

**Sunbury Health Centre Group Practice (SHCGP)  
Patient Participation Group (PPG)  
Minutes of the Core Group Meeting held on  
Tuesday 8 May 2018, 3.30 pm at SHC**

**Agenda**

**Present:**

**SHC:** Richard Fryer (RF), Sasha Thurgood (ST) and Bhavini Velji.

**PPG Core Group:** David Butler(DB), Brian Catt (BC), Polly Healey (PH), Diana Huntingford (DH), Neil Huntingford (NH), Chair, Dorothy Linter (DL), Jan Palmer (JP) and Paul Thompson (PT).

**1. Welcome and apologies for absence**

NH welcomed everyone to the meeting and it was noted that Dave Gill (DG) and Jackie Sheehan (JS) had sent their apologies.

**2. Minutes of the last meeting**

It was agreed that the minutes from the Core Meeting on 13 March 2018 were an accurate record of the meeting. DH acknowledged that Cllr Tim Evans needed to be part of the distribution list and apologised that he had not been receiving copies of the minutes.

**3. The role of the Clinical Pharmacist**

- NH welcomed Bhavini Velji (BV), the Clinical Pharmacist, to the meeting and introduced her to the members of the Group.

- The introduction of the new role of Clinical Pharmacist into SHCGP

BV began by informing the group that although she has a background in pharmacy, this was a new role for both her and the Practice. The post is a full time position and BV is available from 9 am - 6 pm five days a week. BV explained that she believes Pharmacists are underused in Primary Care and hopes that the skills she is bringing to SHCGP should enable Doctors to have more time to focus on patients in need of their care.

Initially BV is hoping to help create a more fluid operation in Reception (re prescriptions) and move more patients to using the online system for ordering prescriptions. Thereby making the process more streamlined and efficient for patients. Ultimately BV is hoping to discuss medication needs, that don't require a Doctor's input, and/or conduct medication management directly with patients. These discussions will not all require a physical presence in SHC and many will be conducted over the telephone.

At the moment BV is being proactive and contacting patients directly, although she hopes that patients will then begin to contact her directly. BV is also beginning to build links with other pharmacies in the local area.

Action: RF to check that sharing of patients' data with Pharmacies is compliant with the new GDPR (General Data Protection Regulation regulations, see Agenda item 5).

In response to a question from PT about similar role in other Practices, BV explained that she has been given a mentor from another Practice, within the CCG area, who is giving her good advice and guidance.

It was agreed that once BV is settled into the role, patients will be given

clarity about the role, including providing information on SHC's website.

#### 4. Be a voice in the community:

- The response to the 2018 Patients' Survey

RF informed the meeting that to date 448 responses had been received. The majority of responses are being received online although there are paper copies waiting to be manually inputted into Survey Monkey. The Mjog reminder was a very positive initiative since it led to a noticeable upsurge in the number of responses received. RF shared with the group, on screen, the headlines from the data (to date). It was agreed that the initial headlines are very encouraging, although the comparison with previous years' data will provide the evidence of progress.

- Update on the progress in uploading data onto Survey Monkey

After the initial hiccup, inputting of data is going well. It was acknowledged that although the survey distinguishes between 'Nurse Practitioners' and 'Nurses' patients may not be aware of the difference and that this may invalidate some of the responses.

- Preparation for the Open Meeting 4 June 2018

It was agreed that the next Open Meeting should focus on the outcomes of the 2017 and 2018 Patients' Surveys. The headlines from the 2018 survey will be shared with the patients present at the meeting. In addition patients will be updated about the progress SHCGP has made addressing the concerns raised in the 2017 survey.

Following the Open Meeting a poster, summarising the information from the surveys and shared at the meeting, will be created and displayed in the Reception/Waiting Room. In addition the Summer Newsletter will also contain information about the outcomes of the 2018 survey.

The 'Message in a Bottle' initiative and the role of the Work Flow Team (see agenda item below) will also be mentioned at the meeting.

#### 5. Provide support and challenge

- Update from RF

Since DG had sent his apologies for this meeting RF led this agenda item. The screen to monitor the number of telephone calls has finally been fitted. Staff are now being trained on how to use this facility.

Dr Laura Adams, recently recruited to replace Dr Guppy, will be beginning on 6th June.

Dr Ramalingam is leaving the Practice at the end of June; the recruitment process for a replacement is in hand.

The Work Flow Team is in place. The team consists of four staff, led by Ash Kniele. The Team is going through an implementation process, slowly working through the various types of correspondence, one at a time. The impact of this project will be seen in a few months time, when hopefully Doctors will begin to see a reduction in the volume of correspondence that they need to respond to and hence improve their workload. It was agreed that this will also be mentioned at the forthcoming Open Meeting.

The NHS has set a deadline, October 2018, by which time all referrals will have to be electronic. This should also have a positive impact on Doctors'

workloads. RF reported that SHCGP is making good progress towards this deadline.

RF explained that JS had sent her apologies for this meeting because she is involved in quite a large recruitment process. This is the outcome of a number of staff not successfully completing their probation. Although this can cause short-term low-level disruption for the Practice, members of the Core Group were pleased to learn that there is a robust probation period for staff.

Krys Elliott-Nowobilaska, a Health Care Assistant is leaving to continue her studies. Rose Adaway has been appointed to this role; it is encouraging that this is an internal appointment.

