**Sunbury Health Centre (SHC)**

**Patient Participation Group (PPG)**

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

**Tuesday 26 September 2017, 3.30 pm at SHC**

**Agenda**

**Present:**

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

**PPG Core Group:** David Butler (DB),BrianCatt (BC),Polly Healey (PH), Diana Huntingford (DH), Neil Huntingford, Chair (NH), Roz de Lord (RdL), Jan Palmer (JP) and Paul Thompson (PT).

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

NH welcomed the Core Group to the meeting and it was noted that Dorothy Linter had sent her apologies. NH confirmed that DB was now a member of the PPG Core Group. RdL explained that since she now has a new job she is unable to fulfil her role as a Core Group member of the PPG and therefore is resigning from the Group at the end of the year. NH thanked RdL for her support and commitment throughout her time as a member of the Core Group.

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

These were agreed as being accurate.

**3**. **Annual election of PPG Officers**

* Neil Huntingford was elected as Chair
* Paul Thompson was elected as Vice-Chair
* Diana Huntingford was elected as Secretary. JP and PH both offered additional support if it was needed in the future.

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

Patients’ Survey Report

RF confirmed that the report was now written in draft and was having final checks on content before it is uploaded onto the SHCGP web-site within the next few weeks. RF added:

* There was a pleasing increase in the number of patients who had completed the survey. 687 questionnaires were received and builds upon the number of responses received in 2016 (555) and in 2015 (417).
* Next year Mjog will be used as a reminder to complete the survey.
* A sub-group of the PPG Core Group will meet as soon as possible to discuss the outcomes of the survey and the PPG’s role in helping to address any issues raised.
* In addition next year the outcomes of the Family and Friends survey will be used to help formulate the survey.
* The quantitative data has revealed an increase in the use of the automated systems and that the majority of appointments are now made by telephone. It was extremely pleasing to note that making an appointment in person is now the least popular way of making an appointment – last year it was the most popular way.
* That after the increased focus on customer service it was encouraging to note the increase in patients who had a positive experience when speaking to a Receptionist.
* The report details the many other positive improvements including:
* Over 50% of patients thought the new Appointment Booking System was at least *better* than the previous system.
* Patients’ experience of waiting times when attending appointments has improved. Waiting times of 10 minutes or above have fallen by 8% when compared to 2016 to 57% and 81% of patients rated waiting times as *reasonable* or *better.*
* An increase of 8% in the percentage of respondents (20%) who were *completely satisfied* with the Practice.
* It is also very pleasing to see an increase of 20% in the number of respondents (77%) *would definitely* or *probably r*ecommend the Practice to family and friends.
* However there are aspects of the service the Practice provides that need improving and in particular the lack of improvement in call answering times. RF explained that there will be a new display system in Reception when the improvement works are completed that will allow RF, ST and JS to observe the number of telephone calls waiting to be answered. If necessary staff will be re-directed to answer the telephones to remove the backlog.
* RF informed the meeting that since the texting service was introduced (24 February 2017) there have been 21,598 appointments and 3,449 responses to the satisfaction question that is sent by text to patients after their appointment. This is a very encouraging 16% response rate. 88% of respondents said that they would recommend the Practice to their family and friends.

JP asked if patients were now hesitant to recommend the Practice due to the large number of patients already registered? RF confirmed that he had received such feedback, although the practice capacity is increasing as additional rooms have been brought on stream and additional members of staff have been recruited to our multi-disciplinary team.

PT asked that in view of the encouraging response rate should the Practice be encouraging more people to register for Mjog?

RF confirmed that at a new Mjog App is to be launched soon and that registering will be encouraged at the forthcoming flu clinics.

* In addition to the set questions on the Patients’ Survey, the opportunity to enter free text was available enabling both qualitative and quantitative data to be gathered. Overall 784 comments were received, providing very helpful feedback for the development of services and improvements. These will be used to help inform the action plan for the year ahead. This will be discussed with the PPG. This system also enables patients to make a comment about their experience. In addition the Mjog survey has also produced 1,452 comments to date, of which 90% are positive. These will be considered alongside the qualitative comments received from the Patients’ Survey.

### RF informed the meeting that as part of the Practice’s drive to increase the number of patients who use the online service, SHCGP is involved in the ‘Get Online Week’. This is a week long series of events coordinated by Surrey County Council to support more people to use the internet. As part of this event Healthwatch Surrey is visiting GP practices in Surrey raising awareness of the online GP services available and encouraging people to sign-up and try them. Healthwatch Surrey are visiting SHCGP on Friday 6 October 10 -12 noon. NH and JP offered to drop in and view the session to see if there is anything the Practice and/or PPG develop at SHCGP.

**5. Provide support and challenge**

* Update from Dr Gill

There has been an increase in the number of patients registered at the Practice; the number of patients is now 18,717.

Staffing is stable. Dr Varma has returned from his sabbatical year.

Dr Guppy’s cover has been through long term locums, however the Partners have now agreed to recruit another permanent Doctor. DG added that although it is difficult nationally to recruit doctors he is hopeful that the Practice will be able to recruit to this position.

