

Shotfield Medical Practice Patient Participation Group

Minutes of the meeting held on Weds 21st June 2017 at 4.30pm

In attendance Sarah Kavanagh (Practice Manager) NF (Chair); CL (Vice chair); JG

(Minutes Secretary); FS; Dr Munden; LJ;KC:YL

1. Apologies

RB ;CB; DA

2. Welcome new members

NF welcomed YL to the PPG

3. AoB

There were no additional matters for the Agenda.

4. Minutes of the last meeting and matters arising

The minutes were accepted.

Dr Munden attended the pneumonia immunisation conference with her students and reported back.

CL reported back on the Community Wellbeing Day which was very well attended. New activities are being added to this schedule.

SK reported back on the out of hours service which is going well with GP appointments up but the nurses appointments are less well attended probably due to the specialist nature of their work. A second hub is due to be set up probably in Central Sutton.

KL drew the meetings attention to the Healthwatch poster promoting the hub at Wrythe Green.

JG provided information about NAPP. The meeting wondered if the fees associated with membership to this group could be paid centrally by Healthwatch

Increasing PPG membership.

YL thought a virtual group might work although CL had had previous experience with a virtual group and it had been problematic. She suggested co-opting members for specific projects if necessary.

KL suggested promoting the work of the PPG at the local Farmers Market to promote the use of online access for making appointments and repeat prescriptions. The meeting briefly discussed methods of communication but due to the number of Agenda items this will need to be put on the Agenda for the next meeting.

5. Patient Survey

Most of the meeting was concerned with setting up the Patient Survey. NF circulated proposals. These were discussed and the survey finalised.

YL queried how the results of the survey were analysed and SK explained that the previous survey had been carried out using Survey Monkey although she proposed a new system may be used this time. At the meeting it was suggested that the survey could be taken at the same time as the Flu clinics in Sept/Oct. This was reviewed subsequent to the meeting and whilst this has not been excluded it was felt that the survey was ready, it could take place in July.

6. Reports on meetings attended by PPG members since April

FS was able to give some information on the 5 year plan but full discussion was postponed to the next meeting. Information should be available on swlccgs.nhs.uk/ but may not be up to date due to the General Election.

KL gave a brief description of Disability issues raised at CCG and suggested

improvements which could help those patients with Disabilities. He has sent a copy of this presentation to JG.

NF wondered if GPs could suggest a patient with disabilities who could represent their needs on PPG.

Further topics from PRG have been held over until the next meeting.

7. Diabetes Focus Group

Dr Munden informed the meeting that the Diabetes page has now been posted on Shotfield webpage and the app is being developed by a student at Wilsons.

KL said that Diabetes UK also has an app but Dr Munden explained that the app being developed was specifically for local not national use.

8. Healthy Activities

NF explained that the weekly healthy walks will continue. There has been a lot of interest in these from London Sports, Purley Sports Club, Palace for Life and Get Active Wandle. It is hoped that this will be a transferable model which could be rolled out to other doctor's surgeries. Some funding has been suggested but turned out not to be suitable and there would also be too much bureaucracy involved. Get Active Wandle have now trained six walk leaders. CL has kindly organized further flyers for distribution through GP surgery and Wallington Library including "Walking Prescriptions". The meeting thanked her for all her help.

Dr Munden asked KL to raise at CCG to promote London Sport and Palace for Life free exercise classes.

KL circulated a poster promoting the work of CAB.

9. Telephone Messages

NF tabled a list of PPG responses to the query about the telephone answering messages.

10. Signage

SK showed the meeting examples of the proposed new signage. The white writing on a dark blue background was preferred.

Item 11 dealt with under item 6

9. Date of next meeting

Wednesday 30th August at 4.30pm so that the new PPG member, DA can attend