

	<b>Minutes SMP PPG 13<sup>th</sup> Jul 2022</b>
<b>1</b>	<b>Present:</b> EM, HS, RB (Chair), KC, CL (online), AC (online), NF <b>Apologies:</b> JG, LJ
<b>2</b>	<b>Items for AoB:</b> Congratulations to CL on MBE and thank you for all the work you do in the community, especially for SMP HETT exhibition 28-29 September at ExCel Centre. Free. Essential Tremor offer of talk from Jackie Farrell.
<b>3</b>	<b>Minutes of last meeting</b> The level of abuse has dropped which is good news. EM spoke to Nadine Wyatt - she wasn't aware of any funding but will ask around
<b>4</b>	<b>Healthwatch</b> CL spoke to Chief Exec and Chair of Trust. There are staffing problems at Healthwatch at the moment so they are redesigning job spec for Andrew's replacement to go out soon. They apologise for not being able to support us as they would like at the moment.
<b>5</b>	<b>SMP update</b> Things are moving along well. There is/has been a lot of staff sickness with covid and other things. There are some new staff, many of whom are learning new roles at the moment. SMP has become a training practice - there is a qualified trainer Dr Luke Yahanpath and the first trainee will work part-time at SMP for two years. EA is coming back soon.  Appointments - the new system is working well. It is particularly helpful when staff are off sick as there is less work to rearrange future appointments. They are being flexible with vulnerable patients or those who can't book online. Also, every 48 hours they release prebookable appointments online. KC queried how it worked for people who can't get appt on the day because already booked. EM says looking into how they help people who can't get appt on the day. AC says happy with new system but sometimes difficult to get through on the phone. She likes being able to choose the day so can see named GP. HS says slow computer system takes time to book on phone. When new software installed, it will be quicker and should be quicker to get through on the phone. EM can't base service on individual cases when 14000 patients.  Prescriptions - re-ordering repeat prescriptions not working well at Boots where they don't always reorder. CL reminded that one can order online if Boots doesn't do it. The Practice Pharmacist can help by suggesting alternative medication when the pharmacy is out of stock.
<b>6</b>	<b>SMP website</b> NF reported that some changes had been made but there was still some way to go. EM made some suggestions for improvement along the lines of WFP site where buttons and contents on home page and subsequent pages are clearer. He suggested making buttons clearer in terms of heading, context and showing that it is a button to click. With new boxes on each page to click on rather than lists. NF reported that the data shows that Online Services is the most looked-at page so people are getting there but not necessarily managing to register. NF feels it's a priority to improve and clarify the info about all online access. Also to cut down on unnecessary wording. NF will try to action some of this prior to meeting with EM, HS, Katy (web company) in August to work on website. <b>Action NF to update Katy</b> on what is to be achieved at the meeting and if possible to carry out some of these suggestions in advance.

<b>7</b>	<p><b>PPG members feedback</b></p> <p>Some feedback is reported under other agenda items.</p> <p>KC reported that for the Blue Badge scheme in Sutton it is now necessary to go online (not phone). He suggests GPs refer patients to AgeUK. EM said Social Prescriber can also help with this.</p> <p>NF thanked the Practice for the usual excellent level of service.</p>
<b>8</b>	<p><b>Pan PCN/PPG for Wallington</b></p> <p>CL reported that the next meeting will be held independently of HW</p> <p>They will be meeting again in September/October but there are no terms of reference yet.</p> <p>CL said that they are seeking data from the Council on people living alone and with long-term health conditions.</p> <p>KC reported that PRG trying to bring standards to PCN projects.</p> <p>CL reported that there are many projects planned, one being the Wallington hub, even though each PCN will have different priorities in line with their demography and needs.</p>
<b>9</b>	<p><b>Health Champion report</b></p> <p>AC nothing to report but still willing to assist.</p>
<b>10</b>	<p><b>Community Health Champion report on Digital Exclusion</b></p> <p>CL met with Nadine Wyatt and overall PCN IT support people but there are two aspects to digital exclusion - NHS access only and wider digital access eg to the local Council or appointments for other services.</p> <p>They have agreed to look at WFP and SMP as the initial pilot for medical access but there is a lot to do in terms of standards and safeguarding before any roll out can happen.</p> <p>CL asked if Practice Managers could identify people who are excluded or provide numbers.</p> <p>HS suggested looking for people with no email address or no mobile phone</p> <p>EM reported that SMP has signed up for teledermatology to send photos of skin to hospital for speedy diagnosis. He is unable to find patients who can access the service.</p> <p>Categories of online use fall into:</p> <ol style="list-style-type: none"> <li>1) People who do use it</li> <li>2) People who have someone else who does it for them</li> <li>3) People without the necessary equipment</li> <li>4) People with difficulties such as deafness which prevent access</li> <li>5) People who don't want to use it</li> </ol> <p>NF suggested that if receptionists could keep a list of patients who are digitally excluded, they could be invited to a training session which she would offer to run. The programme would need to be agreed so that the same standard and methods were used for all sessions.</p> <p>Safeguarding issues need to be resolved.</p> <p>CL/Wallington Community Wellbeing Charity plans to put sessions on at the Library to address wider digital exclusion. The main concern is for it to be done safely.</p> <p>EM mentioned the specific needs of deaf patients and NF suggested getting someone to talk to the Practice about their issues so we can try to address them.</p> <p>KC PRG looking at bringing in people with IT skills and CL suggested students intending to study medicine may be sought to help with this. The need for standards and a co-ordinated safe approach was reiterated.</p> <p><b>Action CL is working on this</b> with WCWC and will keep SMP and the PPG informed if there is any input required from them.</p>

<b>11</b>	<b>PRG update</b> Items not covered in agenda: KC reported that there will be a Covid booster programme in the autumn He also mentioned that patients sometimes don't realise they can get transport to hospitals for appointments.
<b>12</b>	<b>2022 survey</b> HS has found out that it looks as though it is necessary to have a PPG survey. It was agreed that it could not be carried out in the waiting areas. It was also agreed that it should be very simple with maybe five closed questions. There was discussion about how to get it to patients, in particular how to reach patients who do not use online access. There was also discussion about the topic. It was felt that patient satisfaction with the Practice was already evaluated in other surveys so the PPG survey should be an opportunity to seek answers in specific areas of interest such as online access or the appointment system. It was agreed that if the survey was to be useful it should not be done in a hurry so the topic will be discussed again at the next meeting. EM suggested a smaller group to work on this once a topic is agreed. <b>Action: HS to send NF wording of survey requirement</b>
<b>13</b>	<b>AoB</b> NF passed on offer of speaker from Essential Tremor patient. EM suggested CRT would be an appropriate forum. CL said Jackie Farrell exhibits at her Wellbeing days at the Trinity Centre. The next event run by the Wallington Community Wellbeing Charity is on Friday 21st October. EM asked for additional copies of the activity calendars and CL said she would drop some off. NF explained about HETT 27-28 September at ExCel centre. NF to forward info to Helen Congratulations to CL were expressed again. <b>Action CL drop off more activity calendars</b>
<b>15</b>	<b>Carry forward items</b> Survey topic if required
<b>16</b>	<b>Date of future meetings:</b> 9th November, 11th January, 5th April and 5th July 2023