

**Sunbury Health Centre
Patient Participation Group (PPG)**

**Minutes of the meeting held on
Thursday 11 December 2014
At Sunbury Health Centre (SHC)**

Present: Wendy Doyle (WD), Richard Fryer (RF), Dr Dave Gill (DG), Polly Healy (PH), Diana Huntingford (DH, Minutes), Neil Huntingford (NH, Chair) and Dorothy Linter (DL).

- 1. Apologies for absence:** Brian Catt (BC), Roz Dominic de Lord (RD), Nick Mercer (NM), Jackie Sheehan (JS) and Paul Thompson (PT).

NH confirmed that unfortunately Elleke Carling had resigned from the group due to the timings of the meetings next year. NH thanked Elleke for all her hard work and support throughout her time as a member of the PPG.

- 2. Minutes and Action Points from the last meeting (13 November 2013)**

It was agreed that the minutes were an accurate record of the previous meeting.

Healthwatch posters - it was agreed that this action was no longer a matter for this group since it is consumed within the work RF is undertaking.

Deaf Awareness Training and Loop System - DL informed the group that a meeting, involving RF and the Institute of the Deaf, regarding this matter was taking place at SHC the following week.

Action: DL & RF to update on progress at the next meeting.

Notice Board Review - RF confirmed that as per the suggestion at the last meeting, Caroline Watson has now been given the responsibility for 'cleansing' and renewing the information on the notice boards on a regular basis. RF also explained that he had 'walked the building' with Caroline to clarify the importance of her role.

NH confirmed that a copy of the latest PPG minutes had been pinned on the notice board.

PPG grant - NH confirmed that he is meeting with PT next week (17 December) to take this matter further.

Action: NH to report back at the next meeting on the progress of this action point.

The waiting room's Suggestion Box -*update on the 'Friends and Family Test' is on the agenda of the meeting.*

The need for improved medical services to be part of the Council's Local Plan. *BC had agreed to look into this further and report back to the next meeting, therefore due to his absence this action point will be carried forward to the next meeting.*

Meeting room for the next Open Meeting - RF confirmed that the next Open Meeting will need to take place in the main waiting room.

Patient Survey - DH & PH both supported SHC with the style of questions and layout of the forthcoming questionnaire.

SHC's Mother and Toddler Group - RF has carried this action forward
Action: RF to let PT know when the Mother and Toddler Group meets.

Dates of the meetings - these were amended and distributed to all members.

Local forums for PPG and CCG (Clinical Commissioning Group) representatives - NH will circulate information as agreed. With the exception of clarity regarding the location of SHC there were no further questions.

FAQ's from Open Meeting for PPG website - Completed as per last minutes and ongoing.

The many different ways to get an appointment - RF to carry this action point forward as part of his ongoing work.

Action: RF to investigate and then contact NM re support in producing the summary.

Feedback on PPG statistics - On the agenda.

Improving the physical environment - decision deferred, please see DG's update.

3. Be a voice in the community

The Patient Survey and The Family & Friends Test - RF explained that **The Family & Friends Test (F&FT)** had to begin on 1st December 2014 and therefore the Patient Survey has had to be rescheduled for January 2015. DG confirmed that he was pleased with the proposed amendments and layout of the survey.

RF then described the F&FT in more detail:

- The test is a contractual requirement and there is therefore no flexibility regarding style and format of the test.
- The aim of the test is to provide quick and ongoing feedback about SHC to NHS England.
- Starting in January 2015 SHC will be required to provide a monthly data update.
- Since the 'crunching' of the data is a onerous task this will be undertaken by an external agency - 'iWantGreatCare', an independent organisation who have experience of a similar undertaking in hospitals.
- At the end of the consultation, provided by either a doctor or any other practitioner at SHC, the patient will be given a card on which they are asked to provide feedback on their experience. It is intended that this feedback is provided immediately although it can also be completed online.
- The data will be made available to the public, although the system for undertaking this is yet unclear.

