**The Sunbury Health Centre**

**Patient Participation Group**

**Minutes of the Open Meeting held on**

**Monday 4 December 2017**

**At Sunbury Health Centre (SHC)**

**Neil Huntingford** (NH),chair of the Patient Participation Group (PPG), opened the meeting and welcomed patients present, approximately 30, only one of whom had not previously attended an Open Meeting.

NH introduced the members of the Core Group present - **Polly Healy, Dorothy Linter, Roz De Lord** and **Diana Huntingford** (minutes)**.** Apologies had been received from **Paul Thompson** **(Vice Chair) and Jan Palmer**. NH then introduced the SHC PPG members present, **Dr Gill (Partner), Richard Fryer (Business Manager), Sasha Thurgood (Assistant Practice Manager)** and **Jackie Sheehan (Reception Manager).** NH explained that unfortunately Roz was stepping down from her role in the PPG Core Group and thanked her for her hard work, commitment and support. NH added that this now created a vacancy on the Core Group and encouraged those present to consider if they knew anyone, preferably under the age of 60, who would be willing to join the Core Group.

NH reminded the meeting of the ‘Message in a Bottle’ initiative developed by The Lions Club and successfully promoted at the recent Flu Clinics. The scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in the fridge. The bottle is kept in the fridge, where the Emergency Services will be able to find it in the event of being called to a patient’s home. They will know patients have a bottle by the label displayed on the inside of the front door or on the main entrance to their home and on the door of the fridge. This scheme is free. As a minimum it will save the Emergency Services valuable time identifying emergency contacts. By alerting them to special medication or allergies, it is a potential lifesaver and provides peace of mind to users and their friends and families. Bottles are free of charge and are available in local chemists or at SHC (please ask at Reception, from the beginning of next year).

NH drew the attention of those present to the new art work being displayed in the Waiting Room from now until the next Open Meeting (4 June 2018). The three artists being featured are:

**Monica Chard,** Publisher and Editor of Sunbury Matters. She has lived in Lower Sunbury for ten years and in the area for 25 years. Monica has always had an interest in photography but only started taking it more seriously in 2016. She uses a lot of her photography in the monthly magazines she publishes locally.

**Glen McCullogh**, a relatively new photographer from Ashford. He enjoys capturing special moments in life particularly weddings and sport.

**Victoria Leverton**, a 34-year-old self-taught local artist who has lived in the Sunbury area her whole life. Her favourite medium to use is pencil as she enjoys the attention to detail.  She has a love and passion for animals which is reflected in her choice of art topics.

NH again encouraged those present to consider if they knew any artists, or were artists themselves, who would be willing to loan some of their work to be displayed for six months in the Waiting Room.

NH reminded those present of the recent change in format of Open Evenings and invited Dr Gill (DG) to give a short presentation about the Minor Surgery Clinic that is now a service offered at SHCGP (Sunbury Health Centre Group Practice). *The PowerPoint that Dr Gill used to support his presentation accompanies these minutes*.

Dr Gill began his update on the Practice with a reminder about the context of SHCGP. In particular the ownership of the building and the shared rent between SHCGP and CSH Surrey, the number of patients now registered (18,700) and that the surgery is 84% undersized for the patient population it serves.

With regard to staffing DG informed the meeting that whilst the number of doctors remained the same (six partners, four salaried, two locums and two trainees) the Nursing Team is an expanded service with two Nurse Practitioners now being qualified to support the GPs. DG added that the Practice continues to be successful in its training role – the current Foundation Doctor, Dr Emma Woods, will soon be completing her placement and will be replaced by Dr Ella Robinson; Dr Jopling will complete his PGCE in the spring enabling him to join DG as a supervisor for GP Registrars. Dr Ramalingam has successfully completed her Dermatology Diploma and Dr Rabindran is undertaking a Diploma in Family Planning. A new Phlebotomist, Katie Onley has been appointed who is also providing additional support to the Reception Team. DG explained that the Practice is also hoping to have an in-house pharmacist in place early in the new year.

DG thanked the PPG its support with the recent Flu Clinics and for helping to raise money for two charities. The final amount raised has not yet been finalised however it is in excess of £500 which will be split evenly between the two charities, which were previously agreed to be Sam Beare Hospice and the Alfie Ward treatment fund. DG added that the Practice was expected to reach its target of 3,200 flu vaccinations.

