

Minutes SMP PPG meeting 11 January 2022 from 3-5pm

1	Present: RB (chair), EM & HS (SMP), AC, CL, JG, KC, NF. Apologies: LJ
2	<p>Items for AoB: booking appts (KC)</p> <p>Elections: As no other candidates had come forward, NF proposed AC seconded that present officers be reappointed en bloc and all were in favour.</p> <p>PRG reps: AC proposed and NF seconded that KC and LJ continue as reps and all in were in favour.</p>
3	Minutes of last meeting were approved and matters arising were covered in the agenda.
4	<p>Report from Heathwatch AGM</p> <p>CL reported that the AGM took place and that minutes are available online.</p> <p>Action: CL to chase up plans for Pan PPG meeting</p> <p>Action: NF check minutes for mention of survey</p>
5	<p>Update</p> <p>HS reported it has been extremely busy with several staff unwell which added to the pressure. There was understandable concern about Strep A infection in children. Practice staff are also dealing with additional end-of-year admin work.</p> <p>HS reported on computer problems - this is a wider issue which cannot be addressed by the PPG.</p> <p>EM is in contact with the sensory impairment team for referrals and home visits. HS suggested getting info on the website when this is in place.</p> <p>CL reported on the digital exclusion project is being carried out by Sutton NHS centrally, to ensure correct standards are maintained. The team have had DBS checks, they have produced a booklet and the next meeting is soon.</p> <p>There will be drop-in sessions at Wallington Library and leaflets available at the Jubilee Centre.</p> <p>EM suggested they have computer/iPad available in waiting areas for patients to learn how to look at the practice website.</p> <p>HS said the SMP had been chosen for an autism pilot to survey selected patients. It's a national project leading to the establishment of annual health checks. There will also be mandatory training about autism awareness.</p>
6	<p>PPG members report on patient experience</p> <p>NF said thank you to all staff for excellent support.</p> <p>JG reported that the NHS is now doing 3-yearly breast screening again.</p> <p>AC said the emergency treatment during Christmas was amazing, there was no waiting for an appointment and this avoided going to A&E.</p> <p>Action: NF to look at making good feedback easier online</p> <p>KC when patient asked to return to GP in 3-4 weeks time, can't book in until the day EM says if booked in advance, patients forget. The best way is to put patients in charge of booking own appts. DNAs happen so easily.</p> <p>Patients need to understand that recalls can be flexible but if a patient is vulnerable then GP will book in advance.</p> <p>KC also asked for reception staff to be clear about opening times for online bookings</p> <p>EM reported that there are some prebookable appts up to 48 hours in advance.</p> <p>CL asked about how many patients seen face-to-face and EM reported about 30-40% seen on the same day.</p>

7	<p>Survey</p> <p>HS provided Plato surveys for last three months. It was agreed that this could form the basis of a review in place of survey for the practice.</p> <p>Action: HS to supply last 12 months data.</p> <p>Action: NF will summarise/analyse for future planning.</p> <p>HS also reported that the costing to send out a survey via Plato using sms messages of 160 characters: 10,000 credits £250 = minimum which is not affordable for surveys.</p>
8	<p>SMP Website</p> <p>Issues highlighted at previous meeting are now sorted.</p> <p>HS reported that Emis/Accurix soon to be merged.</p> <p>HS added that self-referral now has additional conditions.</p> <p>NF presented summary of web usage stats for the year.</p>
9	<p>Visitor</p> <p>Stuart Fordyce (Primary Care Engagement Lead) attended to explain how they collect anonymised and coded patient data for research.</p>
10	<p>Health Champion Report</p> <p>AC reported that nothing had been needed since the flu clinic but that she very happy to assist with other projects.</p> <p>EM said there is going to be a PCN cancer project - they will look into data pre-covid eg prostate cancer - then will target cohort for screening.</p> <p>AC offered to hand out leaflets in reception, CL offered to put on social media</p>
11	<p>PRG meeting update</p> <p>KC reported on the discharge ward project to ease bed blocking - it is already working well and will soon be increased from 18 to 24 beds</p>
12	<p>Community Health Champion</p> <p>CL reported that she is running a new information and advice afternoon at Phoenix Centre for Roundshaw residents. It is in partnership with the NHS, Nadine Wyatt and the engagement team. There will be 30 stalls from 1-4pm on Friday 24th Feb. Lunch will be provided and there will be activities such as sort telling.</p> <p>The Phoenix Centre facilities will be available for people to view.</p> <p>It is for all ages so Homestart Sutton is included, also prostate cancer screening, bowel cancer screening etc.</p> <p>AC, JG both attended the last event at the Trinity Centre and said how good it was.</p> <p>NF reported that the health walks were still going ahead every week even in bad weather.</p>
13	<p>AoB: None</p>
14	<p>Items to carry forward</p> <p>Nothing in addition to the regular items</p>
15	<p>Next three meetings 5th April, 5th July, 8th November 2023</p>