

PATIENT PARTICIPATION GROUP MINUTES – CORE MEETING MINUTES

TUESDAY, 26 NOVEMBER 2019

Sunbury Health Centre:

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| Dr. Gill - DG  Partner | Richard Fryer - RF  Practice Manager | Sasha Thurgood - ST  Operations Manager |

PPG Core Members

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| David Butler - DB | Cllr Tom Fidler - TF | Polly Healy (Minutes) - PH |
| Neil Huntingford (Chair) – NH | Dorothy Linter - DL | Paul Thompson - PT |

WELCOME AND APOLOGIES

Apologies were received from Diana Huntingford (DH).

MINUTES OF THE LAST MEETINGS

* Core Meeting … … 24 September 2019
* Open Meeting … … 15 October 2019

It was agreed that the Minutes of these Meetings were an accurate record.

BE A VOICE IN THE COMMUNITY

Feedback from the Open Meeting

It was noted that the Open Meeting went extremely well and that it was very well attended - maybe owing to the change to holding these Meetings in the Autumn instead of in the Winter and Summer. TF mentioned a ‘good awareness’ amongst the attendees, indicating that communications were working and ‘getting through’. A very positive event.

Publication Date for the 2019 Patient Survey Report

This Report is due to be published. RF is now ready to send it to DH for comments and formatting. NH also acknowledged that there is pressure on the Practice to accommodate the production of Reports and Bites Size News and offered support from the PPG.

RF mentioned that, as far as Reports and Bite Size News is concerned, the PPG won’t easily be able to amass the information. He would be pleased to be able to hand these over for proofing, formatting, production and distribution. One member of staff, Cassie, was mentioned as a possibility to produce the base-text.

Action: Involve Cassie to assist in the production of documents, using templates and

themes. Revisit this topic at the next Core Meeting

Recruitment to PPG

A couple of members have resigned from the PPG for various reasons. There has been some interest from 3 patients to join the Group, and NH will be following these up soon. The invitation for members to join will remain on the Waiting Room screen. Contacts came via TF, PH and PT.

Action: NH to follow up with interested parties, once further details and information

is sent to him.

PROVIDING SUPPORT AND CHALLENGE: UPDATE FROM THE PRACTICE

Over the last six weeks, the Practice has been focussing on the CQC Inspection. The previous Inspection was in 2015, and the Practice needed to make some changes. This was followed by a re-Inspection in July 2016 and the Practice passed with ’Good’ in all domains.

The CQC is changing the Inspection format slightly and undertaking a ‘telephone interview’, at which the Practice must submit its accumulated evidence under a range of known 5/6 indicators, researched prior to the call. The CQC reported that the Practice is still rated as ‘Good’ following this procedure, and that it has no concerns. An Inspection may ensue, but this is not specified at present.

DG reported that the Practice is very pleased with the result and with the Practice’s progress since the last Inspection. DG thanked RF and ST for their hard work collating data in order to meet the CQC ‘telephone interview’.

Staffing

DG reported that the Practice’s staffing remains stable.

* The Nursing Team is at full strength.
* The Reception Team is stable and working well under pressure.
* The Paramedics are helping with the ‘on-the-day’ capacity and home visits, all of which are busy at this time of the year.
* There are three Trainee Doctors now, with two leaving the Practice in January 2020 at the end of their training. One will remain full-time at the Practice and under the supervision of DG.

The Flu Inoculations

The Flu campaign and targets are going well with approximately 3,300 inoculations having taken place so far. This year has the highest number, with MJog being a great benefit as a reminder facility. The target to reach is 3,600.

For patients who have not had their inoculations, the Practice will strive to target them.

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| Flu Inoculation Target Categories | | |
| Age Range | % to be aimed for | Still to do |
| Aged 65+ | 75% of patients | 219 |
| Aged 18 – 64 | 55% of eligible patients | 83 |
| Aged 2 – 17 | Hit target of 204 | - |

The Practice has already placed its order for the flu jabs for 2020.

