

### Minutes SMP PPG meeting 9 September 2020

1	<b>Present:</b> EM, EuA, KC, LJ, CB, RB, CL, EmA, NF, AC(at the end); <b>Apologies</b> CC, AC, JG
2	<b>Items for AoB:</b> Request to hold meeting earlier from JM
3	<b>Minutes</b> of last meeting agreed. All matters arising on agenda
4	<p><b>Update</b></p> <p>The Practice is working on introducing a new booking system for phone appointments. These can be converted to video calls by the clinician if needed. This does require a smart phone or online tablet, PC etc. Concerns were raised about accessibility in general and for eg deaf patients. Face to face consultations possible but reduced from about 18 per morning previously to 3 now. Home visits also possible.</p> <p>All types of appointments are currently only available by phoning the Practice.</p> <p>Concerns were also raised about the time delay in obtaining telephone appointments which EuA said should be up to a week whereas there was evidence to suggest patients sometimes had to wait up to 10 days. EuA will investigate but stressed that this is very early stages for the new system. Also that staff are working on continuity eg trying to ensure that the GP who ordered tests is also able to conduct any follow-up appointment.</p> <p>Overall they are having appointments with about the same number of patients now as before. EM reported that telephone consultations actually take longer than face-to-face eg four calls can take up to an hour because people have been storing up problems during Covid.</p> <p>The situation is not helped by having one member of staff on maternity leave and one salaried GP had left. There are locums to cover some hours.</p> <p>It is an evolving situation and EM stressed that there had been positive changes which he hoped would not be reversed.</p>
5	<p><b>Survey</b></p> <p>There is a new survey in development by HealthWatch for Sutton.</p> <p>NF will send draft to EuA but final version should be available to view next week.</p> <p>It requires completion by 3% of patient list (approx. 420 patients) with sample to cover all demographic groups including vulnerable patients and those with health inequalities.</p> <p>It was agreed that we should focus efforts on this survey and if a separate PPG survey is a contractual requirement, then this can be revisited once the other survey is complete</p> <p>EM requested a sub-group to work on the survey and KC, LJ, RB, CL and NF volunteered to assist.</p> <p><b>Action:</b> NF finding out if PPG survey is required</p> <p><b>Action:</b> EM will contact NF when ready to discuss further.</p>
6	<b>Annual complaints report:</b> This will be available at the end of September
7	<p><b>Flu Clinic</b></p> <p>These are to be held on 3<sup>rd</sup> and 17<sup>th</sup> October.</p> <p>Letters will be going out soon and there is information on the website - 200 people have already booked for the 3<sup>rd</sup> Oct.</p> <p>It is to be held in the Jubilee Centre with extra clinicians, specific times and infection control.</p> <p>The planned throughput is 15 people per 5 minutes and there was comment that this seemed high. EM asked if the PPG would be prepared to assist with managing the queues.</p> <p>AC was willing to help inside the building.</p> <p>Others felt they might be willing to help outside though there was concern about being at risk if any patients were abusive. It was suggested that hi-vis vests could be worn.</p> <p><b>Action:</b> EM will let NF know what the outside role might be and contact AC direct re inside role.</p>
8	<p><b>Green/social prescribing</b></p> <p>EM/EuA reported that a Social Prescriber had been appointed for the PCN. It's thought she might offer about one day per week to the Practice. Her name is Elizabeth; staff have not met her yet.</p> <p>EuA suggested that she might attend one of our meetings to explain her role and to hear about activities in Wallington. RB mentioned the Natural Health Service and Tree Surgery.</p> <p>LJ reported from the PRG that in a recent survey, 64% of people said they'd be happy to see a link worker.</p>
9	<b>Leaflets/awareness raising:</b> AC not present for this item
	<p><b>PRG meeting</b></p> <p>It was agreed that RB and LJ would attend the next meeting.</p> <p><b>Action:</b> KC will send meeting info to RB</p>
10	<p><b>AoB</b></p> <p>Meeting time rescheduled to 3.00-5.00pm whilst meetings are on Zoom. Keep under review.</p>
11	<p><b>Items for next meeting</b></p> <p>Election of officers, website, online access, leaflets, awareness raising and noticeboards</p>
12	<b>Date of next two meetings:</b> 2 December and 3 March, timing now to be 3.00-5.00pm