**Sunbury Health Centre (SHC)**

**Patient Participation Group (PPG)**

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

**Tuesday 13 March 2018, 3.30 pm at SHC**

**Agenda**

**Present:**

**SHC:**  Richard Fryer (RF) and Jackie Sheehan (JS), Sasha Thurgood (ST).

**PPG Core Group:** Polly Healey (PH), Diana Huntingford (DH), Neil Huntingford, Chair (NH), 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 David Butler, BrianCatt and Dave Gill had sent their apologies.

**2. Minutes of the last meeting**

 It was agreed that the minutes from the Core Meeting on 16 January 2018 were an accurate record of the meeting.

**3. Be a Voice in the Community**

* The 2018 Patients’ Survey

It was agreed that this year’s survey would start on Monday 16 April and finish on Friday 4 May.

JP, PT and DL offered to help upload the paper responses onto Survey Monkey. DH & NH offered their apologies since they will be away on holiday at this time. It was agreed that once the survey has been completed DH would draft the report, as last year.

Actions: *RF to tweak the 2017 survey, in line with comments from the previous meeting, and circulate for comment.*

*RF/ST to ensure that Mjog is used to alert patients to the survey and also to remind them to complete it.*

*DH to contact BC & DB to ask for their help in uploading data. Once their responses have been received DH will produce a draft schedule, which will be circulated for agreement.*

RF also provided statistics on the feedback from Mjog:

* between 14 March 2017 and 13 March 2018 there were 18,588 appointments.
* 6,044 (33%) of patients who attended those appointments responded to the Mjog request for feedback.
* 2,475 comments were received about what the Practice could do better.

A number of the comments were about improving waiting time for an appointment, however overall the feedback was more positive than negative. Many of the positive comments were about staff and improvements to the Waiting Room. Approximately 70% of the comments were about the same four/five issues, therefore it will be important to ensure that this year’s Patient Survey report makes reference to these issues and how they are being addressed.

RF introduced this data into this agenda item to discuss how this ongoing feedback could also be shared with patients.

PT suggested that the PPG could regularly produce a report and a poster that summarises the feedback from Mjog. It was suggested that this could be produced at times in the year when there is no Newsletter.

Action: *RF to discuss this proposal with DG and report back to the next meeting*.

**4. Provide support and challenge**

* Update from Dr Gill

Since DG had sent his apologies for this meeting RF led this agenda item.

RF reported that since the last meeting the Practice had remained very busy.

Despite three attempts, the screen to monitor the number of telephone calls waiting to be answered is not yet fitted. RF continues to liaise with BT and NHS Property Services (PS) to resolve this matter.

Following the recent refurbishments the telephones have all been reconfigured.

The facility to pay for services by credit/debit card will soon be in place.

WiFi is now available; no password is required. The information about this facility will be placed on the display screen in the Waiting Room.

Staffing:

The Practice has recruited a salaried doctor to replace Dr Guppy, Dr Laura Adams will be joining SHCGP in June.

Bhavini Velji has been appointed to the role of Clinical Pharmacist. This is a full time appointment, Bhavini will work alongside the Doctors to reviewing the Practice’s medicines management and prescription processes and ultimately relieving the Doctors of tasks they do not need to undertake.

A Work Flow Team is being introduced, a CCG funded initiative, to review clinical correspondence by a dedicated administration team. Dr Varma is the ‘Clinical Champion’ and Ash Kniele is being trained to lead on the project. RF and ST are also being trained. The outcome will be for administrative staff to filter out correspondence that Doctors do not need to deal with and hence improve Doctors’ workload. Accommodation, away from Reception has been allocated, ensuring the team can work uninterrupted.

The movement of SHC staff into the Workflow Team has created two vacancies in Reception which have been filled.

Sarah Povey, an experienced secretary, has been recruited to replace the secretary who has now emigrated to New Zealand.

A room has been provided for the Doctors to work in when they are not seeing patients, thereby releasing clinical rooms for other colleagues to use.