The Flu Clinics and Fundraising

There were five Saturday Flu Clinics, fundraising via Cake Sales for a Water Cooler to be placed in the Waiting Room. The amount of money raised was £1,037.35p.

RF has approached NHS Properties for a quote to put in a water supply to the designated area in the building. This quote has now been received, signed and returned and the water supply ordered. Now researching for the best machine … and any residual funds will be used for cups and a waste disposal system. The location for the Cooler will be at the far, right-hand corner of the Waiting Room.

Ear Micro- Suction

This is proving very popular and there is a waiting list at present. DG and RF will be looking to add an additional resource from the current nursing team, and training is currently being arranged. The training is at the ENT Department at Charing Cross Hospital, and the nex5t course will be booked (March 2020).

Chronic Disease Targets

The Practice needs to concentrate on these targets from now through to April 2020. The Practice will focus on these patients and make sure that they are followed up accordingly to meet the necessary targets.

The Primary Care Network … PCN

This Network is four Practices working together, circa 52,000 patients in total:

* Sunbury Health Centre - Shepperton Medical Practice
* Upper Halliford Medical Centre - Studholme Medical Centre

PCN Projects

Some of the Projects to be looked at will be recruiting resources in order to address workforce issues in primary care. Recruitment will entail:

* A Pharmacist working with Ashford and St. Peter’s Hospital Trust (working one day with the Trust and four days within the PCN).
* A Social Prescriber through the Council – a healthcare professional referring non-clinical services to meet wellbeing needs.
* A Mental Health Practitioner within the Practices or the PCN to offer longer consultations for the patients over the age of 18.
* A specialised home visiting service.

Phlebotomy

There have been some changes at Ashford Hospital. The system will now involve on-line bookings – <http://www.ashfordstpeters.nhs.uk/blood-tests>

One can go to the Hospital and book an appointment using a machine outside the Phlebotomy Clinic (2nd Floor – Main Building – Main Entrance). It is possible that there may not be a free appointment imminently. As a consequence, the Practice has added another Phlebotomy Clinic session, with advanced booking only.

As from 11 December 2019, the additional Clinic will be held each Wednesday, 11.30am – 2.00pm and commences on Wednesday, 11 December 2019.

This now means that the Practice runs six Phlebotomy Clinics per week, and on Saturdays – each lasting 2.5 hours.

Action: Publicise the above in the Bite Size News and on the website.

Mind Matters

RF to investigate additional services that the Practice can pull in to assist mental health patients (aged 18+), suffering with depression, anxiety or stress.

The Practice Website

The CCG will fund a new website for the Practice to make it consistent across Surrey Heartlands. It will be a similar website format to the Shepperton Medical Practice site, [https://www.sheppertonmedicalpractice.co.uk](https://www.sheppertonmedicalpractice.co.uk/). The SHC website will be customised to suit the Practice – for instance on-line access / consultation and Engage Consult, etc. It is hoped that the new site will be launched as soon as possible.

Action: RF to update NH on the progress of the site and the on-line access and Engage

Consult factors. A Sub-Meeting could be set up to discuss this.

The Premises … Ceasar Court, Sunbury

RF reported that there had been a meeting with the CCG and Spelthorne Council re. Ceasar Court as a possible new premise for the Practice. From the perspective of the Practice, the premise is not sustainable for several reasons – very limited car parking spaces (10), and high service charges and facilities management costs. RF has passed on the Practice’s opinion to the CCG.

The Practice will continue to work with the Council. There may be other sites to consider, as well as looking again into what could be done at the current premises.

Practice Patient Numbers … Feedback from Patients’ Survey 2019

The Practice has 356 more patients than in April 2013. This contradicts the perception that the Practice is overflowing with additional patients – as indicated in the Patients’ Survey.

The patient numbers rise and fall between 18,200/300–18,900. The Practice is accommodating the patients’ current needs, with extra staff and four more rooms in the building. However, there are more patients opting to ‘visit’ the Practice for treatment, rather than an increase in ‘patient registrations’. This now shows the necessity and importance of streaming patients to the right Clinician at the appropriate time – and the strength of Social Prescribing.

