

Minutes of SMP PPG meeting held at Jubilee Centre 12 Sept 2018

Present:

NF (Chair), CL (Vice-Chair), JG (Secretary), AC (Health Champion), RB, CB, LJ, KC, EA (New member), EM (GP), AW (Practice Manager), HS (Assistant to PM), JM (Senior Practice Nurse), PH (HealthWatch), plus an observer from Grove Road Practice.

Apologies: CLK (speaker)

1 Minutes of last meeting

Item 3 – Dr Martinez replacing Dr Munden. JG asked if patients were notified of their new registered GP as hospital forms etc require name of GP. AW stated that patients had not been notified and that it was not necessary to have GP name.

Item 9 - Dr Martinez will supply calendar of awareness days

Re fund raising Dr Martinez felt this had been a misunderstanding

Item 14 – Research proposal. AW recalled this and said no further approach had been made. NF passed paperwork to AW and she will investigate.

2 Admin arrangements

Minutes – NF requested draft minute-taker to be provided by Practice as current arrangement prevents minute taker from participating fully in the meeting. Other practices provide a member of staff to produce draft minutes for approval and dissemination by PPG officials.

AW said she would have to discuss this in her team and would report back.

PPG membership – JM reported that a patient who had been involved in the diabetic project with Dr Munden had expressed an interest in joining and it was agreed that JM would invite her to join.

PRG rep – RB offered to become our third rep. PH would contact him with info and arrange with PRG.

Officers of PPG are due for election at the January meeting. NF said current officers were not necessarily willing to stand again and she hoped other members would now consider standing for election.

3 PPG Survey

EM and JM queried why so few (28/161) said they had good medical care. NF explained this was an open question for people to give one reason for how that had answered the previous question (Are you overall satisfied with the Practice yes/no). EM also queried whether this should be the first question and NF explained that it had been felt 1) for comparative purposes it should be in the same place as last year and 2) if it was later in the survey we might not get an answer as people didn't always complete the survey.

In further discussion it was agreed that the question should be re-worded next year 1) to give a clearer steer as to reasons for satisfaction or not; and/or 2) to request constructive suggestions on which the PPG could take action where appropriate. It was also felt that keeping the survey to one page was a good idea.

There was discussion about Facebook. CL explained that she maintains a SMP-PPG FB page but this is not a Practice page. She monitors this and ensures material and comments posted are suitable. AC reported another site containing inappropriate comments but CL explained that this was not connected with the PPG page or the Practice.

KC informed the meeting of an initiative from one other PPG called Living with Pain which has been open to other practices in the Borough.

4 Awareness raising

The PPG survey came up with some priorities for awareness-raising activities. JM recommended that smear-testing awareness should be added to the list.

EM was keen to have a regular PPG presence in the reception area to promote awareness of key health issues.

PPG members felt there needed to be a clear purpose and for all GPs to be aware and involved.

AC will take on co-ordinating awareness raising activities with EM and JM.

PH will support AC through Healthwatch Sutton to try and co-ordinate information across the Borough

CL already produces calendar of local activities, in conjunction with the Wallington WellBeing Group, which GPs can distribute to patients. She also organizes two days a year in local church centre where all major providers of care and information to older people are together under one roof. Patients and Practice staff should be encouraged to attend to see what is on offer.

CL offered to put on a smaller event at Jubilee Centre. AW said she would need to consult other users of the Centre. EM and JM were keen for this to happen.

As older patients are catered for already, one direction for AC would be to aim at conditions affecting younger patients.

The survey showed that patients like to have leaflets or to see on Jayex.

It rated the need for information about healthy activities and healthy eating higher than other topics listed.

NF suggested a meal of the month leaflet/Jayex display perhaps in conjunction with the dietitian based in the Jubilee Centre. JM said she would follow this up and RB reported that World Cancer Research Fund published quarterly healthy recipes which he would investigate. It was suggested to have lo-carb recipes with a link on the website or NHS choices dietary info – though this would be in addition to leaflets/Jayex display since most patients had expressed an interest in paper-based information.