Richard Fryer (RF) then provided an update on the building. He began by explaining that the recent renovations in the Reception were now completed, although awaiting the delivery of signage and external notice boards, and that they had been well received by both staff and patients. RF thanked the PPG for its help in creating a new Reception area. He also thanked the local councillors for their help in securing the funding to enable the patients’ notes to be moved, since this was a catalyst for the works.

Unfortunately RF reported that the ongoing issue with regard to service charges has not been resolved, although some progress has been made and NHS Properties are attending meetings at SHC. Now that the internal building has undergone significant improvements RF is determined that the quality of the cleaning has to be improved. RF has a meeting tomorrow with the Cleaning Contractor to hopefully resolve the matter. If the meeting is unsuccessful RF will ask for the contract to be retendered.

RF alerted the meeting to the loss of services from SHC provided by CSH Surrey. In addition to the previous removal of Family Planning advice and guidance and the relocation of the District Nurses, the Complex Wounds clinic, will now operate, from 4 December, at Staines Health Centre. Whilst it is disappointing to have lost these services, without prior discussion or notification, a positive outcome is the potential availability of rooms no longer being used by CSH. If the Practice does gain access to these rooms a possible 600 additional appointments could be made available.

NH stressed the enormous amount of work that is going on in the background and the timescales it takes to bring about the significant developments that have taken place in the last year; these include the removal of the need to queue early in the morning to get an appointment and the improvements to both the Waiting Room and the Reception. All very important for patients and a consequence of the perseverance of the staff at SHCGP. (*This did receive a round of applause from the patients as a sign of their gratitude*).

NH then invited the **audience to ask questions/raise concerns**:

**Q** Is there an issue with repeat prescriptions? A recent application on-line took a lot longer than usual, the prescription being held up at SHC for over 5 days**.**

**A** Normally there is a 72 hour turnaround for repeat prescriptions. RF acknowledged that there may have been a glitch in the service and that he would investigate further.

RF added that there have been issues with Boots at Sunbury Cross. RF & JS have met with the manager of the store in an attempt to resolve the issues.

It is hoped that such issues will be alleviated when the in-house Pharmacist is in place at SHC.

Another patient informed the meeting that they had also had issues with this pharmacy and have consequently transferred to Lloyds.

RF informed the meeting that the closure of the smaller Boots store at Sunbury Cross raised some logistical issues for Boots. The outcome of the meeting attended by RF & JS had been positive therefore RF will organise a follow-up meeting asap.

A patient subsequently reminded the meeting that Boots have a customer survey, which would enable feedback to be provided about the quality of their service.

**Q** Since the Practice is at ‘breaking point’ why are new patients still being accepted? Should any potential new patients not be asked to register with other Practices? The quality of service is being affected by the increasing size of patients registered at SHCGP.

**A** DG & RF stressed that the Practice is coping well given the constraints in relation to property and room availability. The Practice has sufficient numbers of GPs for the current patient population and is developing further its multi-disciplinary team. Over the last year Nurse Practitioners, Health Care Assistants, additional Phlebotomists and Receptionists have joined SHCGP. DG reminded the meeting that doctors’ surgeries now have to deal with many health matters that were until very recently dealt with by hospitals.

NH added that patients were probably unaware of the increasing number of services that have been moved by the NHS to primary health care providers.

DG also reminded the meeting of the very positive patient feedback about the quality of service provided at SHCGP received both from text responses and the recent Patient Survey. Capacity planning is an ongoing element of the Practice’s action plan for 2018.

Q Is the number of patients who fail to attend their appointment (DNAs) still going down?

A RF confirmed that this is better than it was and is being helped by the use of text reminders. However the most DNAs are for nursing appointments rather than for doctors. An imminent update to the Practice clinical system will enable reports on DNAs to be monitored more easily and this area is another element of the 2018 action plan.

DG confirmed that doctors do follow up DNAs if there is a concern that there may be an underlying issue affecting a patient’s ability to attend their appointment.

DG alerted patients to the change in availability of appointments between 20 December 2017 and 2 January 2018. In response to a NHS directive all appointments during this period will only be available on the day, therefore not bookable in advance. This is to help relieve the pressure experienced by Accident and Emergency departments at this time of year.