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

**Patient Participation Group (PPG)**

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

**Tuesday 25 September 2018, 3.30 pm at SHC**

**Agenda**

**Present:**

**SHC:** Dave Gill (DG), Jackie Sheehan (JS) and Sasha Thurgood (ST).

**PPG Core Group:** David Butler(DB), Polly Healey (PH), Diana Huntingford (DH), Neil Huntingford (NH), Chair, Dorothy Linter (DL) and Paul Thompson (PT).

1. **Welcome** and **apologies** for absence

NH welcomed everyone to the meeting and introduced a prospective new member – Maureen Henning. It was noted that BrianCatt (BC) had sent his apologies.

**2. Minutes of the last meeting**

It was agreed that the minutes from the Core Meeting on 10 July 2018 was an accurate record of the meetings. DH apologised for the incorrect date at the top of the minutes.

Action: *DH to correct the date on the minutes and redistribute to members of the group*.

**3. PPG Core Group**

* Length of Service

NH informed the meeting that he wished to change the order in which the items for this agenda item were discussed. NH explained that it was important to review the Standing Orders with regard to the length of time individual members (non SHC) could be on the Core Group. The Standing Orders state that an individual may stand for a minimum of one year and a maximum of five years. They can also be re-elected for a further tenure of one – five years. It was agreed that BC, DH, NH, PH, DL and PT are all beginning their fifth year of office in this particular group and therefore that this matter will need to be revisited next year.

* Annual election of PPG Officers
* NH was elected as the Chair.
* PT was elected as the Vice-Chair
* DH was elected as the Secretary.

**4. Be a voice in the community:**

* Action Plan following the publication of the 2018 Patients’ Participation Survey

RF informed the meeting that although an Action Plan has not been produced, actions have been taken to address matters raised in the survey, which are predominately related to accessibility. DG confirmed that the issues raised in the report reflect issues facing Practices nationally.

It is hoped that SHCGP’s involvement in the Surrey Heartlands online consultation Project will aid capacity. DG and RF are considering the costs and benefits of several IT platforms - *Dr IQ* and *Ask my GP that the Practice may be able to pilot.*

One consideration is that not all patients are IT users or have access to IT and therefore the solution must be one for all patients. DG and RF will soon be able to decide whether or not to commit to one of the programmes. RF reminded the meeting that research has shown that at least 26% of patients attending a Doctors’ Surgery do not need to see a Doctor.

Action: *RF agreed to produce a short action plan for the next Core Meeting and to present this at the Open Meeting in December*.

* PPG Website link from SHCGP website

NH reported that currently the only access to the PPG website from the SHCGP website is via ‘*Have Your Say’*. The concern is the patients won’t recognise this as a route to the PPG site.

Action: *RF to action a link being placed at the bottom of the home page.*

**5. Provide support and challenge**

* Update from Dr Gill

As previously reported Dr Ramalingam and Dr Williams have both left the Practice and unfortunately recruiting replacements has been extremely difficult. Despite placing adverts nationally only one applicant applied for a position. Consequently the Partners decided to share Dr Ramalingam and Dr Williams patients amongst themselves.

The development of the Multi-Disciplinary Team is helping to develop capacity needed for the Doctors to increase their patient list. In particular a second Paramedic has been appointed. The Paramedics will join the Practice in November; they are both experienced and will focus on providing ‘on the day appointments ‘ and undertaking home visits for housebound patients. The Paramedics will have their own cars and laptops to enable them to access patients’ notes when making a home visit. The laptops provide access to the system where information is stored; no patient information is kept on the laptops it is a secure system funded by the CCG. Dr Jopling uses a laptop in a similar way when he visits the local Nursing Home.

The Practice is continuing to offer the Extended Access Service; it is proving to be popular and is providing extra capacity. The Doctors are able to access patients’ notes and also add to these notes once they have seen the patients. DG is confident that this provision will continue to improve and possibly extend to include phlebotomy and video consultations. DG acknowledged the hard work of RF, JS and ST who have ensured that this provision is working so successfully.

