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

**Patient Participation Group (PPG)**

**Minutes of the Open Meeting held on**

**Tuesday 15 October 2019**

**At Sunbury Health Centre**

**Neil Huntingford (NH),** Chair of the PPG, welcomed the patients to the meeting. NH added that it was encouraging to have so many patients (27) attend the meeting, including a few local councillors. A number of the patients indicated that this was their first time at a Open Meeting.

NH introduced the members of the PPG Core Group who were present at the meeting, this included **Richard Fryer (RF),Business Manager, Dr Gill (DG),Partner, Sasha Thurgood (Operations Manager), David Butler, Tom Fiddler, Dorothy Linter, Polly Healy, Diana Huntingford** (**minutes**)and **Paul Thompson (Vice-Chair).** There were no apologies for the meeting but NH explained that sadly **Brian Catt,** and **Jan Palmer** were no longer members of the Core Group. Brian was one of the original members of the PPG and his term of office has come to an end. As Brian has many other commitments, he has decided not to stand for re-election. Jan Palmer has been a very active member of the PPG and is now relocating out of the area. NH thanked Brian and Jan for their hard work and involvement in the PPG and wished them both success for the future.

The departure of Jan & Brian has created vacancies on the Core Group and NH encouraged those present to share this information with anyone they thought might be interested in joining the Group. NH explained that the web-site contains information about how to apply and that there is a particular need for young people to join the group to ensure that it better represents the patient population.

NH reminded the patients of the Flu Clinics and encouraged patients to sign up for their vaccination and ensure that others entitled to the vaccination also made an appointment to receive it. RF added that more Flu Clinics may be provided if there is a need to do so. NH explained that as in previous years staff at the Practice and members of the PPG are making cakes to be sold at the clinics. This year the money raised will be used to purchase a water-cooler (and get it plumbed in) for the Waiting Room at SHC. To-date, thanks to the generosity of patients over £700 has already been raised.

NH informed the meeting that due to the positive feedback the Practice has received about the artwork displayed in the Waiting Room it is intended to also include children’s work. NH explained that he and RF had recently attended an assembly at St Ignatius Primary School to introduce to the pupils an Art Project, previously discussed with the Headteacher. The pupils were extremely enthusiastic, as is the Headteacher, and therefore NH is very positive about the work the Practice will be able to display in the Waiting Room in the New Year. NH is hoping that this is the beginning of a permanent involvement with the local schools that could ensure that children and young peoples’ artwork is regularly displayed alongside that of local artists.

RF explained that the aims of his presentation this evening were to

* Review last year’s action plan

and

* Discuss the priorities identified from the 2019 Patient Survey

The PowerPoint that RF used in his presentation accompanies these minutes.

Before NH invited the audience to ask questions they had about the presentation or the Practice in general, he stressed how the presentation had shown the considerable amount of developments that have taken place at the Practice in recent years.

**Q** A lot of patients do not have access to technology are not able to drive to and therefore cannot benefit from shared services with other Practices.

**A** When the Extended Access Clinics were introduced, SHCGP applied to be a hub so that they could have as many of the appointments as possible at SHC.

It is still be possible to telephone the Practice and also visit in person to make an appointment.

**Q** Has a solution been found to the matter of the Service Charges?

**A** Both DG & RF have met extensively with representatives from NHS Property Services. The Practice is still waiting for a response to a proposal they made in July! DG stressed that the impact of these charges is the Practice’s inability to expand at the rate they would like to be able to.

A patient asked if the MP is aware of this matter. To which the response was:

Yes he is, and he has been involved a few times.

**Q** Could the advertisement of this meeting be widened?

A It was agreed that in addition to the many ways in which these meetings are advertised, including the Practice & PPG websites, Sunbury Matters, LoSRA newsletters, posters in local shops and pharmacies and FaceBook, a poster would also be given to the local library.

 In response to a suggestion to use text messaging, it was explained that the Practice did not want to overwhelm patients with messages that might distract them from important messages sent by the Practice. Therefore text messaging in not currently used to advertise PPG Open Meetings.

A patient, involved in the organisation of the weekly Park Runs at Hazelwood (London Irish Rugby Ground), thanked the Practice for its promotion of the event. He also thanked members of the Practice for their active involvement in the Park Runs and encouraged others to join in the fun of completing the 5K course by walking or running.