NH asked why it is that we appear to be more successful than other Practices in recruiting staff. DG explained that this due to a number of factors including the investment into the building and personnel, good induction systems, encouraging staff retention rates and the mood change of patients. The last factor being a response to the changes in the need to queue and the improvements to the environment.

BC asked if changes to staff management have also improved recruitment and retention. DG confirmed that there are now more robust systems in place which are improving the effectiveness of the Practice. RF added that the introduction of ‘Away Days’ (the next one being 27 September pm) is improving the way in which people work together.

The Practice continues to be a Training Practice and colleagues are enjoying have a GP Registrar and Foundation Year Doctor as part of the team. The feedback from the trainees has been very positive.

In the Nursing Team: Sister Porter remains on maternity leave, Sister Budkiewicz has successfully completed her Nurse Practitioner training and is now providing additional capacity to this service. Sister Cook has completed her Nurse Prescriber course.

There have been three new recruitments to the Reception Team, Shannon Purdey, Kelly Lowe and Kirti Shinghadia, and they are integrating well.

The Practice is looking to recruit an in-house pharmacist. This role will involve assisting with the management of prescriptions, overseeing chronic disease management and helping to ensure that patients receive the correct mediations when they leave hospital. In response to a question from PT DG confirmed that the pharmacist will not dispense drugs. However it is hoped that the pharmacist will develop closer relationships with the local pharmacies. It was agreed that this role will need to be clarified for patients.

The flu vaccination season has begun; over 500 vaccinations were administered at the first clinic (23 September).

The Minor Surgery service is popular and going well, over 110 patients have used this service since it was introduced in March.

The details are still being finalised but the Practice, in liaison with the CCG, has appointed Health Harmonie to provide an ultrasound service at SHCGP.

PH asked if recent changes to legislation with regard to GP referrals and peer reviews will affect the Doctors at SHCGP. DG confirmed this is established practice.

* Involvement of the PPG at the forthcoming Flu Clinics

The dates of the clinics were confirmed as being 30 September, 7 & 21 October and 4 November 8.30 – 12 noon. It was agreed that the money raised from the sale of cakes would be split evenly between two charities - Sam Beare Hospice and the Alfie Ward treatment fund (a student at Sunbury Manor School requiring specialist treatment for neuroblastoma cancer).

Actions: *DH to devise a rota of PPG members supporting each clinic.*

*NH to produce a poster to be used at the clinics to advertise and*

*promote the cake selling*.

**6. Help disseminate information**

Suggestions for widening the distribution of the Newsletter

It was agreed that a Mjog link to advertise the newsletter available on the web-site could be developed.

PT offered to create a link to the Newsletter via the LoSRA website.

It was agreed that ‘Sunbury Matters’ is a link worth developing further and this could include advertising the Newsletter. It may be possible to have an article about SHCGP in each edition?

Action: *RF to contact Monica Shard, the editor of Sunbury Matters, and discuss these suggestions further*.

Review the PPG Communications Plan

Slight amendments were agreed.

Action: *DH to circulate the updated Plan with the minutes.*

**7. Communications Strategy**

Newsletter – future publication dates

It was agreed to maintain the practice of having a new newsletter following each Open Meeting. Since there are now only two Open Meetings a year this will result in two, rather than the current three, newsletters a year. This may be supplemented by ‘Bitesize News’ which is a brief newsletter being handed out at the Flu Clinics.

**8. Improving the Physical Environment**

An update on recent works and future developments

The works in Reception are almost complete. Discussions confirmed that staff working in the new Reception will have access to alarm/panic button, although there will always be two Receptionists working at the new desks which should alleviate safety concerns.

RF is to remove the desk from the corridor to help create more space for patients queuing at Reception. Chairs will be available in this area for patients to use.

PH recommended that ‘before’ and ‘after’ photographs are placed on the website.

Discussions about the need for privacy at Reception concluded that the queue needed to be managed in some way. This could be achieved by the use of markings on the floor.

Action: *RF and NH to discuss this further with the consultant soon to visit SHCGP to discuss signage in the new area*.

Meetings have been continuing with NHS Properties, although they have now become less frequent. It has finally been agreed on the exact percentage of the building that SHCGP occupied in 2016/2017 although dispute remains on the increase in service charges.

The District Nursing Team will soon be relocating to a Hub in Staines. The Wound Care Clinic, provided by CSH Surrey, is decreasing from five to three days a week, RF and colleagues will closely monitor the impact of this change.

**9. Action Points**

None**.**

**10. A.O.B**

PH was thanked for her involvement in the review of SHCGP website. It was agreed that it might be useful to have key policies (e.g. Safeguarding, Data Protection) available on website.

PH informed the meeting that the PPG web-site continues to be admired by other PPGs and that she frequently receives communications from other PPGs looking to develop a similar facility.

Action: *PH to ask Dennis at van Wonderen Flowers, in The Avenue, to begin his offer of fresh flowers in Reception from next month.*