

## SMP PPG Meeting 3<sup>rd</sup> April 2019

### Shotfield Medical Practice – Minutes

Present:

AC, CL, EM, JM, EA, LJ, RB, HS

Apologies: NF, KC, PH, CB, JG

Chair: CL

Minutes taken by: JM

#### **Minutes of last meeting and actions arising**

- Minutes agreed
- Since last meeting all patients are aware if their GP has changed from Dr Munden to Dr Sheridan. The practice still needs to inform the patients of their change to Dr Rodriguez (HS).
- Free Wifi has now been installed. This is public wifi so a covering sign in the waiting areas will need to be available to advise the patients as could be considered unsafe. CL advised that the information with regards to it being public wifi should be on the Jayex board (HS).
- Blood test area should have a sign up advising patients to use hand gel.

#### **PPG Survey**

- Discussed the timing of the survey. Have decided that September would be better and that the PPG would have members available on as many days as possible during the first 3 weeks.
- EM felt that there were a low number of responders last year. HS advised that PPG had only been present during 2 weeks. Also decided that ideally need to be on site earlier in the day in order to gain more responses as the Practice tends to be busier.
- HS wanted clarification around the aim and objective of the survey. CL advised it is to ensure the satisfaction of the patients.
- Discussed taking the question around exercise out of the survey. Decided upon re-wording the question to include 'activity'.
- Health awareness questions have been useful as it informs the material that goes on Jayex and the campaigns that are run within the surgery.
- AC asked why the survey was on the agenda so often. CL clarified that it is to help with action planning throughout the year to ensure that Practice gets the information it needs to make appropriate changes.

#### **Health Champion Role**

- Self-care awareness – AC found that the elderly population were more interested in this information. She advised that she had signposted patients to different services.
- Cervical screening awareness has proved to be successful as more women have booked their appointments and have been made more aware of the frequency of screening.

- Diabetes has also been successful and AC has advised appointments with the Dr or Nurse to discuss symptoms/request blood tests.
- AC has successfully undertaken the Royal Society for Public Health Level 2 Award in Understanding Health Improvement which is a requirement for her role as our Health Champion.

### **Social Prescribing**

- CL had attended the clinical meeting to update the clinical team around social prescribing.
- EM advised that clinicians are using the activity schedules more frequently.
- JM advised that there will be funding for social prescribers through the new primary care networks.
- CL discussed the activity/services open day at Trinity Church, Wallington on 26<sup>th</sup> April from 11-3.
- WallyWalks is getting very full and is now only able to take new walkers who have been referred from SMP. There are other healthy walks locally and another route is planned for later in the year.

### **Jayex Update**

- Jayex will be cloud-based which will allow other forms of information to be downloaded onto it.
- Len advised that some of the NHS slides are unreadable. This has been raised at the PRG and Lou Naidu (Head of Primary Care, Sutton CCG) will take this forward.

### **Website Project**

- A demo site has been set up. Information is slowly been moved over (HS).

### **PRG Feedback**

- RB and LJ fed back from recent meeting.
- They had been advised that the extended access hub were reminding practices that patients need to bring their own dressings to the hub. JM reassured the PPG that the nursing team will give dressings to take to appointments even if they have not assessed the patient.
- There is a special meeting of the PRG 20<sup>th</sup> May to mark 5 years of the CCG. All registered PPG reps are invited instead of the usual max of 2 and additional PPG members can ask to attend. PPGs are also invited to submit questions.
- Discussed Primary Care Networks. JM and EM continued the conversation and added that practices will be working together to provide services for patient to ensure that services are equitable throughout the area. There will also be funding attached to the network for staff – initially this will be for a Clinical Pharmacist and a Social Prescriber.

### **AOB**

- Rob asked whether World Cancer research Fund would be able to give more information. Practice to contact with regards to this.
- Next two meetings: 10 July and 16 October 2019