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

**Patient Participation Group (PPG)**

**Minutes of a Core Group Meeting held on 8 November 2022**

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| **Present:**  **Sunbury Health Centre:**  **Richard Fryer (RF), Dave Gill (DG), Sasha Thurgood (ST)**  **PPG Core Group:**  **Neil Huntingford (NH), Paul Thompson (PT), Polly Healy (PH), Alison Richardson (AR), Jim Snaith (JS)** |
| **Apologies:**  **PPG Core Group: David Buttler (DB), Jenny Downes (JD)** |

**Welcome**

NH welcomed everyone to the meeting and accepted apologies.

**PPG – The Way Forward**

**Communication with Patients – Sunbury Matters**

JS continues to work with RF to produce a monthly article for Sunbury Matters. The ‘turnaround’ time for articles is short, and it was agreed to try and have one or two potential articles ‘in the bank’ to alleviate the pressure of editorial deadlines.

With the mechanisms for patients accessing Sunbury Health Centre continually evolving, members of the Core Group are aware that there continues to be confusion amongst the patient population about what has changed and how best to access the practice. The next article for Sunbury Matters will therefore focus on this topic.

Later in the meeting – and in response to a question by JS – DG explained the roles of a Clinical Pharmacist and Paramedic within the practice, and how these roles are continually expanding to offer patients not only a broader range of support, but often a more holistic care package. Their work also feeds into the ongoing drive to increase preventative care and support, as well as addressing current health needs.

Members of the Core Group commented that the image many patients have of these roles is probably very different from the reality. It was agreed that a series of ‘A day in the life of…..’ articles focusing on specific roles within the practice would help patients understand more about the wide range of support available, and the benefits to them of appointments with clinical professionals other than GPs.

**Patient Feedback - Survey**

Prior to the Covid pandemic, regular patient surveys were commissioned by SHC, with the PPG Core Group analysing the results and supporting the practice in developing an action plan.

Whilst there exist other forms of patient feedback (including a national survey that was run at the beginning of the year), SHC is keen to run its own survey once again. This will enable the practice to receive feedback on specific local opinions, make some comparisons in responses over time and understand some of the underlying issues through patient comments.

It was agreed that a PPG sub-group would meet early in the New Year and present some ideas at the next Core Group meeting in January. The exact timing of the survey needs to be agreed, but it was agreed in principle that Spring 2023 would be appropriate.

**SHC Update**

**Extended and Improved Access**

Work continues to develop the offering to patients through the updated extended access contract which is now in operation.

One initiative is ‘Rapid Health’ which will be introduced across the region and will enable patients to book certain appointments once requests have been triaged. This will reduce the time it currently takes to secure appointments and free up administrative time to focus on other priorities.

SHC is approaching this carefully so that it has the best chance of working effectively for everyone. It will not be suitable for certain appointments where it can be difficult to predict how long a patient may require.

DG explained that ‘Rapid Health’ further supports the drive in ensuring that patients see the most appropriate person for their needs as quickly as possible. Unlike the historic system where patients could book GP appointments online, the triage system now helps to steer patients to the person who can help them best. ‘Rapid Health’ will help to streamline the current process.

**Face to face appointments**

The number of face-to-face appointments continue to increase. There were, however, 344 DNAs (Did Not Attend) in October. This was a slight reduction on September; however this does continue to have a significant impact as these appointments – if cancelled – would be available for other patients.

**‘Flu jabs**

The number of people who have received a ‘flu vaccination at the practice to date is around 2,500. This is down on last year, when around 4,000 patients were vaccinated.

Competition from chemists (who often begin offering the vaccine earlier in the season) and Covid centres (who can sometimes offer the ‘flu vaccine as well as the Covid booster) has not helped. Also, SHC offers its ‘flu clinics on Saturday mornings only so that the normal running of the practice is undisturbed.

RF has already ordered ‘flu vaccine supplies for next year, and hopes that the ‘flu clinics can start earlier in 2023.

**Staffing**

Staffing levels are being largely maintained, albeit with 2 current vacancies for afternoon receptionists.

The website has not needed to be paused due to staff absences during its normal operating times in recent weeks.

**Date of next meeting**

The next meeting of the PPG Core Group will take place on **Tuesday 24 January 2023** at 3.30p.m. (one week later than provisionally agreed).

**Actions**

* JS and RF to identify future topics for Sunbury Matters (including ‘A day in the of….’ disciplines), to try and alleviate the pressure of editorial deadlines.
* NH to convene a sub-group in early January to generate ideas for a patient survey to present at the next meeting.