

## Minutes of SMP PPG meeting 26<sup>th</sup> Jan 2022 from 3-5pm

1	<p><b>Present:</b> EM, HS from SMP and RB (Chair) CL (on Zoom), LJ, NF</p> <p><b>Apologies</b> - AC, JG, KC</p>
2	<p><b>Items for AoB</b></p> <p>NF reminded the meeting that the election of officers should be taking place at this meeting. She proposed that the present incumbents should be re-elected en bloc if willing to stand as there were no other candidates to contest an election. Furthermore activities had been curtailed due to Covid during the past year.</p> <p>LJ seconded and the motion was carried. RB will continue as Chair for another year and CL as Deputy Chair.</p>
3	<p><b>Minutes</b> of last meeting were approved.</p> <p><b>Matters arising - abuse</b></p> <p>HS reported that they had looked into various ways in which they could address the abuse which SMP staff had faced at the time of the last meeting. In the end they felt that assistance could come with strings attached and it would be more effective if they could deal with it themselves.</p> <p>On the whole things are better now - thanks in large part to the new booking system (see item 4).</p> <p>EM said some people are still abusive - they are looking at sending sms messages to these patients stating that the Practice has a zero tolerance policy for abuse whether it is directed to receptionist, admin staff or GPs</p> <p>They will choose a carefully worded message and send direct to abusive patients - it would then be on their record. Persistent offenders can be asked to leave the Practice.</p> <p>CL said message to promote for all patients is that all NHS staff are working under huge pressure so to "be kind" to them. Be Kind is the current message.</p>
4	<p><b>Update on Healthwatch action plan; appointments</b></p> <p><b>Appointments</b> - HS/EM reported that there is a new system for making appointments - can get telephone appt on day whether urgent or routine. There is an allocation of appointments available in the morning and again in the afternoon.</p> <p>It is now on-the-day appointments only and these can be booked online or by phone. Once they are full it is necessary to phone again in the afternoon or the next day.</p> <p>There is no advance booking so there is less time wasted by calling people who have eg forgotten and don't answer - now patients are waiting for a call the same day as booking.</p> <p>All face-to-face appts are booked by the clinicians.</p> <p>Receptionists and patients are much happier with new system. There is more continuity as can arrange to see the same GP.</p> <p><b>HealthWatch</b> -HS has completed the action form from the survey - it was agreed that her responses were good and she will return form to Andrew</p> <p>HS reported that Andrew wants our PPG to have A Level or college students as part of the Group - it was agreed that younger members of the group would be welcome provided they were patients of SMP and over 18.</p> <p><b>Action:</b> HS send form to Andrew and respond re student PPG members.</p> <p><b>Action:</b> PPG review ToR to ensure 18+ is incorporated and procedure for new members must include signed agreement to confidentiality terms.</p>
5	<p><b>SMP update</b></p> <p>See items 3 and 4.</p> <p>SMP is also introducing a new system, GPCPCS, where patients can be given an appt with a pharmacist.</p> <p>"Get you better" physio app is to be introduced on the website. Patients put in symptoms and it shows exercises. Goes on patients record.</p> <p>EM thanked PPG for support at last meeting and the PPG thanked him and the team for all their hard work.</p>
6	<p><b>PPG members report on patient experience</b></p> <p>LJ reported fantastic service and wouldn't have known anything was wrong (referring to covid).</p> <p>NF reported excellent service too and both thanked the Practice.</p>

