

Shotfield Medical Practice Patient Participation Group

Minutes of the meeting held on Thursday 19th November 2015

In attendance NF (Chair); CL (Vice chair); KC; JG (Minutes Secretary); FS

1. Apologies

Sarah Kavanagh (Practice Manager); AK.

2. Minutes of the last meeting

The minutes were accepted.

3. Patient Survey Update

SK sent written feedback reporting that more completed surveys were received this year which will take time to process.

Overall PPG members felt the survey went well with good patient participation.

As a result of spending more time than usual in reception, they additionally made the following observations:

Reception – elderly patients were sometimes kept standing in a queue which on some occasions seemed to be caused by processing new patients.

Information – there was a lot of information displayed on walls in the waiting areas which could possibly be better displayed. The electronic notice boards contained a great deal of useful information but this was often difficult to read and assimilate.

KC noted that the Citizen Advice helpline was now in place.

4. Update on the proposed Merger

SK provided a written update and the proposed letter to Beddington Medical Centre patients.

There was concern about the number of receptionists and telephone call handlers required to cope with the increased patient numbers and also about maintaining the same patient/doctor ratio.

Some of the PPG members will try and get to the Public Meeting on the 9th December at the Phoenix Leisure Centre. 6.30-8.00pm.

5. Wallington Community Wellbeing Group

CL updated members on progress and provided copies of an excellent pamphlet which is to be widely available.

Wellbeing Navigators will be available at the practice and patients can self refer to them.

KC suggested CL also liaise with Sutton Social Services to try and achieve some funding from them and other agencies such as local banks. The Round Table and Sutton Business forum could also be approached.

6. Progress on Integrated Digital Care

In PH's absence this item was deferred to the next meeting. NF to forward PH's email to PPG members.

7. Report on SCCG PRG matters and selection of representatives to attend PRG meetings

KC updated members of the latest developments and will forward a copy of the minutes for circulation.

It was agreed that KC would continue as PRG representative.

CL will be the second rep

NF will be the third rep should either of the above be unavailable.

8. Talks for Patients eg Osteoporosis, diabetes etc

NF had recently attended an excellent presentation by Professor Susan Lanham-New (University of Surrey) about the latest research on diet and Osteoporosis at Sutton branch of National Osteoporosis Society which she felt would be of interest to other patients.

It was thought that Sarah Kavanagh would approach speakers to give talks on relevant topics and suggested that these might be held in the Reception Area of the Practice after hours.

9. Membership of the group following resignations.

It was suggested that if a patient is interested in participating that they could, in the first instance be co-opted, especially if they are from a demographic group not currently represented.

10 AOB

KC raised concerns about the closure of 50% of the beds at Springfield Hospital. He will pass copies of the papers to NF.

11. Date of next meeting

Thursday January 28th at 4pm – it was hoped that the earlier time would facilitate attendance for some members.