

Shotfield Medical Practice Patient Participation Group

Minutes of the meeting held on Weds 30th August 2017 at 4.30pm

In attendance Sarah Kavanagh (Practice Manager) NF (Chair); CL (Vice chair); JG (Minutes Secretary); FS; Dr Munden; DA; KC: RB; CB

1. Apologies

AK; LJ; YL

2. Welcome new members

NF welcomed DA to the PPG

3. AoB

CL update to Wellbeing leaflet

4. Minutes of the last meeting and matters arising

The minutes were accepted. KL should have been KC.

Sufficient responses were obtained for the Patient Survey so it is not now necessary to conduct survey at the Flu Clinic.

Dr Munden is still following through to identify a person with disabilities for the PPG.

KC will raise the promotion of London Sport and Palace for Life at the next PRG.

5. Patient Survey

NF circulated a summary of the results of the survey.

There were 217 respondents with 89% satisfied with the service provided which is in line with the National Survey. NF pointed out that the unqualified nature of the question meant this was an excellent figure and congratulated the Practice team.

Issues discussed were as follows.

There was minor concern about the ease of getting an appointment. SK explained that the survey was undertaken when there was increased demand and steps have now been taken to improve the situation and the wait time has now improved.

Use of online services showed 33% of respondents used the online service for at least one of: booking appointments; repeat prescriptions; test results; viewing medical record. This tallied with Practice records and shows a high take up of the service compared with the rest of the Borough.

In response to a request for more information online, SK reported that the following forms are available: Travel; Records updates; SMS text update; General comments/suggestions but not complaints; Flu and Pneumococcal opt out; Repeat sick certificates

Dr Munden reported that although the usage of SMP Facebook and Twitter was low, the Inspectors were impressed that this facility was available. CL will actively promote this to see if usage rates increase.

Dr Munden informed the meeting that we will be staying with the current website provider.

Re exercise, 65% of respondents are not taking the recommended 2.5 hours per week.

CL said the Wellbeing group is promoting Tai Chi and NF suggested the cycling group's beginner sessions could also be added to the list of activities. CB suggested table tennis.

It was agreed that CL could share the activity data from the survey with her group and she will send a link through to SK for inclusion on SMP website.

KC will recommend activities to Sutton Council, who have recently employed a person to champion social prescribing, through the CCG.

FS raised the issue of breastfeeding facilities as the surgery. SK explained that whilst not ideal the baby changing facility had been designated a breast-feeding area. DA felt this was not ideal but accepted that it satisfied the requirement.

A possible Newsletter was not of interest to the majority of respondents but SK offered to ask Wrythe Green to send through a copy of their newsletter. NF has this and will circulate.

RB asked about Sutton Community Farm and NF explained that Wallywalks visits this as part of the walk on the first Tuesday of the month. Wandle Active make a monthly donation for this.

CL will include a link for this from her website. Volunteering on the Farm could be another valuable activity for local people.

6. Ipsos Mori Survey

SK explained that it was a contractual obligation to do a Patient survey and that this one complemented the IPSOS MORI survey. All practices have to achieve an overall 80%

satisfaction result otherwise remedial action is taken.

KC asked whether Wallington Family Practice liaises with Shotfield about the results of the surveys and SK explained that liaison is limited to management of the building eg signage. NF said that at some stage a meeting between the two PPG's might take place facilitated by PH.

7. Volunteers.

SK will contact volunteers from the survey to obtain more information about their expertise and activities with which they would be prepared to help.

NF asked whether it would be possible for the PPG set up an external website linked to SMP and SK said it was. This would allow the PPG to post and edit its own material while SMP would still be able to vet content.

8. Communication

Email communication with PPG members is working well.

9. Diabetes progress and app

The app is being developed by a student at Wilsons as part of his portfolio for his A level studies and university application. He will meet with representatives from PPG.

Dr Munden reported that the systems put in place to encourage engagement with Diabetes monitoring were working well.

10. Activities/ Oaks Park

CL updated the meeting of progress made with the Wellbeing Group. Tai Chi had been very successful and it is hoped this will continue. The new leaflet promoting activities will be issued soon.

50+ Stretch and Tone will be introduced either free or at low cost. She informed the meeting of the facilities available at the Oaks Park Centre and will put Peter McBride in contact with SK. It may be possible to run table tennis here. CB/RB may be able to help with this.

CB suggested that a bibliography of books on health issues could be prepared.

KC informed the meeting that Healthwatch are asking for volunteers to promote healthy activities.

The link with Palace for Life is yet to come to fruition but space in the waiting area has been identified for initial interviews to take place.

NF reported on Wallywalks. There were 15-20 regular walkers and the aim is to introduce an additional longer walk on Thursday in the near future. This activity now has its own website and SMS group.

11. 5 Year Plan Update

FS updated the meeting. The areas being covered are Quality of Care, Work Force gap, Financial stability and increase in demand. FS to send information to NF who will circulate.

12. PRG Update

KC informed the meeting that there doesn't appear to be a strategic Plan or any co-ordination of facilities within the Borough (for example in proposing more Xray facilities when those at the Jubilee Centre are under-utilised). He will raise this at PRG to go forward to CCG. He also informed the meeting about Medicine optimization proposals and circulated a powerpoint presentation of these. This identifies areas of waste including medicines prescribed to care homes and prescribing over the counter medication which costs significantly less if purchased off-prescription. An audit will be taking place to identify areas of wastage.

Dr Munden was aware of the proposals and will welcome clear prescribing guidelines to avoid waste.

The situation regarding pharmacy closures has not been resolved.

13. St Helier update

There will be a public meeting on the future of St Helier with an update from Tom Brake MP. There are additional meetings with information from other sources.

14 AoB

CL circulated Wellbeing information.

NF informed the meeting that at the next meeting there should be an Agenda item regarding the election of officers to PPG and PRG to take place in the New Year.

15. Date of next meeting

Wednesday 1st November at 4.30pm.