

## **Shotfield Medical Practice Patient Participation Group**

Minutes of the meeting held on Weds 7<sup>th</sup> December 2016 at 4.30pm

In attendance Sarah Kavanagh (Practice Manager) NF (Chair); CL (Vice chair); JG (Minutes Secretary); FS; Dr Munden; LJ: RB

### **1. Apologies**

PH; AK;CB;MR;KC

### **2. Additional items for AoB**

No additional items were forthcoming.

### **3. Minutes of the last meeting and matters arising**

The minutes were accepted.

SK gave an update on Merger and everything seems to be settling down. RB said that from a users point of view there were no problems and that there was improved computer access.

CL frequently updates Facebook and Twitter including items from Healthwatch.

SK has recently added a link to these via the Practice website.

NF conveyed our thanks to CL for her work.

CQC Inspection – complaints feedback

NF updated the meeting with some comments from PH who is exploring the format used at other practices eg presenting an annual summary of up-held complaints. SK explained that complaints can be made verbally or in writing. To balance this it was agreed that we should also review positive feedback which should be actively sought. SK reported that additional information is gathered through the Friends and Family questionnaire, available on the surgery tablet or via a paper version from Reception. Reception also hold a comments book. Dr Munden proposed that the Friends and Family survey could be further promoted and showed a copy of a poster used at Wrythe Green practice which could be displayed in the waiting areas.

Signage

NF reported that when we were there for Antibiotic Awareness it was clear that Shotfield receptionists were dealing with Wallington Practice patients and also those visiting for blood tests and other services. It was suggested that rather than tackle the whole signage issue, it might be worth displaying a few notices just relating to eg blood tests. The ensuing discussion included possibly moving the reception desk, or installing a notice on the main doors/ lift doors directing patients to the relevant reception desks.

### **4. Election of new Officers**

Membership of PPG should ideally be 10. NF will e-mail all current members for nominations for the posts of Chair, Vice Chair , Minutes Secretary to be received by 6<sup>th</sup> January. \*See below

### **5. Antibiotics Awareness.**

This was successful and had the added benefit of registering patients for on-line access. SK to check whether the number of online users has increased as a result.

NF and SK had attended a workshop on online access which promoted extending the services available online and the benefits of this service.

A discussion took place about extending these services including consultation notes especially sensitive information given to GP's .

### **6. Online access**

It is now possible to register on the mobile App. There are additional services

which might be provided but this may not be possible. SK would investigate and then NF can update the patient information booklet. There is also a new Healthwatch App which could be promoted.

The issues surrounding Beddington online access have now been resolved. It was also suggested that SMP online information cards could be available in the blood test areas to inform patients that they can get their test results online.

### **7. Update on the new website and Focus Groups**

Dr Munden updated the meeting on progress. It is not quite ready but should be implemented shortly after the work has been commissioned. The likely date will be after the winter rush has subsided (possibly end of March). The focus group meeting on 18<sup>th</sup> January will be on Diabetes and members of Uplift will also attend. The treatment of diabetic patients will be process mapped.

LJ outlined treatment available in Warwickshire where a practice he knows employs a diabetes nurse and runs a drop in centre with some success. Diabetic UK are running a long term project and the Independent Diabetes Trust is exploring short term help.

Dr Munden proposed investigation into a possible App to assist diabetes monitoring in young people.

Young carers/carers in Sutton organisations could be promoted on the website. It may be possible to run a Saturday morning drop-in event in conjunction with Wallington Practice covering carers/dementia/diabetes. Things to consider are free flu jabs and reflexology.

The concern is that young carers can slip through the support net.

This whole topic is to be considered more fully at the next meeting, or subsequent focus group.

### **8. Report on Recent PRG meeting**

LJ updated the meeting. There had been a change in senior staff. The meeting was interesting with lively discussion as many initiatives had fallen by the wayside. Patients interest were put forward and future plans outlined. Members were asked to complete conflict of interest forms.

T the PRG meeting, PH asked for best practice guidelines for future practice mergers to be produced.

### **9. AOB**

There were no items.

### **11. Date of next meeting**

Wednesday 8<sup>th</sup> February at 4.30pm.

Alternative dates and times were discussed so that as many members as possible could attend future meetings.

\* At the end of the meeting, PPG members remained behind to discuss nominations for the forthcoming elections. All existing officers agreed to continue in post if elected and were duly proposed and seconded. NF agreed to circulate this information to all members inviting further nominations by the closing date of 6<sup>th</sup> January.