise AR how long it took them. (RF to provide feedback/suggestions to AR in advance of the next sub-group meeting on 6 March)
* RF to subscribe to Survey Monkey and provide login details.
* PPG sub-group to meet on 6 March and discuss feedback on draft survey, timeline and communications plan in advance of the next PPG Core Group meeting on 7 March.
* NH to explore a ‘refresh’ of the art work in the patient waiting room.