

Minutes for SMP PPG meeting 4th June 2025

#	Item
1	<p>Present: EM, HS, RB, AS, AC, KC, LJ Apologies: CL, JG, RP, NF</p>
2	<p>Items for AoB Nil or agreed to mention in appropriate section</p>
3	<p>Minutes of last meeting were accepted with one issue for correction in AOB.</p>
4	<p>Update from HS/EM. A new nurse has been recruited from Kings College Hospital and is due to start in September. Unlike the one who started earlier this year she is fully qualified in LTC diabetes and will be ready to go. Sutton has had a deficit of nurses for a long time so we are very lucky to be getting her. The other nurse who started this year has continued her training and is gradually able to do and more and more. She has been dealing with the annual reviews of people with learning disabilities; SMI, and now prostate cancer annual reviews and can take blood. We also have a GP assistant who has recently started who was at Wallington Family Practice as a Physicians Associate. Shotfield currently intend to keep Physician Associates unlike other practices. A new receptionist has also started to replace one who has retired. HS announced she is leaving for a job in the Marsden this Friday and all agreed we are very sad to see her go and hope she has a great time in her new job. EM has said nothing is happening regarding the meeting with the MP which was mentioned last time and he is not sure much would be achievable in any case.</p>
5	<p>Borough Health Champion Report – CL (presentation by RB)</p> <p>The health and well-being event on Friday 2nd May at holy Trinity church had 10 NHS exhibitors PCN, Bowel and Breast cancer, health checks by Volunteer Centre and a presence by the Wallington Integrated neighbourhood team. Covid boosters provided by the Vaccination team.</p> <p>40 other stalls were present and a talk on Arthritis had 55 people attending. There were over 400 people who visited on the day. <u>Wallington</u> INT stall had a 'You Tell Us' opportunity for people to discuss issues with NHS access. This was part of South West London Spring engagements.</p> <p>Healthy You - St Paul's Church, Roundshaw last Thursday of the month 10:30-12:30. This continues to thrive with Lifestyle coaches giving talks of healthy lifestyle, sleep and Q&As.</p> <p>Current focus for INTs is on cardio-vascular support but the funding for Volunteer Centre Sutton has been cut and the charity is actively looking for a replacement funding package as data provided is essential for healthy living, eating and thus cardio-vascular disease.</p> <p>The charity has got funding from LBS Beddington and Wallington local committee to continue Healthy You, and also to work on mental health and Dementia. The money will be used to start a dementia café in St Paul's on Thursdays. This will be run by the church in partnership with Wallington INT and the charity. It is intended to launch this on the last Thursday in July and then continue every Thursday, whilst still maintaining the Healthy You meeting on the last Thursday of the month.</p>

	<p>Man space and Team Roundshaw walks which started in January is now well established with 8-10 regulars, two of which don't do the walk.</p> <p>Thanks are offered to the GPs who have been targeting individuals that might benefit from these initiatives.</p> <p>It was raised that Wallington Family Practice members were getting texts about Healthy You but Shotfield patients weren't and the clinical team were going to look into this.</p>
6	<p>Health Champion Report</p> <p>Nothing to report, but always willing to help. Later it was suggested that could help with increased patient feedback when it comes to the Flu Vaccinations.</p>
7	<p>Survey</p> <p>Once again HS and EM are very happy with the patient feedback of the FFT tests but EM pointed out given there are 3000 appointments a month to only get between 125-192 replies was quite a small proportion. LJ however thought given they were almost universally positive that it was a good sign to get that many as most people only comment when things go wrong. As regards AI the website does this to some extent anyway, so it is probably unnecessary. Concerns were expressed that patients aren't aware of where the practice obligation stops and the secondary provider's kick in. Some negative comments refer to things which are beyond the practice's control and Shotfield could be potentially marked down for this.</p>
8	<p>SMP Website</p> <p>Since the last meeting HS and NF have worked with K to provide an updated website which is much more intuitive and is better focused at the level of language of the average patient, which is 7 years. K had to test the new website for 150 items and about 90 were changed with just 3 to do before it can go live. The answers to one of the missing ones was received earlier today.</p>
9	<p>PRG Meeting Update</p> <p>KC reported on ear wax removal and 15 out of 21 practices currently offer this, however, it was noted that some that purport to do the service, were referring patients to Specsavers. The manager present, asked whether we aware that they are only paid to do 31 EARS per quarter which could well explain the reluctance, as because we are a large practice we get that many, smaller ones might get half the number.</p> <p>There were discussions at the PRG as to duplication or not of extra services at surgeries within PCNs. Should they advertise the extra services so that other's patients could utilize them?</p> <p>There is to be a focus on diabetes, but aware that a number of practices don't have specialists in this field, a diabetes hub is being set up.</p> <p>Concerns as to the elderly buildings housing some surgeries and will any money be forthcoming to repair or replace these.</p>

10	AOB The new contract requirements for PPGs were next discussed. <ol style="list-style-type: none">1. Improve quality of patient feedback- Will offer an extra opportunity for patients to give feedback at vaccination clinic.2. Co-production of modern general practice implementation, service redesign and adoption of new appointment systems- the new website was a joint effort and the change of learning disability appointments scheduling covers this point.3. Actively advertise for new PPG members- we are technically full at present but will advertise on JAYEX system.4. Liaising with Healthwatch-we have 2 ½ members who attend PRG meetings.5. You said-we did- you wanted a more intuitive website and we are delivering it.6. 25% of meetings available online-already offered this for today's meeting.
11	Next Meetings for 2025 and into 2026 17th September: 21st January: 25 th March