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

**Patient Participation Group (PPG)**

**Minutes of the Open Meeting held on**

**Monday 4 June 2018**

**At Sunbury Health Centre**

**Neil Huntingford** (NH),chair of the PPG, welcomed the patients present, all of whom had previously attended an Open Meeting and reminded everyone of the format of the meeting.

NH informed the meeting that Dennis Van Wonderen, the owner of the florist in The Avenue, had kindly donated a floral arrangement for Reception. The flowers will be changed each week. NH thanked Dennis for this very kind gesture.

NH reminded the meeting of the ‘Message in a Bottle’ initiative developed by The Lions Club. The free scheme is being supported by SHCGP; it is a simple idea encouraging patients to keep their personal and medical details on a standard form in the fridge. The Emergency Services will be able to find the bottle 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. By alerting the Emergency Services to special medication or allergies, it is a potential lifesaver and provides peace of mind to users and their friends and families. Bottles are available in local chemists or at Reception in SHC.

NH drew the attention to the refreshed art work displayed in the Waiting Room, it will remain until the next Open Meeting later in the year (*dated to be finalised*). NH said that he was delighted that artists are now approaching him offering to display their work.

NH then explained that the focus of this meeting was the initial findings of the 2018 Patients’ Survey. NH explained why the survey is undertaken and then handed over to Richard Fryer (RF) SHCGP Business Manager to discuss the survey in more detail. RF provided a background to the survey, the main findings and information about the developments being implemented at the Practice to meet the challenges identified through feedback received in previous surveys. (*A copy of RF’s full presentation is attached with the minutes*).

Following RF’s presentation Dr Gill added a very brief update on the Practice which included information that Health Care Assistants (HCAs) will soon be able to complete NHS Health Checks at SHC and a reminder that he and Dr Jopling provide a minor surgery service.

NH then invited the **audience to ask questions**:

**Q** Patients receive a text message after their appointmentasking them to rate their experience. If a patient responds with a 1, the highest rating and therefore very happy with the service, why do they then receive another text asking them how the service could be improved?

**A** RF stressed that the feedback the Practice receives from Mjog (the texting service) is extremely useful. To-date there have been over 6,000 responses received. RF did also acknowledge that the system needs to be reviewed to reflect this valid point.

**Q** What is the role of the Clinical Pharmacist?

**A** DG stressed that there is not a pharmacy at SHC. Bhavini Velji has recently been appointed to the role of Clinical Pharmacist. It is a full time appointment and Bhavini will work alongside the Doctors to review the Practice’s medicines management (including medication reviews and hospital discharge medications), prescription processes and ultimately relieving the Doctors of tasks they do not need to undertake. DG informed the meeting that this was another example of the Practice listening to patients concerns regarding prescriptions which was raised at a previous PPG Open Meeting.

**Q** Are the responses received via the texting service used to provide feedback about individual Doctors?

**A** Yes the information can be viewed in relation to all individual members of the clinical team.

Q Is it possible to have a written response on SHCGP’s involvement in the Surrey Care Record? *(The Surrey Care Record is a secure, encrypted extract of records from health and social care providers that can be seen and used by authorised staff in the health and care system who are involved directly in a patient’s care).*

**A** It was agreed that at the next PPG Open Meeting (*date yet to be agreed, but will be available on the PPG website at the end of July*) an update will be provided on information sharing. This information will also be included in SHCGP’s summer newsletter that will be available next month.

**Q** If a paramedic is appointed and based at SHCGP, is there a dangerthat Home Visits will disappear?

**A** No.Paramedics may undertake Home Visits, however home visits will be triaged in advanced and if clinically necessary they will be undertaken by a Doctor from SHCGP.

**Q** How many Home Visits are currently undertaken by Doctors every day?

**A** Approximately eight to twelve, although this does fluctuate

**Q** Would a paramedic have electronic communication with SHC, to ensure that s/he could access patients’ records from patients’ homes?

**A** Smart technology is being developed and systems are in place to ensure that a secure network can be provided. Laptops are already available - two have been purchased and are used when visiting nursing homes.

A patient added that London Ambulance Service provide all of their paramedics with a laptop**.**

Questions left after the meeting

**Q** When the wooden chairs in the Waiting Room are dragged across the floor they make an excruciating noise. Is it possible to fit them with rubber feet?

**A** Staff will review this– sticky pads had been put onto the bottom of the chairs but have not proved to be an effective solution.

**Q** Please could staff in Reception have name badges? This would add more professionalism and make it easier to provide feedback.

**A** Yes, all staff should have a badge. This matter will be passed to the Reception Manager who will order badges for any staff who do not currently have one.