The utilisation of the multi-disciplinary Team within the Practice has developed well within the last year and is being utilised meaningfully.

Spelthorne Local Plan and Impact

PT presented a map of Lower Sunbury and the upcoming housing proposals. The Council is talking about 760 new builds (over a period of 15 years), in Sunbury. However, this is still out for ‘consultation’ and numbers may change up or down. 446 of those 760 new builds are likely to be on Green Belt land which is easily built upon.

An IDP (Infrastructure Delivery Plan) looks at what is needed to meet the additional demands … its Health Centre, its Schools and transport, etc. This cannot be achieved until the end of the current Consultation.

It is important for people to feed into this now and prior to 07 January 2020. The Consultation documents can be read on-line and comments submitted on each section.

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| Site Allocations |
| <https://consult.spelthorne.gov.uk/consult.ti/DraftLocalPlan/viewCompoundDoc?docid=11049588> |
| Email Comments to: [Local.plan@spelthorne.gov.uk](mailto:Local.plan@spelthorne.gov.uk) |
| Write to: Strategic Planning, Spelthorne Borough Council,  Knowle Green, Staines upon Thames, TW18 1XB |

Feedback from the consultation will be analysed and fed into the final version of the Local Plan, which will then be consulted on before it is submitted for examination by an independent inspector. The inspector will then recommend whether the Plan can be adopted, but the final decision will rest with the Council, probably around the middle or end of next year. <https://www.spelthorne.gov.uk/localplan>

The impact of these planning proposals for the Practice is the concern that, from the large number of properties to be built, there will be an obvious increase in patients registering. This will form part of the Practice’s long-term planning.

Fundraising

Following the success of the fundraising at the recent Flu Clinics, it has shown that it is acceptable to raise money for the Practice, as opposed to previous years when the fundraising was for local charities or interests.

The PPG should now look at how it raises money … when it should, and for what purposes. DG suggested that Fundraising was PPG led, whilst consulting the Practice for ideas and consents.

Action: Keep Fundraising on the Agenda.

External Meetings

PPG Chairs’ Meeting

* PT attended a PPG Chairs’ Meeting and will circulate the Minutes when received.
* One of the topics discussed was LIVI and its statistics. Within a 375,000 population in Surrey, 40,000 have registered with LIVI = about 10%.
* LIVI has conducted 22,000 consultations since October 2018, and the mental health consultations were extremely positive.
* This highlights the ability to be able to talk to somebody directly and on-the-spot, rather than travelling to an appointment.
* The Shepperton Medical Centre is one of the biggest users of LIVI.

Patient-Led Assessment of the Care Environment

* NH attended and conducted a PLACE 6-hour meeting assessment as a Patient Assessor at the Walton Hub and Walton Community Hospital where patients are there for longer periods, often for months as they travel up-and-down through the NHS care system.
* This is the only assessment that takes place looking at ‘the building’ and whether it is fit-for-purpose.
* PLACE is run by the NHS. CSH – a local Health Provider, runs the Walton Hub and Community Hospital.
* It was a very comprehensively and meticulously run event, covering everything from furniture, cushions, chair frames, the environment, the lighting, and signage.
* Lunch and Wards were also thoroughly evaluated – the lunch being the same as that given to the patients.

RF commented that, although CSH appeared (from NH’s report) to be ‘concerned and interested in cleanliness’, it had failed the Practice. The cleaning at the Practice is undertaken by a company Swift (tendered out by CSH). The cleaning is not up-to-standard, and despite continuously reporting this, nothing is occurring by way of improvement. A PLACE audit on-site, at the Practice, would be a welcome review of the standard of cleaning.

RF has asked NHS Properties, the Landlord, for a Specification and a Weekly Periodic Deep Cleaning Schedule, toilet cleaning and several other questions in relation to the Contract held by NHS Properties with CSH/Swift. Photographs were also sent in. No response has been received. Further follow-up is to be undertaken, although the lack of response or improvement is very frustrating.

Action: RH to follow up with NHS Properties and CSH in order to get answers to his

Questions.

