

## Minutes of SMP PPG meeting 5 April 2023

#	Item
	<b>Meeting Open</b> The group welcomed our new member Roopa M.
1	Present EM; RB; CL; HS; AC; RM; JG and LJ Apologies NF
2	<b>Items for AoB</b> Covered in the main discussion.
3	<b>Minutes of last meeting and matters arising.</b> The minutes were accepted with no additional matters arising.
4	<b>Pan PCN progress.</b> CL explained that the last meeting had been in March 22 when Andrew Macdonald left. She believed that the PCN group could organise their own meetings without the help of Healthwatch. All PPG members are invited to the next meeting at Holy Trinity Church, Wallington Green on 21 <sup>st</sup> April 2023 at 3 pm. In reply to EM's question CL explained that most PPG's had less than 10 members. SMP PPG had the largest membership. In reply to the request for PPG members to supply their contact details, it was agreed that the contact route should be that HS should send information to RB for circulation. This would safeguard members privacy.
5	<b>Update from HS</b> In conjunction with practice managers from the PCN a new telephone contract has been agreed which should improve patient experience when contacting the Practice. The new system will be Cloud base. The calls will be held on line and patients called back when they are at the top of the queue. Implementation should take about 10 weeks and it should take approximately three months before it is fully operational. There are no free iPads available within the practice and the Wifi connection within Jubilee House is poor, currently running at 32 mbs. ÉMIS is being upgraded and once in place should run at 64 mbs. This should be in place by mid April. Help and support is available for patients with sensory impairment. Self referrals for suspected prostate cancer will be available via SMP Website. 16 people of different ages and genders took part in the autism survey. EM informed the meeting that the surgery was still understaffed. Nurse Lewis had left but Nurse Ami, a prescriber was still there. 2 newly qualified physician associates have just joined the practice
6	<b>PPG members report on patient experience</b> 6 PPG members reported on patient experiences JG informed the meeting that breast screening results had come through within two weeks LJ said PPG members had reported a large number of complaints but none apply to SMP. Complaints from SMP patients could be made via the website. EM voiced his concern that the Government are raising patient expectations which cannot be fulfilled in the current climate. CL alerted the meeting to the problems associated with the supply of medication.

7	<p><b>Survey</b></p> <p>HS informed the meeting that we still need to do Friends and Family. She has linked this to the website and will automatically send a reminder to patients to fill in the survey. She will let us know when the new Acurix system is available. HS will supply Plato reports for NF to produce a report to act as the PPG survey for the current year.</p>
8	<p><b>SMP Website</b></p> <p>NF has reviewed the website and believes the issues raised by the Practice have all been addressed. HS thanked NF for all her help with the website improvements resulting in the increased number of visits to the site.</p>
9	<p><b>Community Health Champion</b></p> <p>CL updated the meeting. It is likely that the myGP app will be replaced by the NHS app and strongly advised patients to use this. Basic computer training and training on the NHS app is being provided by the Sutton volunteer section. Since February, sessions have been held at Sutton library on Monday and Tuesday from 10-4. A training manual has been prepared and it may be possible to provide training sessions at Shotfield. The main problem is getting a trainer who has been screened to ensure patients safety and security. CL reported that the Phoenix centre event was very successful with 20 stalls and 120 residents attending. They reported they were delighted with the event and CL will now organise two events a year for them. There is a new flyer for the next event at Holy Trinity. The Covid vaccinations for over 75's will finish at the end of June but they will be available at the next event at Holy Trinity.</p>
10	<p><b>Health Champion Report</b></p> <p>AC said she had nothing to report as her main involvement is in the Autumn.</p>
11	<p><b>PRG meeting update</b></p> <p>LJ reported the problems with PRG due to the resignation of Healthwatch staff previously discussed. The next meeting is on April 12<sup>th</sup>. There will also be a joint PRG/ PPG meeting. See above.</p>
12	<p><b>PRG Workshop* Cancelled</b></p>
13	<p><b>AoB</b></p> <p>LJ said there had been a few problems at the last flu vaccination session. HS is reviewing the system in preparation for the next round of flu jabs in the Autumn. She is also looking at the implementation of the shingles vaccine.</p>
14	<p><b>Review and update of surveys.</b></p>
15	<p>Next three meetings 5th July, 8th November 2023 and 7<sup>th</sup> February 2024</p>
16	<p>Meeting Close</p>