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

**Patient Participation Group (PPG)**

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

**Tuesday 10 March 2020, 3.30 pm at SHC**

**Agenda**

**Present:**

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

**PPG Core Group:** Jenny Downes (JD),Neil Huntingford (NH Chair), Tom Fidler (TF), Diana Huntingford (DH), Dorothy Linter (DL), Alison Richardson (AR) and Paul Thompson (PT).

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

NH welcomed everyone to the meeting and introduced Jenny Downes (JD) to the group. NH and JD have already met to discuss the role of the Core PPG Group and JD subsequently confirmed that she would like to join the group.

It was noted that David Butler and Polly Healey (PH) had sent their apologies. In addition PT has met with Ery Price (EP) who has expressed an interest in joining the group; she had hoped to attend the meeting but unfortunately at the last minute has been unable to do so. EP sent her apologies and hopes to attend the next Core Group meeting (9 May 2020).

**2. Minutes of the last Core and Meeting**

 It was agreed that the minutes from the Core Meeting on 21 January 2020 were an accurate record of the meeting.

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

The Open Meeting on Monday 30 March

It was agreed to postpone this meeting until more is known about the current situation with regard to Coronavirus.

Actions *to inform patients of the change: PH to advertise on the PPG website, PT to post on Sunbury FaceBook page, NH to ask the Vice-chair of LoSRA to post this information on the LoSRA ebulletin and RF to advertise on the screen in the Waiting Room.*

The 2020 Patient Survey

It was agreed to *postpone*, but not cancel, this survey until later in the year. RF stressed that it is important that the survey is undertaken this year because it provides the Practice with important feedback and a year on year comparison of patients’ view on the services the Practice provides.

The next edition of Bitesize News

It was agreed that the recent edition of Bitesize News was successful – it looked professional and a large number of the copies at the Practice had been taken. It was also available online. Involving Cassie Boyles (CB) helped ensure that the newsletter was produced very quickly.

The imminent changes to the Appointment System will be included in the next edition.

Actions: *NH & RF to agree wording about the changes to the Appointment System for the Newsletter. RF/CB to forward to DH text for the next newsletter asap to ensure that the new target of a newsletter being produced after each Core Meeting is met*.

**4. Provide support and challenge:**

Up-date from the Practice, including Primary Care Network (PCN) and the impact of Coronavirus

DG began his update by confirming that staffing levels at the Practice remained stable. Two of the ST3 trainees Drs Bramwell and Singh have completed their placements and left at the end of December 2019. Dr Mikicki continues her placement and Dr Khan will be starting his placement in April. Dr Adam is on maternity leave and Dr Bilagi is currently on sick leave.

The Nurse Practitioners and Nursing Team remains unchanged; a second nurse has now completed the Microsuction course which will increase the capacity for this service.

An additional member of staff has been appointed to the Administrative Team; her role will mainly be to add capacity to the letter processing system.

The paramedics continue to provide a very well received service.

DG added that the staff are working hard to meet the end of year targets for patients suffering from chronic illnesses and that the recent flu campaign had been very successful.

DG reported that the contractual problems with the establishment of the local PCN that had been discussed at the last meeting have now been resolved and the new contract has now been agreed. As a consequence a Social Prescriber, Julie Bone (JB), has now been appointed to work across the PCN. JB is familiar with the area and has therefore settled into the role very easily, she works at SHCGP Monday morning and all day on Wednesday. JB is able to signpost patients where to get help with a plethora of issues related to mental health, housing, finances etc. The Practice also has the support of an additional Pharmacist who is also working across the PCN. It is hoped to recruit more staff has the Hub becomes more established.

RF explained the situation with regard to Coronavirus is continually changing; the Practice is receiving at least two/three updates every day. Initially there was a lot of confusion but now Public Health England (PHE) are channelling all enquires about the virus through 111 either online or by the telephone. No patient should attend the Practice; instead they will be triaged via 111. This information is posted on all the external doors leading into the Health Centre and on Practice’s website. LIVI is not an appropriate resource for the virus, if patients contact LIVI with regard to Coronavirus they will be redirected to 111. If a patient is in need of testing this takes place either in their home or at a local hub, the swabs are then sent to Southampton for analysis.

PHE have established protocols that the Practice must adhere to, this includes ensuring that all telephone conversations ask about recent travel. RF confirmed that the guidance from PHE is very clear and helpful. At the time of the meeting there had been no case diagnosed at SHCGP, however RF explained that there is a isolation room has been set up at the Practice, rotated daily, which has been used. DG & RF confirmed that they are getting enough information from PHE– almost too much!

