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

**Patient Participation Group (PPG)**

**Minutes of the Open Meeting held on**

**Monday 3 December 2018**

**At Sunbury Health Centre**

**Neil Huntingford** (NH),chair of the PPG, welcomed the very small number of patients to the meeting. Only one patient had not previously attended an Open Meeting. NH nevertheless, for the benefit of the new attendee, reminded everyone of the format of these meetings. NH took this opportunity to advertise the vacancies on the Core Group.

NH introduced the members of the PPG Core Group who were present at the meeting, this included **Dr Gill (Partner), Richard Fryer (Business Manager), Sasha Thurgood (Operations Manager),** **Polly Healy, Dorothy Linter, David Butler** and **Diana Huntingford** (minutes)**.** Apologies had been received from **Paul Thompson** **(Vice Chair) and Jan Palmer**.

NH informed the meeting that due to the generosity of patients attending the Flu Clinics over £1K had been raised for Multiple Sclerosis. He also highlighted the artwork, recently refreshed and now being displayed in the Waiting Room.

NH then explained that the focus of this meeting was an update on the progress being made to address the issues raised in the 2018 Patients’ Survey. This is a follow on to the last Open Meeting (4 June 2018), when Richard Fryer(RF) provided a background to the survey, shared the main findings and information about the developments being implemented at the Practice to meet the challenges identified through feedback received in previous surveys. (*A copy of RF’s full presentation was attached with the minutes, which are available on the PPG website*).

Before Dr Gill (DG) began his presentation he thanked the PPG for their continued support. DG reminded the meeting that there were four main findings from the survey:

1. Improving access to services
2. Directing patients to the correct professional
3. Developing communications
4. Improving the clinical space

Improving access to services

DG explained that the Practice is moving away from being ‘doctor centred.’ The national shortage of doctors is encouraging Practices to research new ways of providing services. The response by SHCGP is to develop a *Multidisciplinary Team*. An example is the appointment of a Pharmacist; she has her own prescription team, which is flourishing, and is revising processes and policies. The Pharmacist is working in close liaison with local pharmacies to improve the service; this was an issue raised at a previous Open Meeting. In addition she is working closely with the local Nursing Home and Sheltered Accommodation to help ensure a more prompt turn around for prescriptions. The addition of a Pharmacist at the Practice is helping the Doctors by removing the need for them to deal with low level enquiries.

In the last 18 months the role of the *Nurse Practitioner* (NP) has been developed. An additional NP has been appointed; one of the team is currently completing paediatric training and she will be able to run her own clinic in the future.

The addition of two *Paramedics* is a new innovation for the Practice. They are providing support for home visits, triaged by a Doctor, and hence releasing Doctors to focus on their surgeries/clinics. The Paramedics are also able to supplement the Duty Doctor and hold their own clinics.

There are now three *Health Care Assistants (HCAs)*, the third having been appointed in the last six months. The HCAs are heavily involved in providing

health checks and supporting the Nursing Team.

Caroline Watson has been appointed as the *Reception Manager*, following Jackie Sheehan moving out of the area. A new *Reception Supervisor* Hannah Chase has also been appointed internally.

The *Extended Access Clinics*, provided by the local federation of 42 Practices, are enabling the provision of additional appointments. SHCGP is providing the service on Tuesday and Thursday evenings 6 – 9 pm and on Saturday mornings 9am – 12pm. Further appointments are available at Studholme Practice in Ashford on a Monday, Wednesday and Sunday morning and at Walton Community Hospital. A *Phlebotomist* has recently become available at SHCGP on a Saturday morning and from the beginning of December 2108 a *Physiotherapist* will be provided at SHCGP on a Tuesday. These clinics have gained momentum and since August 2018 over 7,500 appointments have been provided by the federation. DG expressed his thanks to the Reception Team, since without their support these clinics would not be available.

*Video Consultations* are now accessible via LIVI. The Doctors who provide this service have access to patients’ records and can send prescriptions directly to local pharmacies. If the Doctor decides that the patient needs a face to face consultation with a Doctor then s/he will make an appointment for the patient. There have been 1,269 consultations using LIVI since it was introduced in October 2018- SHCGP will be promoting this service with patients to ensure that they are aware of it.

Directing patients to the correct professional

DG explained that throughout the country there is a push to develop online/technical forms of consultation. The Practice is currently involved in a consultation run by Surrey Heartlands (funded by NHS England) to investigate if it is possible for the first point of contact for a patient should be with a Doctor online or the traditional face to face system. SHCGP is considering solutions that could work for the Practice and is currently doing an analysis of one possible online provider with work happening ‘behind the scenes’ to see how this could be implemented successfully.