Summary of actions on Awareness Raising.

Awareness days. EM and JM to work with AC to work out a calendar of events

Saturday half-day awareness session. AW see if this is possible and investigate whether Wallington Family Practice would be interested and then discuss again with CL.

KC raised the issue of Mental Health issues and informed the meeting of the “I need to talk” initiative.

5 Blood test numbers/hygiene

NF reported that patients had complained about the laminated numbers used for the blood-test queue being unhygienic. AW said she would take up with the blood-test service to find out what their infection control measures were.

6 Jayex update

HS reported that this was now up-to-date and that she made regular changes to maintain interest and accuracy. NF queried the suitability of some documents and HS explained that not all were available in the required format. NF, JG and LJ to follow up with HS.

7 Social prescribing

CL explained about the walking prescriptions and EM agreed to look at the format and suggest what might work as the current version did not seem to have been very effective and had not been used by all GPs. NF will review wording beforehand.

EM suggested that if a member of the PPG could be in the waiting area once a week, GPs could suggest patients got help in choosing an activity from the CL calendar.

As with the awareness-raising item above, this would need further discussion to establish whether PPG members would be prepared to have a rota and to what extent this would be supported by the Practice bearing in mind the requirement for DBS checks etc. EA suggested what we really needed was a community navigator.

8 CCG survey

The Practice had come third overall in the Borough and NF congratulated staff. The only item where they were below national average was the website. This was particularly disappointing as so much time had been spent looking at the website by a previous focus group.

9 Website project

PH has circulated a checklist for Practice websites. She was surprised at the SMP website having a low score as she always recommended it as a good example.

NF felt that it would be possible to look at the checklist and that as HS had recently done a lot of work on the website, it was likely that some things had already been addressed. HS agreed to look at the checklist and report back to NF. A team of NF, CL, KC, JG and RB said they would follow this up as a mini-project. It is not expected to be an onerous task.

NF also passed on a copy of the online registration etc instructions she had previously prepared for HS to check.

PPG access to its own page is still not possible.

10 PRG feedback

NF thanked KC for preparing an excellent summary of the recent PRG meeting. KC added a few comments but was unable to speak further owing to time constraints. In particular KC wished to draw attention to support for ethnic minority communities Urdu, Hindu and Polish. "Help for Health" is a new programme which is on-going. The courses run for 6 weeks and the team will be looking at additional ethnic groups etc with the aim of providing support across a wide range of communities. Currently there is no time limit for this initiative.

AC is doing the patients online Health Champion training circulated by PH.

11 AoB

- 1) EM reported a new initiative from the NHS on self-care and requested PPG support in delivering this. It was agreed to have a focus group consisting of EA, AC, CL and NF to convene in two to three weeks time to discuss what assistance the PPG could give. It was thought it could fit in with the social-prescribing presence already discussed. GPs may have self-care prescription pads. JG asked whether a training session could be arranged for PPG members.
- 2) CB reported that walking netball was no longer available at Purley Sports Club as an amendment to the next CL calendar of local activities. JG has subsequently found out that the walking netball at the sports centre at Waddon is still running although this comes under Croydon.
- 3) CL was unable to report to the meeting about another initiative but passed information on to EM after the meeting.
- 4) CB also raised the issue of delays during blood testing appointments owing to people not removing outer clothing while waiting for blood tests as doing so then takes extra time in the testing cubicle. AW will raise this when asking the blood team about the queue numbers.
- 5) KC/LJ reported that Age UK Sutton are providing limited free home-care support for people living alone.

12 Date of next meeting

EM expressed concern that there had only been three meetings in 2018 and NF explained that the fourth had been lost owing to the changeover in the Practice admin team. The majority of those present voted to stick with the next date of 9 January 2019 as this had been circulated well in advance and was in everyone's diary. With a new focus group to deal with the initiatives EM is proposing it was agreed that this was the most flexible and effective way to respond quickly in the short term.

Dates for next meetings:

9 January 2019

3 April 2019

Items for next agenda

Annual complaints report

Managing and using the virtual group

Election of officers