**Sunbury Health Centre (SHC)**

**Patient Participation Group (PPG)**

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

**Tuesday 28 March 2017, 3.30 pm at SHC**

**Agenda**

**Present:**

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

**PPG Core Group:** Neil Huntingford, Chair (NH), Dorothy Linter (DL),Roz de Lord (RdL) and Jan Palmer (JP).

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

NH welcomed everyone to the meeting. It was noted that Jackie Sheehan, Brian Catt, Paul Thompson, Wendy Doyle, Polly Healey and Diana Huntingford had sent their apologies.

NH advised that following previous discussions, he had been in touch with Cheryl Kimber regarding her difficulties in attending PPG meetings. She has agreed that it is not possible for her to make the meetings on a regular basis due to her other safeguarding commitments. She wishes to continue to work on a referral form for young people with mental health problems, and will liaise further with NH regarding this.

DG expressed concern that since this work began the practice are now using standardised forms approved by the CCG and CCG approved counselling phone contact numbers. It was agreed that perhaps Cheryl could work on a set of guidelines which would assist young people with filling in the forms now being used.

Action*: NH to discuss further with Cheryl*.

**2**. **Minutes** of the last Core and Open meeting

NH brought to the attention of the meeting an error on page six of the minutes of the Open Meeting. The question ‘*Does the Practice have a renting lease’*should read **‘***Does the Practice have a repairing lease?***’**

The rest of the Minutes were agreed.

*Action: DH to amend*.

**3. Be a voice in the community:**

* Patients’ survey 2017 – agree schedule for entering data.

The survey has now been updated by NH and a working party from the PPG. Unfortunately due to various IT issues the forms now need to be retyped with the latest version.

*Action: DH to retype updated survey*.

A number of the PPG members have agreed to enter the completed paper surveys received at the surgery onto Survey Monkey. The following schedule was proposed and all the members present agreed that they can assist on the days allocated.

From 27th April - 2nd May Paul *(not confirmed)*

From 3rd May - 8th May Jan

From 9th May - 11th May Dorothy

From 12 May - 14th May  Roz

From 15th May Neil

The PPG member will collect the forms from the surgery on the date allocated, and will have until the day before the next person takes over to complete their entries.

Action*: NH to circulate instructions on how to enter that data.*

* Feedback from the Open Meeting on 27 February 2017

There was a lower number of people in attendance at the last Open Meeting held on 27th February 2017. In general it is thought that this is because people are happier with the way things are now progressing at SHC. If this still appears to be the case at the July Open Meeting, then it was agreed that consideration should be given to reducing the number of Open Meetings from three to two per year. DG cautioned that there are still many challenges ahead and so this may change. An option for two planned meetings with an “ad hoc” additional meeting as required was also discussed.

Various ideas were also discussed with regard to developing the format of these meetings, perhaps a short topic presentation, then the usual SHC update and Q&A session. It was noted that the Q&A session of the Open Meetings was a very important element and should be kept at approx 30 minutes. It was also noted that the SHC update section of the meeting should reflect an update on items in the newsletter and not focus too much on repeating information.

It was agreed to consider the format of Open Meetings again at the next PPG Core Meeting.

Action: *DH to add the future format of the Open Meetings to the agenda for 9th May*.

**4**. **Provide support and challenge:**

* Update from DG

Dr Guppy has now left the practice and is relocating to the Wirral.

Dr Das is remaining with the practice until August.

Dr Gibson (Foundation Year Doctor.) is leaving after a four month placement. A new Foundation Year Dr. Luvarnia Sadasivan is commencing next week.

Sister Budkiewicz has commenced her training as a Nurse Practitioner.

Sister Cook is training as a Nurse Prescriber.

Two Nurses and one HCA are currently on Maternity Leave.

Chronic Disease Management figures are the highest ever at 99.2%.

A Minor Surgery Service has now started and is being provided by DG and Dr. Jopling. *(It was suggested that this service be described at the next Open Meeting).*

Dr Jopling will supervise the next Foundation Year Doctor.

DG can now supervise a GP registrar.