Following guidance from the PHE making an appointment via Patient Access has been suspended and appointments can only be made via telephone, Engage Consult or by visiting SHC. All the other services on Patient Access continue to be available.

NH stressed to RF and DG that if the PPG could help in anyway then they should not hesitate to get in contact with him. This was acknowledged by RF, DG & ST.

Changes to the appointment booking system

RF reminded the group that Engage Consult has been operating, as a pilot, at SHCGP for over six months. During this time it has proven to be very successful. The CCG has now purchased *Footfall* a very similar system to Engage Consult for all of the Practices in Surrey Heartlands. SHCGP is very happy with this decision because it is more streamlined, efficient and intuitive than Engage Consult.

It was planned to launch the new system and the new website at the same time via a ‘Big Bang’ with appropriate communications, similar to when the last changes were made to the Appointment System. The suggested time for the new system to be implemented is week beginning 20 April 2020. To launch Footfall on this date will require a lot of work behind the scenes since a Doctor’s day will be slightly different.

A discussion then followed about how this information will be shared with patients in advance of 20 April. In response to a question from PT, regarding the Practice’s confidence that from Day 1 *Footfall* will improve the system not make it worse, RF reassured the meeting that the system has been widely tested in other parts of the country to ensure that it is robust. RF, DG & ST have visited Practices where this system is in operation and observed it working well. RF also has very good personal experience of using this system as a patient. He also informed the group that the CCG had undertaken a large procurement process before the decision was taken to purchase *Footfall*. RF explained that patients would always have the same script whether they telephoned the Practice, used the service online or visited SHC in person. Therefore there will be no advantage to patients who chose to go to SHC to make an appointment.

Action: *RF & NH to liaise regarding the wording used to alert patients to the change to a new system*.

On-line donations (RF)

This was deferred until the next meeting.

**5. Help disseminate information:**

Feedback from external meetings PPG Core members have attended

N/A

Monitoring and responding to Social Media

This was deferred to the next agenda item

**6. Communications Plan:**

The Communications Plan 2019-20

NH tabled an updated copy of the Communications Plan in which the changes had been highlighted in green. The updated plan includes:

* The revised publication dates for Bitesize News (now six times a year following each PPG Core Group meeting).
* The inclusion of Mjog and AccuRx, important sources of communication. DG stressed the value of a Doctor being able to communicate straight to patients. He added that there is also a Video Call facility which has not yet been activated, however this could be an important resource for contacting patients during the Coronavirus epidemic.
* Social Media – NH expressed his concern that there is a lot of misinformation about SHCGP on different social media sites and that as a consequence he is providing Hannah Chase, the Reception Supervisor, with resources to create and manage a Facebook page for SHCGP. This will enable the Practice to be in control of the information they put on social media about what is happening at SHC. This part of the Plan also refers to monitoring Facebook, NH asked if members of the group would consider monitoring this and other local social media sites. The purpose being to alert NH to any misinformation being posted on local social media sites. NH will then discuss this with RF and agree the appropriate response. (*Post meeting JD agreed to take on this role*.)

**7. Improving the physical environment**

Displaying of staff photographs in the Health Centre

This was deferred until the next meeting.

**8. Action Points** of the last meeting (not covered on the agenda)

Schools Artwork update – NH reported that since the last meeting he and RF have presented the prizes to the pupils in a school assembly and that their artwork has been installed in the Waiting Room. The prize winners have recently visited SHC to see their work on display which will remain for six months. It was agreed that this was a very successful project and it is hoped that it can be extended to the local secondary schools. NH was delighted to inform the meeting that the project will feature on the front page of the next edition of Sunbury Matters.

The Children’s Book Corner – NH confirmed that this is now installed in the Waiting Room.

The Water Cooler – RF confirmed that this is also installed and in use. NH added that a notice has been placed next to the dispenser, acknowledging that the cooler was purchased as a result of the money raised by the cake sales at the recent flu clinics.

Cleanliness of the Building - NH & RF have not yet undertaken a walk of the premises to review the cleanliness of the building. RF did however report that he has spoken with the cleaner who RF acknowledges is trying his best to improve the situation. As a result there has been an improvement in the cleaning. NH & RF therefore decided to delay the walk until the cleaner has had time to respond to the conversation he had with Richard.

TF expressed his disappointment that the Council had not responded to his recent communication regarding the lack of engagement with the Practice over the proposed new developments and the impact this may have on the Practice. TF will continue to pursue this matter.

**10. A.O.B.**

None

**The date of the next PPG Core Meeting is Tuesday 5 May 2020.**

**The date of the next PPG Open Meeting is tbc**