

Shotfield Medical Practice Patient Participation Group

Minutes of the meeting held on Weds 10th January 2018 at 4.30pm

In attendance Sarah Kavanagh (Practice Manager) NF (Chair); CL (Vice chair); JG (Secretary); LJ; Dr Munden; KC; YL(Secretary); PH (Healthwatch, Sutton)

1. Apologies

CB; RB

2. Additional items for AoB and review of Agenda

One additional item on Health Champions from NF and PH

3. Minutes of the last meeting and matters arising

The minutes were accepted.

SK has changed the wording of the text message for Friends and Family.

4. Elections for PPG posts.

All officers nominated were re-elected. NF remains as Chair, CL as Vice Chair. The post of Secretary will be shared by JG and YL.

5. Practice Successes

Dr Munden informed the meeting that SMP had won the award for Clinical Team of the Year for long-term conditions for their work on Diabetes.

PPG congratulated SMP for this success.

6. Diabetes Project and future plans

Dr Munden has met with the student developing the diabetes App. It is almost complete and ready to be trialled. The Palace for Life scheme has yet to start. NF was asked to follow this up with Beth. There are still some outstanding issues and it is not certain that this can be delivered within the funding deadline.

Dr Munden will be leaving SMP in February and SK will leave in March. NF thanked them both for their help and contribution to PPG. As yet no replacement for Dr Munden on the PPG has been agreed. PPG would prefer the appointment of a single medical member and SK will follow up. Nurse Jennie is keen to attend which would be welcomed.

Since SMP staff are changing, future projects have yet to be identified.

7. Virtual and real group review

7.1 Virtual group

There was much discussion on the role and make up of the virtual group. NF consulted PPG members after the meeting and the consensus was that a basic virtual group be set up, currently with FS and AK as members. A nominal gmail account would also be set up for future use in this context.

The PPG was aware that contact by letter to previous volunteers had been unsuccessful but it was agreed that no-one could take on the workload associated with publishing an email address. The address would be set up with an auto response in the first instance and it would be made clear that any non-PPG or inappropriate correspondence would be deleted. The terms of reference for the PPG will need to be reviewed if the virtual group develops beyond the existing members.

Action: Review at next meeting

7.2 Actual PPG

We probably need to recruit one more member. CL has contacted Hindu and Mencap groups to get a representative from them. PH informed the meeting that Speakup Sutton have been promoting PPGs to encourage new volunteers from people with learning difficulties. CL will follow up.

NF proposed that from the beginning of the new financial year (April 2018) the meetings should be held quarterly with the last 2 monthly meeting taking place in March.

This was agreed.

8. PPG presence on SMP website

Revised wording for the PPG web page was agreed.

LJ suggested a link to the PPG page from the news page.

It was also suggested that the thesaurus of search terms should be expanded to include the following additional terms:

Patient rep (representatives)

Patient group

It was agreed that only the current and previous years' minutes need to be included.

9. Jayex update

NF, JG and LJ had met with Aga to discuss the problems associated with Jayex. The following observations were made;

Layout issues and failure to use the full screen to display information – it was felt that if the aspect ratio of the screen was known, it could be used to overcome this

Poor contrast between background and text – pale yellow being a good background for black or other dark text

Too much information displayed on some screens leading to a small font size

Text needs to be LH justified to assist those with visual impairment

Bullet points could be used to identify key points

The time that slides are displayed needs to reflect the amount of information needing to be digested

The slide content was requested so that edits of information could be suggested

SK suggested that Aga work with Jayex to address these issues and get back to PPG

10. Wellbeing group and Walks update

CL reported that the success of the Wellbeing group meant that the events calendar will need to be reprinted. The next Open Day will be on April 27th. Unfortunately Healthwatch Sutton had turned down the request for funding. PH apologized and explained that the target groups for funding had been redefined which affects the groups which can be funded.

The Walking Prescription form also needs reprinting and NF/JG have since reviewed this ready for re-issue.

PH asked NF to give a short presentation at PRG as other doctors groups were interested in starting up walking groups and NF agreed to do this. JG will assist as co-initiator of the walks. NF updated the meeting on the walking group. Currently 57 had signed up and in excess of 20 people turn up each week to take part. The group had a Christmas lunch at Yans Restaurant and raised £140 for Sutton Community Farm to provide fresh vegetable boxes for Sutton Food Bank.

11. PRG and CCG update

KC gave an extensive update. It included projected increases in the number of patients registered in Sutton and the implications of this. A number of initiatives are in place to improve services including GP's and pharmacists working together and the implementation of nurse led services to help GPs. The Robin Hood site redevelopment has now been abandoned and KC has raised concerns about the level of service provision in some parts of the Borough although at present this does not impact on SMP. There are major changes taking place across the Borough which are currently in the planning stage.

12. AoB

PH had introduced NF to the Chair of Wallington PPG who had suggested our PPG and patients might like to join them when visiting speakers were arranged. There was interest in this possibility.

PH spoke about Health Champions and one volunteer, AC, is keen to work with SMP PPG. PH will put NF in touch so she can be invited to the next meeting with a view to her joining the PPG.

13. Date of next meeting

Wednesday March 7th 2018 at 4.30pm.