

Minutes SMP PPG meeting 9th Nov 2022

1) Present: HS, EM, RB, KC, CL, AC, NF **Apologies:** JG, LJ

2) Items for AoB: All covered in agenda

3) Minutes of Last meeting and matters arising

EM asked for correction to wording to Item 10 re digitally excluded patients.

He explained that the Teledermatology project has two branches - in one, patients take pictures and send to the GP and in the other, patients who are digitally excluded can be given additional help to do this. In reality there were no patients who were unable to send a picture, as if unable to do it themselves, they all had someone who could do it for them.

EM added that he is in touch with a member of the sensory impairment team in social services so this will help with ideas of how to access and assist people with sensory impairment.

4) Update on Healthwatch

HS said there was no news from HW apart from that Peace, a new link person, has been appointed.

Action: CL said she will report back from the HW AGM to be held soon.

NF had passed on to a member of the HW team that SMP felt that results need to highlight achievements as well as any issues to address.

5) SMP update

Dr LY is now supporting a part time registrar RY and this is working well.

In further good news, Physician Associate EA is back.

HS reported that the practice software has been updated but that this has made no difference. It is still very slow with lots of time-consuming crashes, time taken to change pages and difficulty with printing.

KC queried if additional storage would help. EM agreed that adding pictures etc has added to the problem and the situation has been getting progressively worse over a few years.

The problem could be local or caused by the EMIS system which seems overloaded.

New IT equipment is needed but they are unable to fund it. Even if a request for new equipment or repair is passed, it still takes months to come.

KC suggested gathering a PCN-wide response and send to SW London team, to show that the problem is not just in a single practice.

NF suggested stating problem in terms of how much time is spent waiting by clinical and admin staff. It should be possible to quantify the approximate cost of these delays. KC suggested look at time of day too.

CL said the time wasted also impacted on patient care.

NF queried the situation with pharmacists automatically reordering repeat prescriptions.

It seems this service is no longer available and it was suggested that the wording online be clarified.

NF also asked how the on-the-day booking is working. EM/HS reported that each Dr now has one slot am and pm available the next day which can be pre-booked online as well as on-the-day appointments.

Action: NF will look at wording on these web pages

5) SMP website

NF reported on improvements and circulated statistics which show that uptake is gradually increasing. 2844 users visited the website in October and given that one would not expect all patients of the Practice to look at the website every month, this is encouraging.

EM thought that using the word Triage might be unclear and asked to change the wording.

HS/EM also thought rearranging the main boxes on the home page might encourage online take-up.

EM asked if there could be a pop-up box saying "Can you make this request without getting an appointment?" NF will investigate.

Action: NF will look at Patient Triage wording, layout of boxes and possible pop-up message

HS felt the main thing was how to get people to look at the website in the first place. It was suggested that sending texts to patients about what could be done on the website might be productive.

The idea of a survey was discussed but it was felt that an online survey would only contact those who were already online and therefore would not establish why people weren't using the facilities.

7) Pan PCN

CL proposes to hold in Feb when Peace is in post and HW will send out invites.

8) Health Champion Report

AC reported that she, JG and LJ attended two flu clinics and that it went very well as well as being enjoyable. She suggested some admin improvements.

AC was also asked by HS to offer weight and BP tests and to refer any concerns to Nurse Lewis.

AC reported that there had been good take up and that offering free weight and BP checks was well-received and very worthwhile.

EM reported that with PPG help all the jackets were taken off in advance which made it quicker.

EM/HS thanked AC, JG and LJ.

9) Community Health Champion Report

CL attends monthly meetings of Community Health Connectors who represent Groups in Sutton to share information and listen to speakers.

CL also reported on the recent Wallington Community Wellbeing Charity (WCWC) event which she organised. This included an NHS hub for free health checks - pharmacists, a long-term conditions GP, cancer screening, BP checks, BMI, waist-line measurements. Visitors with any untoward readings were able to discuss with the GP and could be referred on to their own GP. Some visitors had already been diagnosed and prescribed medication within a few days of the event.

NF said the free weight and BP checks seems like a winning formula both at the WCWC event and at the flu clinics and could perhaps be repeated in other settings.

CL said that a new batch of activity calendars was coming soon and that she would provide some for the Practice.

Action: CL will distribute new activity calendars

In February WCWC is doing a mini event in Roundshaw this time for all age groups so will include Home Start Sutton and health visitors. It will be from 11am-2pm , date TBC.

Action: CL to confirm date of Roundshaw event

There is to be a digital exclusion meeting for Wallington PCN. There was a well-attended group session helping people with digital devices at the Wellbeing Day. They need to get people DBS checked before anything on a more individual level can be implemented.

Wallington PCN is running an Integrated Neighbourhood meeting on 18th Nov at the Grange between 1 and 4.30. There will be presentations of data and information on activities and other projects in the area.

EM raised the issue of cuckooing in Sutton where criminals befriend vulnerable people and take over their houses, bank accounts etc. AC said adult social services and police need to be involved and felt there was a need to raise awareness. AC said that county lines drug rings are using young children especially girls.

CL offered EM a police contact to whom he could report any concerns.

10) PRG feedback

KC reported on the meeting held in July.

CL said the proposed Community Diagnostic Centre was not going ahead but would be in Purley instead however she was still hopeful the plan could be revived.

Wallington Library is not a warm space this winter.

KC also reported on pharmacies and repeat prescriptions and the fact that some medication cannot be purchased over the counter in certain situations. Also, sometimes pharmacists can't get stock.

He further reported that from October, there would be just one phone number for the out of hours hub as it will be centralised.

KC reported on the Digital Exclusion project and CL updated this to say that it is being piloted in Wallington FP, SMP and WCWC to be run out to the rest of the Sutton PCN's.

The next PRG meeting is on 22 November.

11) 2022 survey

There is concern about carrying out surveys without a clear purpose or chance of obtaining useful data. HS suggested we could survey why people don't access the website but there was no obvious way to reach people who do not already have access.

NF presented some suggestions for PPG action which were agreed as follows:

- 1) To have an agenda item each meeting to look at any current results and discuss actions and progress. HS suggested she could bring the last three months results from the iPlato survey to meetings. We will also have the HW and GP surveys.
- 2) To look at ways to have an occasional mini survey using iPlato or the website.

Action: RB to include regular survey item in agenda

Action: HS will bring previous 3 months of iPlato survey results to each meeting

Action: HS will look into cost of sending iPlato message to all patients

12) Future Developments

Covered in other items

13) AoB

Covered in other items

14) Agree carry forwards items

Surveys

Encouraging take up of online services

Date of future meetings: 11th January, 5th April, 5th July, 8th November 2023