

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

Minutes of the meeting held on Wednesday 27<sup>th</sup> July 2016

In attendance SK (Practice Manager) JM (GP), NF (Chair), CL (Vice chair), FS, JeM (Item 4)

### **1. Apologies**

JG, LJ, KC, AK & PH.

### **2. Welcome**

Members of Beddington Practice PPG had been invited to attend but were unable to attend so will again be invited as guests to our next meeting where we hope to meet them.

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

The minutes were accepted.

#### **Matters arising**

State of Emergency - Nothing further heard by the practice

DNA (Did not attend) results will be available for the next meeting

PPG Ground rules will be brought to the next meeting

### **4. Feedback from JeM, Practice Nurse**

JeM noted that the Nursing Team had been unhappy with the nationwide results of a survey on nursing provision and had therefore done their own Patient Satisfaction Survey.

This was carried out over 6 weeks in May/June 2016. There were 39 responses. The results were very encouraging with all patients reporting positively on the care they had received and the overall knowledge of the nursing staff.

JeM confirmed this survey would now be done annually. The members thanked JeM for her and her team's contribution.

### **5. Update on the proposed Merger**

SK confirmed all was on course for the transfer as at 1st October 2016. Beddington are moving to Shotfield on Friday 30th with their records having already been transferred a week before. There will be a reduced emergency-only service available on Friday 30th for all patients and details will be put on the Home Page of the practice website.

### **6. Update on promotion of patient online & rota**

NF & CL had both been available in the Centre to promote the benefits to patients of registering to access their records online. It was found that the direct approach worked better and those waiting for Blood tests were a captive audience as they waited and most were very interested and said they were likely to register.

The two booklets would be merged into one and these would be used in future.

NF produced a rota of days and times when a few of the PPG had indicated their availability to be available in the Centre. JM said the busiest day was Monday, followed by Tuesdays and Fridays. It is hoped that the PPG will be available for a few hours on Tuesdays on a regular basis, ideally 10 - 12 Noon and/or 4 - 6 pm. If enough members are available it would mean only having to do one week in 3 or 4. NF will produce another rota after contacting members again. This would be a regular day and other things could be covered apart from Patient online such as Friends and Family and the annual satisfaction survey. SK will create a sign for the desk in Reception.

## 7. Report on the first Focus Group Meeting

JM reported that the first meeting had been very successful and options for the website had been fully discussed. Other practice websites had been viewed and there were several that the group liked. Subsequently another website was considered, 'Waterfield Practice'; this was very interactive with many forms being produced for the practice to monitor and respond to. JM confirmed that the partners of Beddington and SMP were having a live demonstration next week when they would consider the various options.

JM had obtained a dummy version of the existing site and some pdf copies of pages to assist in evaluating its potential. She had also established that it is possible to have the advertisements removed and that they are working towards making it iphone/ipad compatible but a date has not been fixed for that.

Priorities had been listed for an ideal website and these will be used in decision making.

The staff had liked the idea of having a group photograph on the Home Page to show the practice as a friendly team and this could be updated annually.

JM distributed a detailed report on one day's calls to reception and the secretaries. In summary there were 136 calls were for appointments, 60 for prescriptions, 20 for results and 55 for other information.

Signage was also discussed and the fact that most people seem to come into the centre and go to SMP reception rather than the main receptionist for the Centre who is the best person to direct people for blood tests, xrays and other services.

It was suggested that a store type tall sign be placed at right angles to the SMP desk making the desk less likely to be used as a first port of call. It was also considered making the main receptionist more visible to people visiting so the stress on SMP reception should be lessened.

## 8. PRG Meeting

LJ sent the following report in his absence:

*There is a new roll out of the 999/111 service which involves more integration and a direct referral from 999 to 111 without the need to for the patient to redial in cases which are deemed non urgent*

*There is a project to identify people misusing 999 and the ambulance and hospital services. Of the 11 targeted people so far , ten have stopped doing so and the eleventh is being carefully and successfully encouraged . That particular person called an ambulance 40 times in a month!*

*In response to the action plan to get patient feed back of the NHS services,KC made an excellent pitch for a template to be provided to surgeries . This was agreed by PH , so will be most helpful and intended to be left in surgeries for people to complete if they wish.*

The committee thought the questions to be rather open ended and maybe difficult to quantify results. SK confirmed this had not come through to the practice as yet.

*The list of pharmacies which provide minor ailment advice is still awaited, but this may have been delayed due to the fact that 11 pharmacies are closing soon.*

## **9 AOB**

CL reported that Wallington Community Wellbeing Group are holding an Older People's Day event on Friday 14th October at The Centre, Milton Road, Wallington SM6 9RP starting at 11 am.

The event will be activity based with taster sessions of various activities such as Yoga, Tai Chi, Indoor Bowls, Dancing etc. at 30 minute intervals throughout the day.

There will be stalls with many representatives from groups such as Alzheimers Society, Sutton MC, Diabetes UK, Shopmobility, Local Walks, Livewell, HealthWatch etc. together with some Health specialists like an Optometrist, an Audiologist and others to help with general care and information. There will be talks as available. Further information will be circulated in due course. This is being funded by the NHS/HealthWatch.

CL reported that a Facebook Group had been set up linked to a Twitter account so posts on FB were automatically tweeted. These had not been advertised but now they are active they would be liked via other local FB groups. The group would be used to promote health topics and information and run under the PPG heading. A link would be put on the PPG page on the practice website.

SK mentioned the information screens and confirmed that the Wallington Family Practice would like to liaise with SMP to decide on the content. This will probably be from October onwards due to pressures on admin with the merger.

## **10. Date of next meeting**

Wednesday 14th September 2016 at 4.30pm