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

**Patient Participation Group (PPG)**

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

**Tuesday 10 July 2018, 3.30 pm at SHC**

**Agenda**

**Present:**

**SHC:** Dave Gill (DG), Jackie Sheehan (JS) and Sasha Thurgood (ST).

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

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

NH welcomed everyone to the meeting and it was noted that BrianCatt (BC), Richard Fryer (RF) and Jan Palmer (JP) had sent their apologies.

**2. Minutes of the last meeting**

 It was agreed that the minutes from the Core Meeting on 8 May and the Open Meeting on 4 June 2018 were accurate records of the meetings.

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

* The response to the Open Meeting (4 June 2018)

It was acknowledged that the attendance at the Open Meeting was low. There was a discussion about the underlying reasons for this and it was agreed that this was an indication that overall patients are happy with the service SHCGP is providing. It was agreed to maintain two Open Meetings a year since they do provide an opportunity for patients to alert the Practice about issues, for example the implementation of the Clinical Pharmacist was a direct consequence of patients expressing dissatisfaction at an Open Meeting about the repeat prescription service, particularly local pharmacies. NH reminded the meeting that SHCGP PPG is quite unique in the area.

Action: *NH to distribute the posters advertising the meeting three weeks in advance*, *rather than the current two weeks. Members can distribute when and where they feel to be appropriate*.

*It was agreed to review the frequency of Open Meetings in a year’s time.*

* The role of core members in external PPG meetings

NH explained to the group that there are many meetings that he is invited to as Chair of the PPG and although he and Paul try to attend the meetings sometimes it is not possible for the PPG to be represented at all meetings. Consequently NH asked if other members of the group would be prepared to attend such meetings when required. DB and PH expressed an interest in attending the meetings and although JP was not at the meeting NH hoped that she might also be willing to attend meetings.

Action: *From September NH will distribute to Core Members information about meetings NH & PT are unable to attend and ask for volunteers. NH will ensure that he gives as much advance notice of meetings as possible, but did stress that often he learns about meetings very last minute!*

**4. Provide support and challenge**

* Update from Dr Gill

Dr Laura Adams, recruited to replace Dr Guppy, has now joined the Practice and is working four days a week. Dr Ramalingam left the Practice at the end of June and unfortunately recruiting a replacement is challenging. To-date the position has been advertised twice and there have been no applicants. Currently locums are covering the vacancy and the Partners are reviewing the situation and considering if there is an alternative way to meet the needs of patients if a doctor can’t be employed.

The Nursing Team is stable and Rose Adaway, an internal appointment, has replaced Krys Elliott-Nowobilska, as a Health Care Assistant

DG reported that there has been a successful recruitment process for Receptionists, with six recently having been appointed. JS is involved in extensive training of these new colleagues.

DG informed the group that the Practice, in partnership with Studholme Practice in Ashford, has been appointed as a Host Practice for the Extended Access Service. This means that the SHC should now be open on Tuesday and Thursday evenings and Saturday mornings. Appointments will be available from 6-9 pm in the evenings and until mid-day on Saturdays. Studholme hope to offer a similar service on Monday, Wednesday and Sunday morning. It is hoped that the project will be in place by August and is initially planned to operate for two years. It is very similar to the Extended Access Service that was introduced during the Christmas period last year and if successful it is hoped to extend the provision to include Phlebotomists and Nurses. The appointments will not be available on line and do need to be booked by a Receptionist; however the Practice will have a substantial proportion of additional appointments available for patients to attend either at SHCGP or Studholme. This additional provision will not affect the number of doctors available during ‘normal hours’.

PT asked about the financial implications for the Practice and DG confirmed that there the project was financially neutral. PT also asked if there was a danger of promoting this too quickly before the infrastructure was secure? ST and JS confirmed that staff have been very responsive and interested.

It was agreed that this is a very welcomed development.

Action: *DG/RF to provide an update on the Extended Access* *Service at the next Core Meeting.*

DG explained that the Practice’s wish to extend its use of SHC rooms remains. RF has recently attended a meeting with NHS Property Services and the CCG about formalising this request, the deadline for NHS PS to respond to RF was 21 June – but this was not realised. The relationship with NHS PS is on exacerbated by the frequent change in personnel; the Practice is now working with its sixth link at NHS PS.