* Clarification about new roles at SHC:
* The Nurse Practitioner is working three days a week taking consultations with patients aged 18 years and over. This is typically for acute presentations of minor ailments such as coughs, UTIs, wounds etc. This is already proving to be a popular option with her sessions being well attended. She is being supervised by Dr Jopling.
* Nurse Prescriber Sister Budkiewicz will be able to prescribe within her area of expertise in her own clinics.
* Funding for an on-site Pharmacist shared with another practice has been turned down by NHS England. DG outlined some of the benefits of such a role if funds were to become available. Other options to secure funding are being explored.
* The role of PPG as we move forward NH asked the PPG to consider if anything needs to change regarding meeting frequency before we set our annual dates in July ready for September onwards. During discussion, consideration was given to leaving the meetings at the current frequency of six weeks, or maybe spacing them out to eight weekly. DG felt it would be appropriate to move to every eight weeks as long as the current practice of RF liaising with NH and specific task groups meeting in between set meetings if the need arises continues. To be considered further at the next PPG Core meeting.

Action: *DH to add to the agenda for 9th May.*

**5**. **Help disseminate information:**

* Rationalising signage within the building

Following the walk through of the building undertaken by RF/NH, new door signs and directional signs have arrived and will be installed following the meeting. In this way, the daily occupancy of the consulting rooms can be changed quickly and to a professional standard. All these notices will have the new SHC logo which has been approved by the partners. NH tabled the agreed logo which is now in use on SHC correspondence etc.

* Meetings with MP and councillors

The letter sent out by the Shepperton Practice with regard to the increase in property service charges was discussed. RF outlined the difference between SHC and Shepperton. SHC uses only 45% of the building whereas Shepperton uses 80% and therefore incurs higher charges. Nevertheless SHC charges have risen by 560%.

A meeting was held with SHC and the Surrey MP, Kwasi Kwarteng (KK), but was not felt to be particularly encouraging in raising the profile of the issues being faced by SHC and Practices in NHS properties nationwide. As requested by KK, SHC have now put their concerns in writing to him three weeks ago regarding the rise in these charges, but to date there has been no response. The CCG are also aware of the situation and are trying to help.

SHC are being put under pressure by NHS Properties to sign a lease for a period of 25 years in respect of the non-reimbursed property charges, but in this current situation SHC are not prepared to sign.

Immediate impact is that SHC cannot consider using any of the rooms being freed up by Virgin leaving the premises this week, even though all the rooms have now been cabled by SHC for phones and IT equipment.

Actions**:** *DH to add the issue to the agenda for 9th May.*

*If no response from MP within the next two weeks RF/NH to liaise with a view to NH also writing on behalf of the PPG*.

**6**. **Communications strategy:**

* Use of PPG website

NH presented the PPG website stats to the group as PH was not in attendance. The minutes of the PPG are the second most popular page visited. The highest number of visits to the site (207) was on March 8th.

* SHC corporate identity – an update on the new logo

Now approved by partners and in use. (*Covered above*)

* The Spring Newsletter

Updates to be included with regard to the Property Service charges, and an expanded explanation of the new roles of Nurse Practitioner and Nurse Prescriber, as well as the Minor Surgeries service.

Action: *RF/NH to liaise with DH who has offered to help with the newsletter.*

**7**. **Improving the physical environment:**

* The chairs in the Waiting Room

It would be desirable if all the chairs in the waiting room looked the same. This would be costly so possible joint funding options with the new community service provider will be explored.

DL asked if the SHC Newsletter could be put into stands rather than left lying on the waiting room tables where they get lost under other items. RF advised that leaflet holders etc. would be looked at along with the rebuild of the Reception area.

The notes will be removed from Reception during the last week of April, and it is anticipated that the builders will be starting work during the second week of May, though this is not confirmed.

**8.** **Action Points** from the last Core Meeting (not covered in the agenda)

None.

**9. AOB**

SHC have been given three days notice that from 1st April 2017 the contraception clinic held at SHC will be closed, as the delivery of Surrey Sexual Health Services is being taken over by Central and North West London NHS Foundation Trust (CNWL). Clinics will now be available at locations in Guildford, Redhill and Woking. Concern was expressed as to how the patients who currently attend the clinics at SHC would access these other more remote locations, as many do not drive. The Practice will follow up with Public Health who commission these services.