The 2017 Flu vaccination campaign has now concluded. The amount of money raised by the selling of cakes at the clinics was confirmed to be £818.50, which everyone agreed was excellent. It was felt this ‘good new story’ should be shared widely.

Action: *PH to feedback to RF on how to access ‘big cheques’*

*RF to contact the editor of ‘Sunbury Matters’ with a view to an article being included in this magazine asap.*

RF advised to the group that there has been a lot in the national media about revised advice and guidance for flu vaccinations. Next winter it is anticipated that there will be two vaccinations, one for patients under 65 years of age and one for over 65 years. The meeting was surprised to learn that the Practice has already had to order vaccinations and plan the campaign for later this year.

Actions: *RF to visit Dennis (Van Wonderen Flowers) to discuss the weekly flowers for the Reception.*

RF reported that the Winter Pressure Clinics, funded by the CCG, have been very successful since they did provide additional capacity. As a consequence they are now being extended and SHCGP will be a ‘Host Practice’ over the Easter period. There are two such facilities (Sunbury and Knowle Green) in the local CCG area.

RF confirmed that the PPG link on the SHC website has been improved. Unfortunately competing pressures have prevented RF from providing BC with the information he requires to complete the Patients’ Leaflet and this will remain on the action list.

The Practice is now coming to the ‘Year End’ and RF was very pleased to share with the group that the Practice has met 99.2% of its Chronic Disease target. Patients with Chronic Disease ailments are mainly dealt with by the Nursing Team.

Prior to the meeting PT had shared with the Core Group feedback from the FaceBook page. This included a lot of positive feedback but also highlighted how a local power cut can affect telephone lines and patients’ ability to book an appointment. RF confirmed that a failsafe for such scenarios was now in place.

The importance of the Nurse Practitioner to see patients on the day was discussed. It was agreed that an explanation of the role should be in the next Newsletter.

It has been sixteen months since the changes to the appointments system were made and therefore the leaflet, originally produced to alert patients to the changes, is in need of updating, particularly since the introduction of the Nurse Practitioner.

Action: *NH to refresh the leaflet.*

JP asked if the ability to book an appointment online for the future could now be reviewed. RF agreed that since the capacity for on the day appointments has increased (due to the Nurse Practitioner) it was now time to review the booking of appointments in advance, with a view to increase this potential by 5-10%.

Action: *After Easter RF will create a PPG sub-group to discuss this matter further*.

RF added that between October and December 2017 the number of appointments that patients failed to attend rose slightly to 1,075 this is equivalent to 4.5% of appointments.

**5. Help disseminate information**

* Feedback from external meetings

NH explained to the group that there are a lot of meetings outside of the Core Meetings that PT & NH attend. The meetings have the potential to support PPGs but have yet to be successfully established.

**6. Communications Strategy**

* 2018 Spring/Summer Newsletter

It was agreed to produce the next Newsletter after the Open Meeting in June. In the meantime RF will ensure that Sunbury Matters regularly contains updates/’good news stories’ about SHCGP.

Action: *RF to discuss with DG the regular publication of Bitesize News and Mjog feedback (previously discussed).*

* **Update on Patients’ Leaflet**

Discussed in Agenda item 4.

**7. Improving the Physical Environment**

* An update on the impact of the recent improvements

RF explained that he is meeting with NHS PS and the CCG on 24 April to clarify CSH’s intentions with regard to the use of SHC. Hopefully the Practice will have access to at least two more rooms.

The Welcome sign in Reception was unfortunately vandalised and therefore had to be removed. NH confirmed that he is investigating alternative signage.

NH informed the Group that he is installing two pieces of artwork in Reception. It was agreed that the corridor does look quite stark and that this area might also benefit from art work.

The Group was delighted to hear that the floors are going to have a deep clean over the weekend. New cleaners (same company) have been appointed and it is hoped that the quality of cleaning may therefore improve.

**8. Action Points**

None**.**

**10. A.O.B**

PT asked if there had been a resolution about the rent. RF explained that this remains an on-going conversation with NHS PS and the CCG.

**The date of the next PPG Core Meeting is Tuesday 8 May 2018.**