DG reported that up to half of the staff at SHC are working in rooms that do not have air conditioning, which is in the current heat-wave is very unpleasant. DG has emailed NHS PS asking for this situation to be urgently rectified, but he has not received any response. (*Please note this has now been resolved after continual follow up with NHS PS about the extremely hot working conditions*).

DG confirmed that Bhavini Velji, the Clinical Pharmacist, has settled in well to her role. She has arranged meetings with local pharmacies and is providing bespoke training for the staff at SHCGP.

In response to a question from PT, it was noted the Practice currently has two staff vacancies.

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

DG and ST confirmed that whilst work remains to be completed, the Practice is in line with where it should be regarding the new regulations.

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

* The role of the paramedic

DG explained that the aim of this role will be to provide the GPs with support, in away similar to that which Bhavini gives. The person appointed to this role will carry out Home Visits and the successful candidate may also provide support in the Practice if time allows. It is thought that there will be a number of applicants due to the current dissatisfaction of many working in the ambulance service due to unsociable hours and an overstretched service. DG stated that the Practice is hoping to start the recruitment for this position by the end of July.

In response to a request for clarification of roles DG explained that a Nurse Practitioner could have a broader knowledge about medical issues than a paramedic and may focus on one particular aspect e.g. diabetes or chronic illnesses, a Paramedic wouldn’t normally do this.

**5. Help disseminate information:**

* Publication of the Patients’ Survey Report

It was agreed that this needed to be uploaded onto the website as soon as possible since there is a commitment in the PPG Communications Plan to having the report available to patients in August. For the group’s creditability it was agreed that this needs to be adhered to. DH asked that she sees the final report before it is uploaded, so that a final proof read for consistency of style can be completed.

Action: *ST to liaise with RF.*

* Report back on the CCG Steering Group Meeting

As a consequence of attending this meeting NH asked DG if the Practice had met the 2 July deadline for all referrals to be made electronically. DG confirmed that this had been the situation at SHCGP for a while and therefore the target was achieved.

**6. Communications Plan:**

* Update on Patients’ Leaflet

Since BC was unable to attend the meeting he had sent an update via email.

Action *BC to continue draft a Patients’ Leaflet for the next PPG Core Meeting.*

* Update on revised Appointments Leaflet

NH informed the meeting that on 30 July the Partners are meeting to discuss the Appointments System and therefore he is waiting for the outcomes of this meeting before he drafts a leaflet.

Action: *NH to draft an Appointments Leaflet for the next PPG Core Meeting.*

* Summer Newsletter

It was agreed that since a commitment has been made to produce a Summer Newsletter that one needs to be published. DH suggested ways in which she could help produce the newsletter but advised that this needed to happen soon due to her forth coming holiday.

Action: *ST to liaise with RF.*

**7. Improving the physical environment:**

* Protecting the walls in the Waiting Room

It was agreed that PPG Core members would do this themselves after the Core Meeting on 25 September.

Action: *NH to meet with RF prior to the meeting to enable this work to happen as proposed. (Please note RF needs to gain permission from NHSPS for the work to take place including providing risk assessments and method statements).*

**8. Meeting dates for 2018 – 2019**

* The proposed meeting dates for September 2018 – July 2019 were agreed.

Action: *DH to circulate with the minutes. PH to place on PPG website.*

**9. Action Points**

All Action Points were covered in the meeting.

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

PT asked if the Doctors at the Practice were aware of the support Citizens Advice could offer to patients who are in need of advice and/or guidance about entitlement to benefits and debt management.

 Action: *ST to discuss with the RF and report back to the next Core Meeting*.

ST informed the group that *Homestart* a family support charity, has contacted the Practice to ask if they could be considered as one of the beneficiaries of the money raised through cake sales at the flu clinics. Home-Start volunteers help families with young children deal with the challenges they face. It was agreed that this would be considered.

Action: *ST to contact Homestart and confirm that their request will be considered*.

In reply to a question from DB, ST confirmed that all toilets were now decorated and operational.

PH asked if the recent glitches in IT had been resolved. ST confirmed that there have been IT issues which are being resolved.

NH raised an issue about Patient Access forms that had been brought to his attention by two patients. There is a lack of clarity on the form about which website patients need to access in order to register for online appointments.

Action: *ST and JS agreed to amend the form to ensure clarity for patients.*

**The date of the next PPG Core Meeting is Tuesday 25 September 2018.**

**The date of the next PPG Open Meeting is Monday 3 December 2018.**