

Minutes of SMP PPG meeting 3 March 2021

1	<p>Present: RB (Chair), EA, EM, CL, LJ, AC, KG, KC, JG, NF, (CB).</p> <p>Apologies: EAll (resigned owing to pressure of other commitments).</p> <p>Membership of PPG was discussed as we now have up two vacancies.</p> <p>EA reported that the opportunity to join is on the website but no specific call for new members – it was agreed that it would be difficult to recruit at the moment.</p> <p>EA offered to raise at next clinicians meeting to see if they have anyone in mind.</p>
2	<p>Items for AoB – see #11, AoB</p>
3	<p>Minutes of last meeting were accepted .</p>
4	<p>Update</p> <p>EM reported on interesting few months. In December, Nonsuch Mansion (Pfizer) started vaccinations, then in Jan/Feb, the Oxford vaccine became available at SMP. It has been a challenge to get hold of vaccines for delivering at the Practice. They have been doing clinics at weekends and during week and so far delivered 1100 vaccines in-house. They are now on group 6 ie patients with underlying conditions.</p> <p>AC helped last week, getting patients ready and this help was much appreciated.</p> <p>They had planned to do 700 patients this week but had to cancel because no vaccine. They are still waiting to hear how many they'll get next week.</p> <p>It is more labour-intensive than flu jab.</p> <p>Everyone working extremely hard and feel they are doing OK as a practice.</p> <p>Meanwhile, they are still running the same appointment system as before, with telephone triage initially and converting to video if necessary.</p> <p>They are still monitoring chronic conditions and keeping up with their normal workload as far as possible.</p> <p>EA endorsed EM comments.</p> <p>AC had seen vaccination at three venues - Nonsuch very efficient, St Helier didn't feel very safe there (small room corridor, people waiting for later appointments), SMP very safe and felt very confident. Full marks to SMP.</p> <p>Sutton as a whole has rolled out well.</p> <p>AC had attended a Covid information session for Sutton and thought very efficient.</p> <p>LJ and CL went to Epsom for their jabs and found it also very well-organised.</p> <p>CL has been to online meetings with Council as Covid health champion - they are concerned that older people might slip through the net if needing medical care – perhaps finding it harder to convey medical information by telephone. This a general concern in Sutton not specific to SMP.</p> <p>EM said they are working hard to deal with issues by phone as before, also are seeing patients who need to be seen. He felt some patients would prefer to see a Dr face to face but that the Practice must also protect staff and other patients where possible.</p> <p>Other patients very much welcome the flexibility which phone/video consultations offer.</p> <p>Patients need to take the first step of phoning in so that clinicians are aware of any needs.</p> <p>Many people feel more confident not coming into the surgery so as to avoid potential risks.</p> <p>EM They are also very aware of needs in ongoing care arrangements and for end of life situations.</p> <p>Care homes are called every week to check on any problems and they receive calls from carers every day.</p> <p>EA Covid has highlighted issues about inequalities across SW London but pointed out that there are always problems with any system.</p> <p>They also have a Community Response Team which is a virtual ward for patients coming out of hospital early.</p>
5	<p>PPG members report on patient experience</p> <p>Covered above</p>

6	<p>Annual complaints report</p> <p>EA reported that this was not required in 2020 because of Covid.</p> <p>NF suggested that it was hardly relevant as things have changed so much consequently not worth pursuing now. If possible, any future report would be shared.</p> <p>EM said that at the clinical meeting on Mondays, any complaints are discussed –recent issues have been to do with the NHS referral system rather than SMP.</p>
7	<p>Survey</p> <p>EA reported that the new survey from Sutton CCG had not been received.</p> <p>NF suggested that the Survey of Surveys already tabled should be accepted as the PPG survey for 2020 as per advice from Pam Howe (Sutton HealthWatch).</p>
8	<p>Brought forward items</p> <p>Website, online access, noticeboards, awareness raising: carry forward again.</p> <p>Leaflets have been removed.</p> <p>Green/social prescribing - EA has met Elizabeth but not at SMP yet.</p> <p>She is also involved in the Community Response Team (early discharge) .</p> <p>Her social prescribing case load is slowly increasing but social activities aren't working as usual so there is still room for more referrals.</p> <p>EA has been appointed Clinical Director of Wallington PCN, with Dr Rodrigues (SMP) and Dr Barnard (Manor Practice).</p> <p>These Clinicians know each other and have shared out the roles. EA has taken on the patient engagement role. There are four PCNs in Sutton.</p> <p>For our patients doesn't make much difference but smaller practices get more benefit as expertise shared across practices.</p> <p>EA exciting thing is potential to work together across practices to deliver services - clinicians can put together proposal for what they'd like to do for Wallington.</p> <p>Mental health provision included – it is hoped to introduce specific mental-health practitioners in the future.</p> <p>EM said the PCN has been great, it couldn't have come at a better time, meeting new people across practices, sharing ideas for coping with Covid, Clinical Directors have been amazing in setting up different services to protect vulnerable patients.</p> <p>EA added that a really good example is the Nonsuch site which was created by the four Sutton PCNs CL mentioned South London listens which is a survey about NHS mental health provision .</p> <p>Action: CL will send info for sharing with PPG.</p>
9	<p>PRG meeting</p> <p>LJ reported on a presentation from Sutton Care Centre for people who are carers - they are keen to make presentation to SMP to show how they can help.</p> <p>The aim to avoid repeat visits and alleviate problems on a practical basis.</p> <p>LJ will pass EA's email address on to them.</p> <p>LJ also reported on Health Unlocked - a GP from Sutton spoke about an online trial for social prescribing. Patients use the system to self-identify needs and directs them to activities to go for help. Two practices are trialing in in Northeast London (Redbridge and Barking and Dagenham). Funded by MacMillan</p>
10	<p>HETT</p> <p>NF had circulated a report on the sessions she had attended and outlined points of interest.</p> <p>Action: RB will send link and more info to EA</p>

11	<p>AoB</p> <p>EA informed the meeting that there is a new person at the Practice (Josh) who is a first-contact physio, who is in twice a week.</p> <p>Patients who have a MSK ache or pain can book directly for one session.</p> <p>Reception staff screen a little bit.</p> <p>Doesn't do a course of six it's just an initial examination and some advice eg exercises.</p> <p>If a course of sessions needed he will refer on to that service.</p> <p>EA further reported that Nurse JM has left SMP have they just employed new nurse.</p> <p>JM is at new practice in a new role.</p>
12	<p>Agree carry forward items</p> <p>Membership of the Group - need two new members now.</p> <p>Website, online access, noticeboards, awareness raising.</p> <p>Terms of Reference.</p>
12	<p>Date of next two meetings:</p> <p>2nd June and 15th September at 3pm</p>
	<p>Meeting close for business but stay open for chat if wanted</p> <p>Those who remained online wanted to add a note expressing thanks to the team for excellent service in recent months.</p>