RF reported that he has visited Dennis Van Wonderen to discuss the weekly flowers for the Reception; unfortunately they have not yet arrived.

Action: RF to re-visit before the Open Meeting.

A sub-group was established to review the appointment system, to enable more appointments to be booked online for a future date. RF, NH, JP, DL & ST will meet on Friday 15 June at 10.am to discuss this matter further.

BC asked if the long term aim was to make the majority of appointments bookable in advance. RF confirmed that it is intended to move to a position where 70% are bookable in advance and when viable it will be put in place. This will be an area discussed at the meeting on 15th June

RF reported that the meeting on 24 April with NHS PS and the CCG to clarify CSH's intentions with regard to the use of SHC rooms did not take place. It was postponed by NHS PS. In the meantime the Practice is making use of the additional rooms now available at SHC on an ongoing basis until CSH clarify their intentions and a formal arrangement can be put in place.

RF is very pleased that the artwork now in Reception has been so well received by patients and visitors to SHC.

Action: PH to feed this back to the artist (Daphne Clement) who donated the paintings.

The disabled toilet, one of the three patients' toilets in need of refurbishment, has been completed. Unfortunately one of the two other toilets remains out-of-action.

It was agreed that there is a need to update patients' about the changes to the Appointment System, in particular the introduction of the Nurse Practitioner and to encourage greater use of the online prescription service.

Action: NH to update the original leaflet designed to explain the initial changes to the Appointments System (now over 18 months ago).

RF confirmed that Dr R. Varma, the FY2 Trainee Doctor who joined in April 2018, is settling in very well. His placement is until the end of July 2018.

Dr Felicia Oei, the Trainee Registrar who joined in June 2017, continues to work well and is with the practice until November.

- Revised communications about appointments/prescriptions  
This was discussed above.

- Implications of the GDPR (General Data Protection Regulation, new data protection legislation)

RF explained that there has been a lot of discussion about this new legislation in the media. RF has attended two seminars on this matter and staff training is planned. RF acknowledges that there is a lot of work for SHCGP to undertake to ensure that they are compliant with this new legislation. RF will look at the implications for the Patients' Survey and sending out Mjog communications whilst reviewing system at the Practice. The CCG is being very supportive. Although the legislation takes effect from 25 May, all the work does not have to be completed by this date, rather a plan needs to be place detailing how and when SHCGP will become compliant.

Action: *RF to provide an update on progress at the next PPG Core Meeting (10 July).*

## 6. Help disseminate information:

- Feedback on proposals for communicating feedback from Mjog to patients on a regular basis and the use of Bitesize News

It was agreed that RF will print out statistics from Mjog on a quarterly basis (end of March, September and December, results from the Patients' Survey will be released in the second quarter therefore no need for Mjog statistics at this time). These will then be forward to NH who will produce a poster to be displayed in the Waiting Room/Reception.

Action: *September 2018 (end of the third quarter) RF to printout statistics and NH to produce poster.*

At the forthcoming Open Meeting NH/RF will highlight the different ways in which data is collected and how this will now be shared on a regular basis.

Action: *NH/RF to include on the agenda for the Open Meeting.*

Bitesize news will be produced, as previously agreed, in between the publication of the Newsletter.

Action: *DH to draft a Summer Newsletter after the forthcoming Open Meeting.*

## 7. Communications Plan:

### Update on Patients' Leaflet

RF explained that, due to his busy schedule and workload, he has not been able to provide BC with the information needed to progress on the Patients' Leaflet. It was agreed that BC would do some preparatory work and research similar leaflets used by other Practices. BC will then draft suggestions for a leaflet that could be use by SHCGP which will be discussed at the next PPG Core Meeting.

Action. *BC to draft a Patients' Leaflet for the next PPG Core Meeting (10 July 2018).*

## 8. Improving the physical environment:

- An update on the impact of the recent improvements

Discussed previously under RF update. In addition RF confirmed that the external carpet and internal floors have been cleaned - but that this needs to be done regularly! RF has been assured, by the Cleaning Company, that

a new machine has been purchased to help improve the quality of the cleaning at SHC.

- Refreshing the artwork in the Waiting Room

NH reported that he has been contacted by a number of local artists and that the existing artwork in the Waiting Room will be refreshed in time for the Open Meeting.

## 9. Action Points

It was agreed that the money raised at the Flu Clinics (by selling cakes) should be distributed asap.

Action: *PT to provide RF with the name of a governor at Sunbury Manor School (Alfie Ward donation). ST to research Sam Beare contact.*

## 10. A.O.B.

NH reminded the group that he had recently sent an email with information about a GP online consultation. NH encouraged everyone to respond to the consultation.

Sunbury Neighbours have asked RF & DG to speak at their AGM; however RF has no contact details to confirm that they will be delighted to attend and speak.

Action: *PT to forward contact details to RF.*

It was agreed that NH would support RF in producing a generic compliments slip for all staff to use.

Action: *NH & RF to discuss this further.*

The chair rail in the Waiting Room has not yet been addressed.

Action: *BC to follow up at St Peters Hospital.*

RF reported that a wheelchair had kindly been donated to SHC; however there remains a need for one more wheelchair.

**The date of the next PPG Open Meeting is Monday 4 June 2018.**

**The date of the next PPG Core Meeting is Tuesday 10 July 2018.**