Developing communications

RF advised the meeting of the variety of ways in which the Practice is improving communications with patients:

* The SHCGP web-site has been developed in recent years, as has the PPG web-site.
* ‘*NHS Choices’* has now changed to ‘*NHS.UK’* and RF informed the meeting that it is the intention of the Practice to keep up-to-date with comments that are left on this site.
* The PPG (BC) has produced a leaflet for new patients and it is hoped to have hard copies of this available at Reception as well as on the SHCGP web-site.
* The Practice is now regularly placing up-dates in ‘Sunbury Matters’ which is circulated to over 12,000 homes in Sunbury many of whom are patients at SHCGP.
* The LOSRA (Lower Sunbury Residents’ Association) newsletter and e-bulletin also regularly contains features about SHCGP.
* It has been decided to replace the SHCGP Newsletter with more regular editions of ‘Bitesize News’. A new headed paper will be used to print the News on.
* It is hoped to share as much news as possible via the screen in the Waiting Room.
* The Mjog texting system is working well to remind patients about their appointments and receive patient feedback. It is hope to develop this service to communicate more widely with patients.

RF shared statistics that have been received from this service:

In November 6,170 appointments were provided, 591 feedbacks were sent to the Practice, which represents a 10% response rate. 88% of patients stated that they would recommend the Practice. The feedback also provided 264 written comments which staff from the Practice read and address accordingly.

* A new texting service for GPs has been introduced across Surrey Heartlands. It enables doctors to provide follow-up advice or book appointments for individual patients. This is a much more efficient service since Doctors can send their message themselves, negating the need to involve a member of the admin team. It is hoped to extend the usage of this system to the Nursing Team.

In response to a comment from the audience reminding RF that not all patients have mobile phones, RF confirmed that traditional methods are still in place.

Improving the clinical space

RF informed the meeting that there are now four more clinical rooms in operation. This is in addition to the recent improvements in the Waiting Room and Reception (enabled by the relocation of the patients’ notes). However there is still not enough space for the Practice to be able to develop the services as it would like to. RF reminded those present that the Practice only rents 45% of the building and that Service Charges have increased by circa 800% in the last few years.

In the last six months CSH Surrey have moved a large number of their services to hubs, this was not a decision that SHCGP was involved with. As a consequence discussions are underway to see if SHCGP can afford to rent additional space in the building. RF was pleased to report that meetings between the CCG (Clinical Commissioning Group) and NHS Property Services are being more productive.

NH stressed that the presentation reinforced the vast amount of work that is taking place at SHCGP. He added that there is no complacency locally despite the image that the national media frequently portray of the NHS.

NH then invited the **audience to ask questions**:

**Q** The first question began with a compliment about the quality of service he had received from the Nurse Practitioner. He then went on to express his concern **about** the effectiveness of the partnership between SCHGP and the local pharmacies.

**A** DG acknowledged that there have been concerns with local pharmacies. The appointment of a Clinical Pharmacist, who has worked in pharmacies, has helped the Practice to understand how problems are arising. SHCGP is sending prescriptions promptly but the pharmacies are not downloading prescriptions as regularly as they need to in order to provide an efficient service. This is mainly because of the large number of temporary staff they are employing. DG reiterated that he is confident that the systems at the Practice have improved significantly and that the issues are with the pharmacies. The Clinical Pharmacist will continue to liaise with the pharmacies to address the matter.

In response to a further question about repeat prescriptions, DG confirmed that it is appropriate for prescription reviews to be undertaken at a pharmacy and if a patient’s health is stable, up to two years worth of prescriptions can be sent to the pharmacy at the same time.

**Q** How confident can we be about the effectiveness of the flu vaccination?

**A** The actual strain of flu is not always known and the vaccination is decided by the NHS. This year in an attempt to be more effective, two different vaccinations were available; – one for 65 years+ and the other for patients 64 years and younger.

**Q** In order to see the Physiotherapist do you first have to see a Doctor?

**A** Yes the GP will either refer to the Physiotherapist or the hospital.

Q Why is there no cubicle door on the male toilet?

**A** Last year a patient got stuck in the cubicle and this was a serious issue. Therefore now the urinal and cubicle have become one toilet.

**Q** Is it possible to make an appointment for the Extended Access Clinic online?

**A** No, unfortunately this is not currently possible.

**Q** The low number of patients attending the meeting this evening may reflect the time of year, equally in the summer this is a time many people take a holiday and therefore the best time for Open Meetings may be in the autumn and spring?

**A** Thisis a good idea and will be discussed further at the PPG Core meeting when meetings are set for the coming year.

**Q** Could these meetings be advertised more widely?

**A** They are already advertised in a number of different ways – at SHC, in local shops and pharmacies, the library, on FaceBook, through LOSRA and in Sunbury Matters. Mjog has been considered but that could lead to a larger number of patients attending than could be accommodated. The Practice will ensure that ‘Sunbury Matters’ advertises the Open Meeting in the appropriate edition of the magazine.

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**The date of the next PPG Open Meeting is Monday 3 June 2019**