

## Minutes of SMP PPG meeting 2 December 2020

1/2	<b>Apologies:</b> EA <b>Items for AoB:</b> None
3	<b>Minutes</b> of last meeting accepted and all matters arising on agenda
4	<b>Election of Officers for 2021:</b> RB elected as Chair and CL as Deputy Chair
5	<b>Review of Terms of Reference:</b> Suggested words accepted and membership reviewed. <b>Action:</b> it was agreed that we would seek two new members via the website and that EA would check if there had been any responses which had not been passed on to us.
6	<b>Update from SMP team</b> <b>Re Covid vaccination programme:</b> EA reported that there would be a meeting the following day re arrangements for the local PCN but outcomes from this meeting would need to be discussed by SMP team. It is anticipated that it will take place on bigger sites using a pool of staff from the PCN practices. Volunteers eg. for marshalling will also be required. <b>Action:</b> EA will inform the PPG when a firm plan and timetable has been agreed <b>Re registration of carers:</b> It is necessary for carers to inform the Practice of their role so it can be coded in the system. When vaccines are rolled out, website could inform carers of this. <b>Re general situation in Practice:</b> new appointments system generally working well. All patients have telephone triage first which is then followed up with an appointment the same or next day by phone or face to face as appropriate. These are usually offered in a 4 hour time slot but if patients have particular need for shorter time period they can request it. Phone calls can be converted to video if needed. Where possible, there is continuity of care ie keeping the same member of staff dealing with a particular referral. Clinical staff are working to monitor patients with serious conditions. Most patients who are asked to self-monitor eg BP are happy to do so. If unable to do it, the Practice can supply equipment but this is limited. Most nursing appts are now face-to-face.
7	<b>PPG members report on patient experience</b> Several members reported excellent and outstanding treatment and care from the Practice and expressed their thanks. One reported a wait of nearly 3 weeks for an appointment and another a lost prescription. Another member reported excellent treatment at St Helier but poor response from 111.
8	<b>Annual complaints report</b> – this is not available for the current year owing to pressures of Covid. The Group is still awaiting sight of the 2019 Complaints Summary.
9	<b>Survey</b> NF had established from Pam Howe that a survey of surveys would be acceptable for this year. SMP had carried out a further survey since our last meeting. This was by SMS and letter and the required sample size was obtained. The results are not yet available.
10	<b>Brought forward items:</b> <b>Website</b> – NF reported that she felt the current headings were still generally appropriate but that perhaps things were being “mis-filed”. She also felt that some of the Covid announcements in boxes were lengthy and could be shortened and be easier to absorb by using bullet points. The Group would be happy to suggest recommended wording. <b>Online access</b> – a matter for the admin team <b>Noticeboards</b> – JM reported that items now needed to be laminated and that they would be looking onto magnetic boards which could be wiped clean <b>Awareness raising</b> – CL is on a Sutton committee for disseminating reliable information. She publishes this on the SMP-PPG Facebook page. <b>Action:</b> EA to look at having a link on website JM reported on work of Sarah Kavanagh in setting up vaccination programme – they will need volunteers eg marshalls. AC happy to help <b>Action:</b> JM will send info to the Group <b>Leaflets</b> – it was agreed that these should be removed <b>Action:</b> JM will check <b>Green/social prescribing</b> – the new PCN Social Prescriber (Elizabeth) has not yet attended a clinical team meeting so none of the staff has met her. Once this has happened it may be possible for her to attend a PPG meeting in order to hear about some of the Group members’ initiatives.
11	<b>PRG meeting</b> – notes have been circulated. KC added that he has a 5-year plan report <b>Action:</b> KC to circulate report
	<b>Epsom &amp; St Helier meeting</b> – Len had submitted a report which was circulated to the Group previously. He was impressed by how St Helier is coping currently.
13	<b>Agree carry forward items</b> – see item 10
14	<b>LJ</b> lead a vote of thanks to Nicola for all her hard work over the years as Chair of the PPG.
15	<b>Date of next two meetings:</b> 3 March (online at 3pm) and 2 June (location and time TBC)