

Minutes SMP PPG meeting at Jubilee Centre 16 January 2019

| | Item | Minutes | Actions |
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| | Present | EM, HS, NF, CL, JG, LJ, KC, EA | |
| 1 | Apologies | JM, AW, AC, RB, CB, PH | |
| 2 | Appoint minute taker | JG offered to take minutes as a one-off | |
| 3 | Items for AoB | None | |
| 4 | Election of officers | NF and CL were duly elected as Chair and Vice-Chair | |
| 5 | Terms of Reference | The proposed changes were agreed | |
| 6 | Minutes of last meeting | <p>Previous meeting item 3: Patients who were previously with Dr Munden will be informed of their new GP by the end of May when the new sms allowance begins HS to check and see whether designated doctor information is available online</p> <p>HS informed the meeting that 30 mins free wifi will be available in the waiting areas in the near future</p> <p>Blood test numbers/hygiene HS reported that AW had pursued this with the phlebotomy team and Jubilee Centre staff but to no avail</p> <p>Other items were covered in agenda</p> <p>Minutes accepted</p> | |
| 7 | PPG Survey report/actions | <p>NF had rewritten the ambiguous section of the PPG report and this was agreed and the report can now be made available</p> <p>HS had written an overview and action plan on behalf of the Practice, this was discussed and suggestions made which are incorporated in the new document now attached to minutes</p> <p>There was discussion about the take up of online access to eg medical records and test results and it was agreed that HS would arrange a short training session for PPG members to give their feedback on how best to communicate the new systems to patients</p> <p>HS informed the meeting that an additional messaging system had been acquired through which only one patient could be contacted at a time There was discussion around different methods for contacting patients including e mails. CL agreed to continue with Facebook and Twitter updates</p> <p>HS has set up "Campaign Corner" in the main waiting area with a good supply of leaflets which is regularly updated, including self-care information</p> <p>There are several actions to be taken before the next survey so this will be an agenda item at the next meeting prior to the survey in July</p> | HS, PPG members |
| 8 | Health Champion role and report on Self Care, awareness raising | <p>NF explained that matters pertaining to medical conditions were now in the remit of our Health Champion, AC</p> <p>EM reported that he was pleased with the way the self-care promotion had gone</p> | |

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| | | <p>HS circulated a report on the recent self-care awareness raising week including a photo of AC with the information centre set up in “Campaign Corner”</p> <p>AC was congratulated on her efforts</p> <p>JM has suggested a cervical smear campaign After that, it was agreed that in the absence of an awareness calendar, the focus of future awareness-raising projects would be the conditions which scored the highest number of responses in the PPG survey</p> <p>JM and RB had looked into healthy eating information, in particular a “meal of the month” suggestion to offer patients – both had information to share but were unfortunately not present RB has contact which Practice can follow up</p> <p>CL had offered to put on an event in the foyer of the Jubilee Centre but HS reported that both the WFP Practice Manager and the Jubilee Centre management had said this was not viable</p> <p>NF will approach the Chair of their PPG to explain the idea further and CL will write a brief summary of what would be involved</p> <p>Opening hours were discussed as it was thought such an event would need to be held when the Jubilee Centre was already open otherwise it would be too costly – these times are Mon & Weds until 7.30pm and alternate Saturday mornings</p> <p>KC suggested working with local schools’ community liaison staff as useful contacts to spread the word about self-care and local activities</p> | <p>JM/RB</p> <p>NF, CL</p> |
| 9 | Social prescribing | <p>CL explained how her six-monthly diary of activities works</p> <p>EM to invite CL to one of the GP meetings to update them on the work she is doing with the community. EM thought it would be useful for her to present the next diary to a staff meeting so all GPs would be able to encourage patients to get involved in a local activity CL suggested it should be just before her next event at Holy Trinity church so she could provide leaflets for this as well HS will arrange</p> <p>NF explained that the Tuesday walks (wallywalks.uk) had been set up for patients of SMP but the take up had been very low EM said he didn’t want any additional wording on the walking prescription form</p> <p>EM reported an Age Concern app which allowed GPs to search for activities on their screens and HS will investigate</p> <p>KC informed the meeting that 5-year health checks should be available to patients over the age of 40 and this would be raised at the next PRG.</p> | <p>HS/EM</p> <p>HS</p> |
| 10 | Annual complaints report | <p>AW had provided a summary report HS provided a brief outline of the five complaints which had been upheld It was the view of the meeting that this was sufficient information for the PPG to see and that a more detailed report was not necessary</p> | |

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| | | NF congratulated the Practice on the low number of issues | |
| 11 | Jayex update | <p>HS has done a lot of work on improving the Jayex display and this is very noticeable when on visits the waiting areas</p> <p>HS reported that there was hardly any material available with BSL signing and EA undertook to ask colleagues if more could be found</p> <p>LJ and JG had visited HS to look at screens and hear about issues with preparing material and HS had found this helpful</p> <p>LJ said he would report to the next PRG meeting that material supplied by the NHS was unsuitable for Jayex display and enquire whether more information could be made available with sign language</p> | |
| 12 | Website project | <p>HS has also done a lot of work on this and started looking at the website checklist provided by PH – we need to report back to PH on this</p> <p>The website has become very large and unwieldy and the PPG is keen to assist with this</p> <p>NF to liaise with HS in first instance and then KC, JG, CL, LJ all offered to give feedback</p> | <p>HS/NF</p> <p>NF/HS</p> |
| 13 | Managing and using the virtual group | <p>NF reported that the virtual PPG only consists of past members as there is no-one on the waiting list to join</p> <p>NF emails them occasionally but there are rarely any responses and she is not prepared to keep the group going as it is just additional work for no benefit to the PPG</p> <p>It was agreed she would email them to disband the group</p> <p>In the event of a waiting list being formed and the Practice wants to have a virtual group that can be discussed at the time</p> <p>The “real” PPG membership was also discussed</p> <p>JM is to follow up the diabetic patient who was involved in JM’s diabetic project</p> <p>AC had mentioned to NF that her daughter would be interested in joining and it was agreed that she should also be invited to join</p> | NF |
| 14 | Initiatives and clinical trials | <p>JG/NF had attended a training day at Guys Hospital for non-clinical input to clinical trials</p> <p>The presenters were keen to inform GP surgeries about trials and NF asked if it would be of interest to SMP staff to have a presentation from them</p> <p>EM reported that information about clinical trials was already available to them through one of the nurses who monitored what trails were taking place</p> | |
| 15 | PRG feedback | As the meeting had been cancelled, there was none | |
| 16 | Admiral nurses | <p>LJ reported that Admiral nurses were available to assist with home care for patients with dementia</p> <p>KC reported that Age UK Sutton has 250 volunteers willing to assist older patients in their homes – HS will investigate</p> | HS |
| 17 | Connecting your care | Deferred until after next PRG meeting | |
| 18 | Healthcare together | Deferred until after next PRG meeting | |
| 19 | Phone numbers | NF suggested the PPG might share phone numbers as well as email addresses as this would be useful eg in the case of a meeting needing to | |

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| | | be arranged It was agreed that this should be asked in a covering email to accompany these minutes | NF |
| 20 | AoB | None | |
| 21 | Date of next two meetings | 3 April 2019 and 10 July | |
| 22 | Items for next agenda | Follow up actions from 2018 survey PPG 2019 survey question and follow up actions from last survey Wifi in Jubilee Centre Free NHS Health checks in hubs Connecting your care and Healthcare together (from PRG) | |