

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

Minutes of the meeting held on Weds 12<sup>th</sup> April 2017 at 4.30pm

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

### **1. Apologies**

RB ;CB

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

Out of hours GP service – this item taken under item 6

### **3. Election of new officers**

NF, CL and JG re-elected to continue in their positions for another year.

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

The minutes were accepted.

CL and NF attended the meeting on pneumonia immunization. Dr Munden is waiting to go to a further meeting in May.

CL circulated details about the forthcoming wellbeing day to be held on 28th April at St Michael's Centre, Milton Road. PH will be promoting Patients Groups on this day especially the need for people with learning difficulties to be represented on these groups.

KC informed the meeting that two patients had called the practice with complaints about bowel cancer screening. SK had been unable to follow these up as they were made anonymously

### **5. Complaints**

The issue of the reporting of complaints to PPG was raised at the recent PPG forum reported by JG. PH supported JG's assessment. SK will provide an annual summary of last year's complaints so that trends can be identified,

**ACTION.** To be put on the next meeting agenda.

Facebook complaints go to CL who has admin rights for this. Complaints made in this way are passed to SK. A complaint recently received had been dealt with by SK.

PH informed the meeting that SMP PPG are the only practice to use Facebook and the meeting thanked CL for providing this.

### **6. Reports on meetings attended by PPG members since February**

Reports had already been circulated so only a few points were raised at this meeting FS attended one of Claire's meetings on COPD and provided feedback. The meeting was busy and information was generally well received.

LJ attended the meeting on Central Sutton Health Centre development and provided feedback report with additional comments from KC. LJ felt that this was a disappointing meeting with the views of attendees were not being taken into consideration.

KC felt that there was no strategic planning in place with a piecemeal approach being taken especially regarding the implementation of radiology services.

LJ and KC felt the provision of additional services elsewhere could compromise provision at both St Helier and Jubilee Centre.

SK informed the meeting that X-ray services at Jubilee Health Centre would only be available from 9-1 in the future.

SK informed the meeting of new out of hours GP service to be provided at Wrythe Green surgery from 18.30 -20.00 weekdays and 08.00-20,00 at weekends. This is not a walk-in service. Appointments must be booked in advance through GP surgery. The appointments will last 15mins instead of 10 to reflect the time needed for GP to review patient record before consultation. The Wrythe Green GP will only have access to records relevant to the pre-booked patient.

A second out of hours hub will be opened later in the summer. Appointments, if available, may also be referred through NHS 111. Only 1 GP will be available.

Dr Munden noted that this was a missed opportunity to deliver the service using Physician Associates.

KC will be attending the Commissioning Group meetings in future as part of his role at PRG.

PH explained the role of NAPP.

**ACTION** JG will look into this and report back

### **7. Ongoing Activities Programme**

NK updated the meeting on the Croydon Activity Champions training attended by NF and JG and has circulated key points from copy of the presentation given.

CL updated on the Sutton Physically Active network meeting. There is a lot of interest in working with SMP PPG as we represent patients rather than fitness providers.

Dr Munden is handing out the Wallington Community Wellbeing Walk for Health leaflet put together by CL with NF & JG – the walks start in May.

**ACTION** NF has set up a meeting between Dr Munden, SK, JG David Gentles and Sue Burgess to discuss the future of current initiatives and how we can contribute

### **8. Diabetes Focus Group**

Dr Munden gave an update on the Diabetes Focus Group. The new letters to diabetic patients are working – the non-compliance rate is down by 50%.

Uptake to Desmond – only 50% take this up.

The Q&A App still needs developing by a volunteer.

PH suggested we should try recruiting from Sutton College.

FS suggested Sutton High School.

It was suggested that SMP Diabetic webpage be updated to include the walks scheduled for May.

NF and JG suggested setting up a directory of local activities.

**ACTION** JG to begin compiling this with assistance in publicising from CL

### **9. Patient survey**

SK informed the meeting that the patient survey should be led by the PPG . PPG suggested that questions should include how much exercise the patient does and also which sort of activity they would be interested in taking part in.

**ACTION** NF has circulated a request for questions from PPG members. SK has circulated a core list of questions.

### **10. Role of the PPG**

SK raised concerns at the level of currently being undertaken. PPG wondered whether we should advertise for additional PPG members possibly to include one person who would undertake to produce a newsletter.

**ACTION** SK has informed PPG that two patients had contacted her and NF has asked for comments about the future make up of PPG.

### **11. AOB**

NF asked whether it would be worth contacting Wallington PPG for a joint meeting to discuss signage within Jubilee Health Centre.

LF thought there were still problems regarding signage for blood tests but it was reported that the situation had improved.

SK informed the meeting that discussions about signage were currently underway.

**ACTION.** PH to facilitate a meeting regarding signage to take account of patients with disabilities and learning difficulties to make information more accessible. She suggested consulting Sutton vision.

PH also to facilitate meeting between Chairs of SMP and WFP PPGs

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

Wednesday 21<sup>st</sup> June 2017 at 4.30pm.