Artwork Project

Following a visit to St. Ignatius Primary School and the upcoming children’s artwork display in the Waiting Room at the Practice, the judging will occur on the 10th December 2019. NH will confirm with RF about prizes for the winners – for instance, book tokens.

Children’s Play Area

* TF raised some patients’ concerns that the children’s toys were removed from the Waiting Room, albeit some time ago.
* Following previous patients’ feedback, the toys were removed following cleanliness concerns.
* RF suggested a dedicated Children’s Book Corner and it was agreed to look into this positively.

Action: All members of the PPG to consider the Book Corner idea, and any other

possible ideas.

NEXT CORE MEETING DATE

The date of the next Core Meeting is scheduled for

Tuesday, 21 January 2020 at 3.30pm.

ACTION POINTS RAISED … Quick View

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| * Involve Cassie to assist in the production of documents, using   templates and themes.   * Revisit this topic at the next Core Meeting. | RF / ST  NH |
| Patients’ Group Recruitment: Follow up the known interested parties. | NH |
| Publicise the Phlebotomy Clinic additional service – days and times - following the revisions at Ashford Hospital. | RF / ST NH |
| Update NH on the progress of the website and consider setting up a Website Sub-Committee. | RF / NH |
| Add Fundraising to the Core Meeting Minutes to discuss future. | NH / TF All |
| Circulate Minutes of the PPG Chairs’ Meeting. | PT |
| Contact NHS Properties and CSH to get answers to recent letter re. cleaning standards at the Practice. | RF |
| Confirm and organise prizes to be given to the winners of the children’s artwork at St. Ignatius. | NH / RF |
| * The Group to consider the possibility of creating a dedicated Children’s Book Corner’ in the Waiting Room. * Raise the subject again at the next Core Meeting. | All |

GLOSSARY

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| CCG | Clinical Commissioning Group – a clinically-led statutory NHS body responsible for the planning and commissioning of health care services for their local area. [https://www.nhscc.org/ccgs](https://www.nhscc.org/ccgs/) |
| CSH Surrey | An NHS community healthcare provider with a passion for helping people live the healthiest lives they can in their communities.  <https://www.cshsurrey.co.uk/about-us/about-csh-surrey/our-history> |
| CQC | Care Quality Commission – monitors, inspects and regulates services to ensure that they meet fundamental standards of quality and safety.  [www.cqc.org](http://www.cqc.org) |
| IDP | Infrastructure Delivery Plan – identifies the Borough’s infrastructure requirements, including social, physical and green infrastructure. It sets out what is needed, where it is needed and when it is needed.<https://www.spelthorne.gov.uk/media/18228/Local-Plan-FAQs/pdf/FAQs_Final_Document_-_Web___Cllrs.pdf> |
| LIVI | See a GP by video – get medical advice, referrals and prescriptions. This reduces NHS waiting time pressures and unnecessary A&E visits.  [https://www.livi.co.uk](https://www.livi.co.uk/) |
| Mjog | Mjog - a fully automated text and email messaging service designed to reduce ‘no shows’ and the uptake of Clinics, such as Flu Vaccinations. It allows a fast and easy stream of communication for appointments and surveys. [www.mjog.com](http://www.mjog.com) |
| PCN | Primary Care Network – GP Practices become part of a network, providing the structure and funding for services to be developed locally in response to the needs of the patients. This is a key part of the NHS Long Term Plan.  <https://psnc.org.uk/the-healthcare-landscape/primary-care-networks-pcns/> |
| PLACE | Patient-Led Assessments of the Care Environment - Patient Assessors visit hospitals to assess how the environment supports the provision of clinical care.  <https://digital.nhs.uk/data-and-information/areas-of-interest/estates-and-facilities/patient-led-assessments-of-the-care-environment-place> |
| Social Prescribing | Social prescribing is a system where healthcare professionals can refer patients to local, non-clinical services to meet their wellbeing needs.  [https://www.england.nhs.uk/personalisedcare/social-prescribing](https://www.england.nhs.uk/personalisedcare/social-prescribing/) |