RF explained that there is still a requirement for the **Patient Survey** because this enables the SHC to receive feedback specifically about the practice. In addition this data is owned by SHC and is not given to NHS England or any

other agency. The 'snapshot in time' that the Patient Survey provides helps SHC to improve the local care it provides.

Action: At the next meeting roles and responsibilities for the PPG regarding the Patient Survey will be agreed.

4. Provide Support and Challenge

Update from Dr Gill - DG was very pleased to report that on 9 December he had had a very productive meeting with NHS Properties. The two representatives from NHS Properties (Jo Fox [JF] and Glen Tiffin) had spend over two and a half hours viewing the building and discussing in detail the current issues and challenges DG, his colleagues and the patients face on a daily basis. DG found the representatives to be very professional and empathetic. In fact they commented that SHC was one of the worst buildings they had ever seen!

One of the outcomes of the meeting was the opportunity for RF and DG to learn in more detail about the options facing SHC.

It was agreed that it was probably not financially viable to refurbish the building and therefore a rebuild is a better option. JF agreed that she will now act on behalf of SHC with NHS England to take this matter forward.

DG explained that he was cautiously optimistic about the outcome of the meeting, reminding the group that he had been here before!

JF has also offered to discuss with NHS England the letter PH had received from the Head of Primary Care, NHS England, suggesting that SHC didn't want new premises. DG clarified that SHC wanted an improvement grant to help in the short term with new premises in the longer term. The letter had suggested it was one or the other, which is not the case.

The letter had also stated that an "arrangement to provide additional space for the surgery" had also been agreed with Virgin Care. DG stressed had this was not accurate. Rather an offer to provide a room one afternoon for four months had been proposed and since this wasn't a permanent arrangement it was not viable.

Action: It was agreed that PH should acknowledge receipt of the letter and inform the Head of Primary Care that she will be taking the letter to the next PPG meeting where it will be discussed. DG to confirm at the next meeting if the PPG need to make any further response.

DG informed the meeting that he had met with Cllr Tim Evans, who continues to work hard 'behind the scenes' on behalf of SHC, and representatives from Surrey County Council to discuss the proposal for the Adult Learning Centre in The Avenue. The council has confirmed that it has commissioned Ashley House, an experienced developer of health and social care properties, to undertake a feasibility study on the proposal to relocate to the Adult Learning Centre.

5. Help disseminate information

The many different ways to get an appointment - RF explained that he has spent considerable time since he was appointed finding out about the many systems and processes in place at SHC. As a consequence in January he is

planning to undertake some detailed work regarding patient access with the aim of improving the current situation and thereby reduce complaints. To support him he is using CCG funding to commission an independent consultant to monitor/ review the SHC systems. The proposed flow-chart is in line with the work that is planned and therefore RF will contact NM for support with this process. NH offered additional support with design and graphics.

6. Develop a communications strategy

- **Activities on our web-site** - PH provided comparative data for October and November 2014. Whilst the number of visits was slightly down in November it was very encouraging to note that the most popular areas visited were the Practice News and the PPG minutes/meetings.
- **Dealing with enquiries from the media**- It was agreed that if any member of the PPG is contacted by the media for information/comment regarding SHC that they should refrain from commenting and refer the caller to NH who will then liaise directly with the practice

7. Improving the Physical Environment

NH expressed his concern that the PPG needed to have a strategic rather than a piecemeal approach with regard to this aim. DG welcomed this suggestion and asked if we could consider it further at the next meeting. This was agreed.

RF added that he was in the process of reviewing signage. NH offered his support with this matter and the information he had ascertained when he did a 'walk' of the centre with JS earlier in the year.

8. AOB

Following discussion at the last meeting DG confirmed that there is interest in developing the use of Survey Monkey as part of the Patients' Survey in January 2015.

Action: PH and RF to meet and discuss further