**Sunbury Health Centre Group Practice (SHCGP)**

**Patient Participation Group (PPG)**

**Minutes of the Core Group Meeting held on**

**Tuesday 11 May 2021, 3.30 pm**

**Agenda**

**Present:**

**SHC:** Richard Fryer (RF) Dave Gill (DG) and Sasha Thurgood (ST).

**PPG Core Group:** David Butler(DB), Jenny Downes (JD), Polly Healey (PH), Neil Huntingford (NH Chair), Diana Huntingford (DH), Alison Richardson (AR) and Paul Thompson (PT).

1. **Welcome** and **apologies** for absence

NH welcomed everyone to the online meeting of the Core Group. He explained that the purpose was for RF & DG to update the group on how the Practice was working in the pandemic. In addition RF & DG would answer any questions that had been submitted in advance.

Tom Fidler and Dorothy Linter sent their apologies. RF explained that DG would be joining the meeting slightly later due to a prior meeting.

**2. Update from the Practice**

RF reported that the Practice continues to focus on the roll-out of the Covid vaccinations. There are two streams of vaccinations – those organised by NICS (North West Surrey Integrated Care Services) and those being invited centrally to attend the larger mass vaccination sites. RF stated that the roll out continues to go well and is pleased that the roll-out is now for patients over the age of 40.The Practice receives information about the patients who have/have not had the vaccination when they were invited to do so. This enables the Practice to follow up with individual patients who have not taken up the offer of a vaccination. Discussions with the Doctors identify patients who should be followed up to identify why they have not been vaccinated. RF explained that it had not been possible to contact some patients (approximately 200) either by telephone or text; consequently they are now being written to by the Practice and encouraged to have the vaccine.

PT asked if the patients choosing not to be vaccinated were from Black and Ethnic Minority groups? RF was unable to give answer but did confirm that this is something being looked at across Surrey Heartlands.

RF confirmed that 91% of patients aged 80 years+ are fully vaccinated however 4% are only partly vaccinated – the reasons for this are being followed up by the Practice. 93% of the 75-79 age group are also fully vaccinated.

RF described changes that have taken place within the staff, this includes a member of the Reception Team who has moved to become an additional Prescription Clerk, and this has led to a new member of the Reception Team being recruited. PCN (Primary Care Networks) funding has enabled the Practice to also recruit additional roles in the Pharmacy Team. Two additional Pharmacists were appointed last year and the funding will enable a further Pharmacist to be recruited for July. The Practice is also considering other roles that this funding could support.

RF explained that on 13 May the Practice will be closed to patients in the afternoon to enable a Practice Learning Time session to take place. This will provide an opportunity to identify the training needed to meet the PCN objectives as well as enable the staff to meet together and promote team building. It has obviously been very difficult for staff to meet in the last year due to restrictions imposed as a consequence of the pandemic.

PT asked if the Pharmacists, appointed through PCN funding are dedicated to SHC. RF confirmed that they are employed by PCN but seconded back to SHC, where their focus is on Practice patient care and PCN objectives. RF explained that they have a wide role which involves medication reviews and requests, a daily surgery and making numerous telephone calls. A role the GPs find very supportive. To be appointed as a PCN Pharmacist requires an 18 month training course to be successfully completed. DG is the trainer/mentor for the Practice.

A number of questions had been submitted in advance:

1. Is there any news on the possible improvements/development to SHC?

No, the Council Meeting discussed at the last PPG Core Meeting has yet to take place. RF confirmed that he continues to chase NHS Properties but there is nothing to feedback to the meeting yet.

1. Complaint statistics - how often are they published and where can they be viewed?

Complaint statistics are submitted annually to NHS Digital. RF was not certain about where the subsequent report is published and who has access to it. RF confirmed that the analysis of the data was very thorough and looked at factors including age of complainants, type of complaint etc. Due to the pandemic this was not a requirement last year and RF is waiting to be informed about this year’s requirement to submit data. In addition RF keeps a record of complaints at SHC which shows a marked decline in the number of complaints since 2014/15

RF added that there is SHCGP Complaints Process and that this is available on the web-site. Dr Hodson is the Complaints Lead and she becomes involved when appropriate in the process. RF explained that when complaints are escalated to him they then become recorded.

The website does receive a lot of feedback, not all of which is negative. RF is therefore investigating how the website could differentiate the feedback it receives.

3 How will the change to the restrictions on 17th May affect access to

appointments?

There will be no changes to access because, unlike many Practices, SHCGP has never closed throughout the pandemic. The Practice is currently providing 1300 Clinical appointments each week in response to contact from approximately 7% of patients. If required, after initial phone triage or a video call, patients who are assessed as requiring a face to face appointment are asked to attend the Practice. The triaging system put in place during the pandemic will remain in place as will the ‘*Hot’* and *‘Cold’* entrances at the current time as lockdown continues; however the Practice is considering when to restart services such as Minor Surgery and Microsuction. These may possibly begin in June/July dependant on the advice the Practice receives.

4 With the changes to how patients are seen at the Practice have there been any complaints or comments about this style of working?

No. Most of the feedback is from the Doctors who would prefer to be able to see more patients.

PT provided some encouraging feedback from Sunbury FaceBook page, he had recently seen a post from a new resident who asked the group if they would recommend SHGP and the response was very positive.

*DG joined the meeting at this point*.

DG reminded the meeting that there is currently a focus on the end of year targets for patients with Chronic Health conditions. He added that there is a plan in place to review such patients and that the Pharmacists will be able to support this process.

DG informed the meeting that a new development is in place to provide repeat dispensing for a year’s medication at one time. This will significantly reduce footfall at the Practice. He added that great efforts are being made to use the full range of technology to meet patients’ needs.

DG reported that he fully expects there to be further Covid vaccinations in the autumn, but the Practice has yet to receive any details.

NH asked if this would be combined with the Flu vaccination. DG replied that this was unlikely due to the gap needed between the different vaccinations.

NH asked if DG thought that the days of a full Waiting Room would return. DG responded that it was inevitable that more people may return, but not the numbers seen before the pandemic due to the very effective triage system in operation and this will remain in place. He reminded the meeting that a significant number of the people who attended SHC in person could have their needs met without having to visit the Practice.

DH reminded the group that the next meeting of the Core Group is the time when the calendar of meetings for the next year is agreed. Therefore we will need to discuss the format of future Core and Open Meetings. Whilst the need for Virtual Meetings currently remains NH ended the meeting by saying that he hoped at some point in the near future we can once again meet together in person.

**The date of the next PPG Core Meeting is Tuesday 6 July 2021.**

**The date of the next PPG Open Meeting is to be confirmed*.***