The Clinical Pharmacist has now been in post for six months and changes have been made in Reception for managing repeat prescription requests. Bhavini has met with local pharmacies and has developed a good relationship with them. In particular she is addressing the issues with Boots at Sunbury Cross, which was a cause of concern for many patients. Bhavini’s experience of having worked in a pharmacy is very useful when meeting with similar professionals. Doctors at the Practice find Bhavini’s advice very useful. She is working with the CCG to synchronise medication arriving at the same time, rather than patients having to make repeat visits to the pharmacy. She has provided training to the Receptionist Team with regard to basic enquiries and tracking prescriptions within the system.

Dr Emma Singh has recently joined the Practice as a GP Registrar; she will be at the Practice for 18 months supervised by Dr Jopling. Dr Dala Bramwell will join the Practice in December replacing Dr Felicia Oei who is the GP Registrar currently being supervised by DG.

The Nursing Team remains stable.

The first Flu Clinic this year has taken place and was successful.

Rose Adaway one of the HCAs is completing training on immunisations.

Three new staff have joined JS’s team – Kelly Ellingham, Sharon Barnett and Susan Block. One of the Receptionists, Cassie Boyles, has a background in Customer Services and she is using her experience to train the team looking particularly at processes and consistency of practice.

JS is relocating to Eastbourne and will therefore sadly be leaving the Practice. Succession planning is in place to ensure an effective handover.

Ollie Ross, who will be studying Medicine at Liverpool University in 2019, is helping out at the Practice for seven months gaining clinical systems and administration experience. He is settling in well and may also return whilst training to cover during holiday periods and.

The Work Flow Team is working well, the team currently consists of four staff and this will extend to five. The aim of the team is to take away 80% of the incoming paperwork /communications Doctors currently have to deal with.

Property – DG & RF had attended a meeting that afternoon with NHS PS and the CCG. The purpose of the meeting was to discuss the possible funding to undertake further works at SHC and the acquisition of additional rooms. There was also discussion about the impact of no investment in the building for a long time. The meeting was very positive and two further meetings have been planned. RF reported that transparency in invoices received from NHS PS was a key discussion point and a future requirement for the Practice will be to clarify the costs to the Practice (that continue to rise and over 800% more than four years ago).

In response to a question from NH, RF confirmed that the board monitoring telephone calls has been installed. ST &JS confirmed that is very useful to enable staff to be redirected from other tasks when phones are busy. RF advised there have recently been issues with the telephone lines which are affecting incoming and outbound calls – the problem is with Virgin lines at the exchange – the matter is being addressed.

PT raised a concern about the impact on the Partners’ working day due to increasing the number of their patients. DG explained that development of the Multi-Disciplinary Team, in particular the addition of Paramedics, would free up time for Doctors due to the reduction in the number of home visits they would be required to make. In addition the outcome of the Work Flow Team project should also impact positively on Doctors’ time.

NH asked if the Partners would advertise again for replacement Doctors to replace Drs Williams and Ramalingam. DG replied that the Practice is developing new ways of working and developing the Multi-Disciplinary Team and therefore there are no current plans to re-advertise for Doctors.

DG added that there are plans to develop further the role of Sister Budkiewicz, the Nurse Practitioner, who has a background in paediatric intensive care. Sister Budkiewicz is currently being trained to provide support for paediatric issues.

PT asked if the Practice is aware of how many patients are seeing their named doctor. DG replied that this is not tracked. RF added that some patients may prefer to see another Doctor. JP also added that for some patients it is continuity of care during a ‘health episode’ that is important.

* 2018 Flu Clinics
* Confirmation of dates – September 22 & 29, 20 October, 3 and 10 November.
* PPG members involvement at the sessions

Action*: DH to circulate a rota asap*

* Agree the charity to benefit from the selling of cakes – due to a member of staff recently being diagnosed with Multiple Sclerosis, SHCGP wish the money raised to be donated to the Multiple Sclerosis Society.

RF informed the meeting that the first clinic had gone well, despite the complexity due to two different vaccines being used this year. Unfortunately there is a national shortage of the pneumonia vaccinations and therefore the Practice is unable to administer this vaccination at the same time.

