

## The Sunbury Health Centre (SHC)

### Patient Participation Group

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

Tuesday 19 July 2016, 3.30 pm at SHC

#### Present:

SHC: Dr Dave Gill (DG), Richard Fryer (RF) and Jackie Sheehan (JS).

PPG Core Group: Polly Healy (PH), Diana Huntingford, secretary (DH), Neil Huntingford, Chair (NH), Cheryl Kimber (CK), Jan Palmer (JP) and Paul Thompson, Vice-Chair (PT).

#### 1. Welcome and apologies for absence

NH welcomed everyone to the meeting including Cheryl Kimber a new member of the Core Group. It was noted that Brian Catt, Roz De Lord, Wendy Doyle and Dorothy Linter had all sent their apologies.

#### 2. Minutes of the last meeting

The minutes of the Open Meeting held on 6 June and the Core Meeting on 3 May 2016 were agreed to be accurate records of the meetings.

#### 3. Be a voice in the community:

##### • Matters arising from the Open Meeting 6 June 2106

- Outcomes of Clinical Commissioning Group (CCG) visit (9 June 2016). RF confirmed that this meeting had taken place although no one from NHS Properties attended the meeting. However some progress was made with Virgin Health Care (VHC) who now has a copy of the rooms and their utilisation and has agreed to consider possible sharing of rooms informally. If VHC were able to release rooms the Practice would have to rent them and it is unclear if this is currently financially viable due to unexpected charges from NHS Properties. VHC did not give any indication about their future plans.

RF explained that the changes to the service charges and rebates by NHS is causing serious financial problems for practices in England and is widely reported in the media. As a consequence of the uncertainty about 2015-16 charges the Practice is unable to commit to further financial expenditure at this time.

RF added that the meeting with councillors, after the recent LoSRA (Lower Sunbury Residents Association) Annual General Meeting, had been very positive. Cllr Tim Evans had indicated that a response with regard to the council's financial contribution for refurbishments would be expected within two weeks. This deadline has now passed.

*Action: PT, in his role as Chair of LoSRA, to contact Tim Evans for an update.*

There was discussion regarding the future use of SHC and the hope that the CCG will re-write the contract to ensure a better distribution of the rooms for the Practice. It was noted that the previous comments about finances could impact upon the Practice's ability to utilise any future new additional space.

RF confirmed that the discussions regarding re new building continue to take place in the background.

- Self-referral forms for adolescents with mental health issues - NH formally

welcomed CK to the group and explained that this item would be covered later in the agenda.

- Spelthorne Carers - RF will discuss this further with the Partners.  
*Action: An agenda item for the next meeting (DH).*
- Changes to the appointments system, including provision for those who don't have access to IT. This was discussed later in the agenda.
- Keeping the web-site up-to-date, including the names of the doctors who are partners/salaried  
RF agreed that the web-site is in need of updating and confirmed that it will include information about the doctors who are salaried and who are partners.

- **Feedback from LoSRA AGM**

PT confirmed that the meeting had gone very well, the item on SHC had been very well received and there was a lot of support from the councillors present. It was agreed that an update at next year's AGM would be very helpful.

*Action: PT to consider when preparing the agenda for 2017 LoSRA AGM.*

- **Ashford Walk in and GP Centre closure plans and the implications for SHC**  
PT explained the issue and RF confirmed that the patients will be relocated within a two mile radius of the Centre and therefore will not impact on SHC.  
*Post-meeting NH emailed the group with further information about this matter.*

#### **4. Provide support and challenge:**

- **Update from Dr Gill and Richard Fryer**

DG began his update with information about staffing:

- Dr Perinparajah has now moved to a new practice.
- Dr Wright is leaving the practice at the end of July.
- Dr Guppy will be returning from maternity leave in September. Her maternity leave continues to be covered by Dr Das, a long-term locum.
- Dr Harvinder Gill continues to provide support as a Locum.
- Drs Ramalingam and Rabindran will be joining the practice for three days a week.

*Action: DG to consider how doctors' specialisms and areas of expertise can be made known to patients to help them when seeking to make an appointment.*

- Sister Boshoff is now on maternity leave; her role is being covered by Sister Payne who commences on 6 September. When Sister Boshoff returns from maternity leave Sister Payne will remain a permanent member of the nursing team.
- Michelle Gerard, the Health Care Assistant, is also on maternity leave and her role is being covered by Krystyna Elliott-Nowobilaska who is a permanent appointment.
- There has been a successful recruitment process, however it was not easy and some positions took a few rounds before an appropriate appointment could be made.
- The third Foundation Doctor finishes their placement in August; a fourth doctor will take up their placement in December and a fifth in April 2017.
- Dr Varma is taking a years sabbatical and his post will be covered by a locum - Dr Mann. Since Dr Mann has worked at SHC before and is therefore very familiar with the systems and processes. Dr Mann has been recruited as a permanent appointment and is due to remain with the practice after Dr Varma returns.

- Dr Jopling has finished his training to enable him, in addition to DG, to support a Foundation Doctor at the Practice.
- Dr Jopling is also the designated doctor for the local nursing home.
- There are three vacancies which are currently being recruited to, these are for a person to be responsible for data, a secretary (short-term) and for a receptionist.

