

Shotfield Medical Practice Patient Participation Group

Minutes of the meeting held on Thursday 28th January 2016

In attendance Sarah Kavanagh (Practice Manager) NF (Chair); CL (Vice chair); KC; JG (Minutes Secretary); LJ

1. Apologies

FS and AK.

2. Minutes of the last meeting

The minutes were accepted but they need to be amended to reflect that LJ sent his apologies.

3. Patient Survey Update

SK thanked the PPG members for their help with the recent Patient Survey and summarized the results. The number of responses were greatly increased and patients were generally very happy with the service provided. Some minor issues arising, which need to be addressed, include on-line access and the dissemination of information to patients. PPG members suggested that they form a small group to help the Practice with communication issues including the website, screens, noticeboards etc. SK will contact website provider to establish if the design could be amended in any way.

4. Update on the proposed Merger

SK updated the PPG on the feedback from the meeting. It transpired that several of those complaining were not patients of Shotfield but from Wallington Family Practice. The merger will go ahead from 1st July. There will be infrastructure changes, more phone lines and admin staff will transfer from the Beddington Practice. The patient demographic and Performance reviews are in line with those at Shotfield. A general discussion followed regarding GP practice closures and it was suggested that the CCG look at procedures when a GP Practice closes.

5. Progress on Integrated Digital Care

SK and PH updated the meeting on progress so far. All practices in Sutton except one have signed up. Patient records will be accessible by A&E and eventually to out of hours and community services. This service is local to Sutton only.

6. Patient Education

Clare Lowrie-Kanaka, Project Manager for Primary Care, NHS Sutton CCG was invited to the meeting to inform them of current initiatives being undertaken in Sutton. These fall under three main headings:

Patient Online

Aim to encourage patients to use online rather than phone etc. (See discussion above)

Help yourself to health

Focusing on BME and ethnic minority groups particularly Polish, Urdu and Tamil communities. To provide a six week educational course advising on how to use and access health and community services together with general health advice on diet exercise etc.

Patient Education Sessions

Running 12 sessions over 12 months covering COPD, Diabetes, Managing health for the over 75's, Managing the health of young children.

10 AOB

KC raised concerns about the closure of 50% of the beds at Springfield Hospital and the impact this could have on local GP's. He also felt that the stats given to the PRG were inaccurate. SK to follow up.

11. Date of next meeting

Thursday 31st March at 4,30pm

The next PRG meeting will be on 2nd March 4.45-6.45. NF &/or LJ will attend as KC is unavailable.