

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

Minutes of the meeting held on Weds 25<sup>th</sup> May 2016 at 4.30pm

In attendance Sarah Kavanagh (Practice Manager) NF (Chair); CL (Vice chair); KC; JG (Minutes Secretary); FS; PH; AK; Dr Munden

### **1. Apologies**

LJ

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

The minutes were accepted.

PH gave feedback from the Service Manager of Sutton Uplift. Staff are adequately trained and there isn't a high turnover of staff. She apologized for the lack of engagement with the local community and will investigate.

FS had contacted District Nurses and the file has been taken back.

KC still has concerns about the number of beds at Springfield and the lack of an overall Strategic Plan. The matter was raised at PRG and has been passed to the Commissioning Group as it needs to be sorted out at a higher level.

### **3. Update on the Merger**

SK informed the meeting that the merger will go ahead on 30<sup>th</sup> September for emergency cases and will go live for all patients on 3<sup>rd</sup> October. There may be teething problems in the first two weeks and some PPG presence may be needed during this period. Beddington patients have been informed by letter. Those already registered for online access will be contacted separately as the Beddington data cannot be transferred directly

### **4. Update on website and launch of new site**

SK informed the meeting that there had been problems with the original printer of the information cards and a new printer has been employed. Feedback for the new website had been very positive. Dr Munden asked whether the content was being reviewed as she felt that some clinical amendments need to be made including self care and self management. She suggested a focus group comprising practitioners and PPG members and she will feed back suggestions through SK to PPG.

The PPG page could also do with some extra information. KC suggested either a contribution from Healthwatch or a link to the Healthwatch website. SK passes amendments to the web designers for implementation.

The website launch has been delayed until the information cards are available. Individual PC Tablets only work in some areas of Reception and SK will investigate whether we can get a WiFi booster. NF will take some screen shots and put them on her Tablet with the aim of producing guidance instructions. SK to supply NF with Information.

### **5. GP State of Emergency**

SK and Dr Munden updated PPG on the current GP state of Emergency. Possible means of alleviating this were discussed including using nurses for some aspects of primary care(KC); encouraging patients to use the minor ailments system; circulating information through Head Teachers and schools websites (CL). CL to provide generic email addresses for schools and will be proactive in implementing; Advertising in Sutton Guardian(KC)

PH informed PPG of the 4 Patient Education Sessions being rolled out at different locations across the Borough.

## **6. What good PPG's do.**

PH explained Best Practice and reiterated the ground rules, aims and objectives. She will email a copy of guidelines to PPG members. Beddington PPG members will be invited to the next Shotfield meeting. SK to send the rules of Shotfield PPG to Beddington members before the next meeting.

## **7. Raising Patient awareness of the cost of lost appointments**

SK supplied information on DNA's even though patients get a text reminder or phone call. KC wondered if a more detailed exploration of the data would give any more information of the reasons why patients did not attend. Possible reasons for this were discussed.

## **8. Using Social Media**

The pros and cons of this were discussed. CL and NF would investigate setting up and running.

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

PH and KC updated PPG. Topics discussed included primary care strategy over the next 5 years; conflicts of interest during contracting of services; patient risk; use of pharmacies; practice mergers; improving quality; improving premises and centralizing services; shortage of GP's and using nurses for some primary care; 5 new nurses to support dementia patients.

KC to attend next CCG meeting on 29<sup>th</sup> June.

## **10. AOB**

Dr Munden suggested several areas in which the PPG might be involved for example promoting Friends and Families and the organisation of the waiting area including promotional material

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

Wednesday 27<sup>th</sup> July 2016 4.30pm