7	<p><b>Pan PCN meeting this Feb</b> on March 15th 4-6 venue TBC It was agreed that RB (Chair), AC, LJ to represent SMP and CL in her role as community champion, would attend.</p>
8	<p><b>Health Champion report</b> AC nothing to report but always willing to help. The PPG sent good wishes to her.</p>
9	<p><b>Community Health Champion</b> CL reported that they continue to meet monthly with the main focus being covid and flu vaccinations. They are targeting Sutton Wards with lowest uptake as well as harder-to-reach groups such as travellers, homeless and those with learning difficulties. They circulate news on vaccination clinics and try to negate false news items. CL also works on the Health Inequality and Population Health programme which plans provision in Sutton.- Dr Laura Rodrigues (a GP at SMP) is one of leaders and Head of the PCNs. They are looking at people who are under-represented in their access to healthcare. There is now much more collaborative work between LBS and the voluntary sector which has the highest number of volunteers per capita in London.</p> <p>CL co-chairs Community Voice which is a sub-committee of the Sutton Integrated Care Partnership working on health inequalities.</p> <p>They are working out how to reach those who have unequal access to healthcare owing to eg English not being their first language or mental health issues, with the result that information does not reach them in equal way.</p> <p>CL has been showing target groups how to access and use LFTs etc.</p>
10	<p><b>PRG meeting feedback</b> LJ presented table from the PRG showing vaccination levels. The figures were interesting but looked incomplete. EM reported that they have some issues with keeping totals as eg if you have jab at pharmacy, it is not picked up by Patient Access system. HS was hoping they could update manually but this is a lot of work. It sounds like a National level problem and will need local CCG to take up at higher level.</p> <p>LJ reported that pop-up centres are not enough, some groups need vaccination teams to go directly to them to address issues.</p> <p>LJ also reported that the PRG had not been consulted on the integrated clinician scheme. The idea is a smooth process taking patient all through the system including medical and care etc but unclear where the scheme stands at present.</p> <p>There is concern about the digitally excluded - those who can't use computer. LJ suggested a 6-monthly news sheet could be put through doors. CL pointed out that this would need to be a Borough-wide initiative as the Practice would be unable to target its own patients when there are so many practices in the area.</p> <p>EM expressed concern as to how to make sure vulnerable patients have access to healthcare NF said the new phone appt system provided excellent access for the vast majority of patients. There is still a need to assist those who are unable to use a phone - whether for language or other reasons. Need to be able to give face-to-face appts and/or interpreters for these patients.</p> <p>CL requested demographic of patients in SMP as being of interest to PPG.</p> <p>CL reported that the communications team at the Council is working on card for clinicians to show process - referral, getting home, care home etc Could also be simplified for patients and disseminated via a news sheet through doors.</p> <p><b>Action:</b> HS to provide SMP patient demographic data</p>

11	<p><b>Brought forward items</b></p> <p><b>Website traffic figures</b>  NF reported that the website company say monthly stats are sent to HS - NF will check HS email address and request figs are copied to her as well.  Once we have the figures NF suggested we build up picture over several months.  EM said the page traffic info should inform website revisions and design.</p> <p><b>SMP website</b>  NF - A few minor changes have been implemented eg simplifying online access arrangements. Katy is drawing up a new map of pages and links and is going to work with NF over coming weeks to tidy up.  The aim is to simplify layout to make easier for patients to access information and for the Practice to update and maintain.  The PPG page has been updated with all recent minutes and annotation about reasons for there being no survey in 20/21.</p> <p>NF reported a need to standardise terminology for online access  Eg Patient Access, Online Access, EMIS, NHS App and online form are confusing.  She asked if the first three could be called Patient Access in all communication online and with patients.</p> <p><b>2022 survey</b>  Important to know if it is actually a requirement for PPGs in 2022.  It was felt that an in-person survey in the waiting areas would not be feasible in the foreseeable future. It was suggested it could be sent out by text with a link to a survey on the website.  If sent by text, HS queried who would pay the cost.</p> <p><b>Action:</b> NF to email Katy cc HS to check on the email address to which stats are sent and to request a copy be sent to her as well  <b>Action:</b> EM/HS ascertain if PPG survey is a requirement  <b>Action:</b> If yes, what would they like to ask</p>
12	<p><b>Wallington Community Wellbeing Charity</b>  Several projects in hand including Roundshaw obesity project.  Friday 29th April is the next event at Holy Trinity Church Wallington from 11-3 with lunch and refreshments provided. The usual exhibitors from the NHS, charities, the police etc are attending.  The activity calendars are still very popular.</p> <p>CL reported on the new well-being coaches who work with PCNs.  EM reported that SMP has one based with them for one day a week.  Patients given 6 x 1hour, 1:1 sessions on eg diabetic lifestyle changes or weight management.</p> <p>CL reported that the Charity is also introducing Tai Chi sessions Wallington Library and chair-supported yoga at Honeywood.  WallyWalks is also still going strong.  NF thanked CL for her support with this and in all the above.</p>
13	<p><b>AoB</b>  LJ asked whether forms are needed for blood tests  EM reported that this is now made clear at the time of booking. If forms are needed, patients must collect from SMP reception (SMP patients only!)</p> <p>HS said it would be very helpful to have a real dummy patient to test this and other new systems eg to check that info from pharmacists reaches the patient record.</p> <p>RB reported that a patient had received an inappropriate text message about obstetrics from a Dr Sarah Jarvis at Patient Access. HS said this was not connected with SMP and recommended that the patient use Patient Access live chat facility to report it.</p>
14	<p><b>Agree carry forward items</b>  Survey; Website stats; Accessibility for vulnerable patients; review Terms of Reference</p>
15	<p><b>Date of future meetings:</b> 6 Apr, 13 Jul, 9th November and 11th January 2023</p>