**6. Help disseminate information:**

* Update on Patients’ Leaflet

Action: *Since BC has not progressed on this matter, RF will allocate the production of this leaflet to the student who is supporting the Practice during his Gap Year*.

* Update on revised Appointments Leaflet

It was agreed to revisit this once the system has been rationalised and is working well.

Action: *RF to add to a future PPG Core Meeting agenda when appropriate*.

**7. Communications Plan:**

* The future of the Newsletter

It was agreed that a regular edition of ‘*Bitesize News’* is easier for the Practice to achieve than a Newsletter. NH suggested that the Practice used pre-printed, coloured headed notepaper as this would enhance the look of the ‘*Bitesize News’*. RF agreed that this News would also be put on the website and on the screen in the Waiting Room.

Action: *NH to update the Communication Plan and draft a design for the headed notepaper.*

*RF to check the accuracy of the information of the ‘Accessing GP online Services’ in the current ‘Bitesize News’.*

* Addressing patients’ perceptions of the SHCGP

DL reiterated her concerns regarding the comments about SHCGP on NHS Choices (that was).

PT suggested that whilst the number of respondents is insignificant the comments may influence potential staff and/or patients. He added that whenever he encounters similar comments on Facebook he always responds and attempts to counteract them.

RF reminded the meeting that the majority of complaints (approximately 30 per year from over 50,000 consultations) that are brought to Reception are resolved by JS and/or RF. He will however begin to acknowledge and respond to the comments on NHS website.

NH reminded the meeting of the previous discussion regarding sharing with patients the outcomes of the feedback received from Mjog.

Action: *RF to investigate the possibility of displaying monthly updates (from Mjog) on the screen in the Waiting Room.*

**8. Improving the physical environment**

* An update on the proposal to protect the walls in the Waiting Room

It had been agreed, at the last meeting, that PPG Core members would do this themselves after this meeting. RF is currently discussing potential investment from NHS PS for them to undertake the work.

*Action: RF to confirm if NHS PS will fund this. If this is not forthcoming then he will contact NH to make arrangements for this to be done by PPG members.*

**9. Action Points**

* The role of core members in external PPG meetings

NH confirmed that:

* JP will attend meetings regarding Surrey Heartlands Project
* DB will attend meetings the Weybridge Project
* PT will attend PPG Chair and Vice Chair meetings
* NH will be attend CCG meetings

JP’s feedback from the Surrey Heartlands meeting Tuesday 18 September:

There was a presentation about the introduction of a new Perinatal Mental Health Service. It will cover all four CCGs and there will be two multi-disciplinary teams to cover the whole area. These teams are lead by Consultant Psychiatrist (Dr. Abigail Crutchlow) and include Mental Health Nurses, Psychologists, OTs, Social Workers, Nursery Nurses and Peer Support Workers. The teams go live on 1 October.

The service will take referrals from any healthcare professional and will work with women from pre-conception until the baby is 12 months old. They will respond to referrals within seven days, though crisis response will also be available as referrals will be triaged daily. The team that will cover this area will be based in Chertsey.

The next meeting is on November 20th and is focussing on Primary Care. This clashes with the next PPG Core Meeting but given the subject JP will attend, and therefore sends her apologies for the meeting.

* Update on the implementation of the new implications of the GDPR Regulations

RF confirmed that appropriate progress was being made to meet these new data protection requirements.

* Advice being given to patients about support they could receive from Citizen’s Advice

PT confirmed that Doctors are aware of this.

* Patient Access Forms

ST explained that unfortunately the Practice is unable to amend the format of the forms; however Receptionists are aware that they have to manually delete the incorrect website from each form.

**10. A.O.B.**

JP asked if it was possible for the Practice to display photographs of the staff working at SHC. It was agreed that this was a good idea and it was practice in a number of other Health Centres.

Action: *RF to discuss* with the staff and report back to the next meeting.

**The date of the next PPG Core Meeting is Tuesday 20 November 2018.**

**The date of the next PPG Open Meeting is Monday 3 December 2018.**