Other matters:

- In response to feedback from patients, an additional phlebotomy session is now being provided on a Thursday.
- The dates for the next flu vaccination sessions have been established and the vaccines ordered.
- The Practice continues to provide clinics for patients with chronic illnesses and is becoming more proactive by inviting patients to attend regular routine appointments.
- The practice is considering providing minor surgery at SHC; Dr Jopling will begin training for this in September.

- CQC re-inspection

The re-inspection took place on 14 July. It was led by one inspector who was very focused on following up the outcomes of the previous inspection. The inspection lasted four and half hours and the Practice can expect the report in one month.

DG added that the Practice will soon have a further inspection to facilitate the designation as a Training Practice.

- Outcomes of the Patients' survey

RF informed the meeting that this was written in draft. Unfortunately it had been delayed due to the recent inspection. The feedback from the survey was very useful and informative and there were no surprises. It was agreed that the group would discuss the ideas for improvement at the next meeting. Once the report has been finalised it will be published on the web-site with an action plan for addressing the areas of improvement identified by the survey.

*Actions: RF to send NH the draft report for comment. Once finalised RF to publish on the web-site.*

*DH to place on the agenda of the next Core Group meeting.*

- VHC representative and the PPG

RF reported that a representative from VHC has been invited to the last Open meeting but they had failed to attend. After discussion it was agreed not to pursue this with VHC and NH will meet with the new provider (when they are known) with a view to developing a partnership.

- Children in Care

NH introduced CK and explained that he hoped that next year CK would be able to help the PPG develop provision to better meet the needs of Children in Care (CiC).

CK shared her experience of fostering and working with children and young people in care. CK shared some worrying statistics about CiC including the low level of children and young people who achieve national averages in academic performance at the end of primary and secondary school and who attend university. CK also informed the group about the high level of girls/young women who become pregnant at an early age and the equally high number of CiC who spent time in prison.

It was agreed that CK's experience was very welcomed and that the group look

forward to CK recommending a project for the group to work on.

## 5. Help disseminate information:

- Update on the texting and emailing patients trial  
RF reported that this is going well and that it is having a positive impact on the number of patients who fail to attend their appointment. The Practice is keen to expand its use of this technology and it is hoped that the new person appointed with responsibility for data management will be able to take this initiative further.

JS confirmed that patients are prompted for their mobile number and email address when they are at reception.

It was agreed that the forthcoming flu clinics would be an ideal opportunity to collect this information. NH offered the support of the PPG group to enable this to happen - as well as selling cakes for charity.

*Action: JS and RF to discuss this suggestion further.*

JP alerted RF and JS to the difficulties she had experienced when trying to update her personal details online.

*Action: JS to investigate this matter.*

- Update on plans to improve the Appointments System  
RF suggested that he discuss his plans further with NH. One immediate improvement is to enable patients to book an appointment on line from 6am and hence negate the need to queue at SHC. There is a need to provide six weeks notice of this change and therefore the change will not be implemented until mid-September.

JP provided feedback that for many patients there was a need to be able to book an appointment for a few days ahead and that there was currently no provision to be able to do this. Such provision could also help reduce the need to queue.

DG reminded the meeting that there remains a need to change the practice that a doctor is always the person patients need to see. SHC has a number of health care professionals that could meet the needs of many patients and reduce pressure on the appointments system.

CK asked if the Practice would consider identifying a doctor with responsibility for CiC.

*Action: SHC colleagues will reflect further on these comments as changes to the appointments system are being developed.*

*RF to send NH draft plan.*

## 6. Develop a communications strategy

NH proposed that this standing item should be re-named 'Communication Strategy'. It was also agreed that it was time for a newsletter to update patients on developments and also to help manage expectations. DH offered to use the information in the PPG minutes to help draft a newsletter.

*Action: RF to send DH headings for a newsletter. PH will help to format the newsletter.*

## 7. Improving the physical environment

- Artwork in the Waiting Room

NH explained to the meeting that this project had been advertised widely and that it had received a good response. The Benwell Centre and five local artists have already expressed an interest and have sent NH some superb examples of

their work; the deadline for this stage of the project is the end of July.

NH has written to all artists with very clear instruction about how their work is to be presented and how it will be exhibited. NH is keen to speak with the contractor to ensure that the correct provision is provided for the artwork to be displayed on.

It is planned that work will be exhibited in time for the next Open Meeting. NH confirmed to DG that the content of the work will be carefully selected to ensure it is appropriate for the Waiting Room and will not reflect any political bias etc.

PH reminded the meeting that Van Wonderen (florist in The Avenue) has offered to provide fresh flowers for the Reception when it is renovated.

- Timescale for the further refurbishments  
This was discussed in earlier in the agenda
- CCG support for building works  
This was discussed in earlier in the agenda

**8. Action Points of the last Core Meeting (not covered in the agenda)**

Involvement of the local MP in meetings with NHS Properties

At the last LoSRA meeting with Kwasi Kwarteng he had offered to write to NHS Properties.

Action: *PT to contact KK*

**9. Proposed dates for PPG Core and Open meetings September 2016 - July 2017.**

The schedule of meeting was agreed, however it was asked that the very last meeting be brought forward by one week to avoid the school holidays.

Action: *DH to amend and circulate with the minutes.*

**10 Any other urgent business**

None