

Shotfield Medical Practice Patient Participation Group
Minutes of the meeting held on Weds 8th February at 4.30pm

Present: NF (Chair) CL (Vice Chair)

In attendance SK (Practice Manager) Dr JM; Clare Lowrie-Kanaka (CCG)

1. Apologies: JG, LJ, KC, AK, FS, RB, CB

2. Additional items for AoB

JM re Pneumonia immunisation project with students

3. CCG Patient Education

Clare Lowrie-Kanaka gave a very interesting talk about the Patient Education project being run by the CCG. By the end of April this year 12 sessions will have been run on varying topics.

Attached is a copy of the presentation notes.

CL-K asked the PPG and clinicians to let her know the most important topics from their point of view so these may be addressed in future sessions.

Action: PPG / Dr JM and SK to prepare a list and sent it to C L-K Possible topics so far considered are: Young Carers, Long Term conditions, Cancer, Pre-Diabetes

4. Elections of officers

This item has been deferred until the next meeting as the committee was not quorate.

5. Minutes of the last meeting and matters arising

The minutes were accepted.

JM confirmed that the new Blood test signs on the doors had resulted in fewer enquiries at the desks.

SK commented that online access applications tend to drip-feed through so it was not possible to notice any increase due to the PPG having issued information on the Antibiotic awareness day.

SK confirmed that from December 2016 consultations will be added to the online information available online. JM stated that there are still concerns from a clinicians point of view in having coded items available online for patients to view, for example 'third-party' comments on possible violence.

It was confirmed that the booklet on how to apply for online access would remain as it is for the time being.

6. Report on Focus Group

JM commented on the excellent meeting on Diabetes monitoring with two patients, NF, CL, & JG to map the current processes of Diabetes monitoring.

Various action points have been progressed with regard to letters and other communications to try and improve numbers of patients attending for their blood tests and reviews.

Surgery Actions include:

Review DM letters/texts

Set up stickers for scripts

Mention 'driving' on letters to patients in the hope that this will improve numbers of people attending.

Contact young diabetic to see if want to form support group/ find out what would help them most.

Reflect on how we break news of diagnosis and any follow up.

Feedback to DESMOND course re providing more eye information

PPG Actions include:

Carshalton Diabetes UK group would be pleased to attend the PPG/Practice meetings and/or events.

Setting up healthy walks and coffee meetings linking in with volunteer sector. NF and JG have identified a walk and JM has mentioned possible group walks to patients who may benefit and this has been met with positive comments. NF will contact Sutton Volunteers Centre to see if someone would like to start these up.

7. Report on website progress

The new website will be progressed in April after the year end (March).

8) Sutton Talking Healthcare Forum

FS has sent through a report to say that the ideas were very much at the draft stage.

9) Follow up telephone calls

KC has sent an item about telephone calls being made by the Admin staff, asking them to make appointments to see the doctor, which turned out to be unnecessary because they had not returned their bowel cancer screening samples. SK said she would need names to follow up and find who has asked for these calls to be made.

10) Springfield closures

KC sent in an item regarding the closures and although the clinicians and staff are aware of the bed reductions this matter must be brought up with the PRG as the Practice has no powers in this matter.

11) PRG meeting

Nothing to report as it was too soon after the most recent meeting for minutes to be available.

12) Any other business

Pneumonia Immunisation

JM reported on the project by the students currently at the practice to find ways of improving the uptake of the Pneumonia immunisation for people over 65 years. Details of this have already been circulated and feedback to them has been collated and returned to the students by NF.

Annual Survey

SK reported that the annual survey was due and that the PPG need to provide guidance over the content. CL suggested making the survey more 'user friendly' and also that various leaflet displays be made available for the times the PPG visit to encourage people to complete the survey. These would include information on carers, with forms for people to complete and hand to reception. This would help identify people who do not consider themselves to be carers as it is something they do on a day to day basis. Others might help with disability inclusion.

There may be a 'post box' for completed forms so that people are able to protect their anonymity.

SK/NF will email round suggestions for the survey

Wallington Community Wellbeing Group event

CL reported that the date of the next Health & Wellbeing event is Friday 28th April at The Centre, Milton Road, Wallington from 11 am to 3 pm. There will be many healthcare support exhibitors, charities, some healthcare professionals and taster sessions of various activities. Lunch would also be provided.

Facebook & Twitter

CL was thanked for her work in posting regular information on Social media. Healthwatch had liked several recent posts. CL confirmed that she posts information provided by SK, HealthWatch and other suitable sources several times a week.

13) Date of the next meeting

The next meeting could not be fixed owing to so many absentees. NF will circulate members to agree a date.