

The Sunbury Health Centre (SHC)

Patient Participation Group

Minutes of the Core Group Meeting held on
Tuesday 20 September 2016, 3.30 pm at SHC

Present:

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

PPG Core Group: Brian Catt (BC), Polly Healey (PH), Diana Huntingford, secretary (DH), Neil Huntingford, Chair (NH), Roz de Lord (RdL), Jan Palmer (JP) and Paul Thompson, Vice-Chair (PT).

1. Welcome and apologies for absence

NH welcomed everyone to the meeting after the summer break, including Sasha Thurgood, Assistant Practice Manager, who whilst not new to the Practice, is new to the Core Group. It was noted that Cheryl Kimber and Wendy Doyle had sent their apologies.

2. Minutes of the last meeting

It was agreed that the minutes of the Core Meeting held on 19 July 2016 were an accurate record of the meeting.

3. Annual election of PPG Officers

Neil Huntingford was re-elected as Chair, Paul Thompson as Vice-Chair and Diana Huntingford as Secretary.

4. Be a voice in the community:

- Spelthorne Carers

Action: RF to have a response ready for the forthcoming Open Meeting.

- Outcomes of the Patients' survey

It was agreed that RF and NH will agree the final report (which RF has already drafted). The areas for action raised in the survey will be woven into the Practice's Action Plan.

Action: NH to finalise the report and return to RF. Members of the Core Group who entered the data from the survey into Survey Monkey will meet to discuss any issues they experienced.

- The potential impact to SHC patients as a result of the changes to local bus service provision

BC clarified that it was the loss of the 557 bus route, operated by Abellio Surrey, that goes to St Peter's Hospital in Chertsey that is the main concern for local residents. BC explained that he had contacted Cllr Evans who had informed him that the Council were disappointed with the decision by the bus company and that they were 'exploring other alternatives'.

Actions: NH to send round to all PPG Core Members the link to the petition regarding the loss of the 557 bus route and encouraged people to sign it and also pass the link to friends and neighbours.

BC to provide RF with information that could be displayed at SHC.

NH added that he would also write to Abellio on behalf of the PPG.

PT stated that LoSRA (Lower Sunbury Residents' Association) will also be writing to the bus company.

- Preparation for Open Meeting on Monday 31 October 2016

It was agreed that the date of this meeting should be changed to Monday 7 November 2016. The format of the meeting will continue to be in the same as previous meetings since it has proved to be successful.

Actions: *DH to amend schedule and reissue with the minutes.*

NH to provide everyone with a poster to advertise as discussed.

5. Provide support and challenge:

- Update from Dr Gill

DG began his update with information about personnel:

- Dr Perinparajah and Dr Wright have now left the Practice and been replaced by Dr Ramalingam and Dr Rabindran.
- Dr Varma has begun his years sabbatical and his post is being covered by Dr Mann.
- Dr Guppy has returned from maternity leave and is providing five/six sessions per week. In addition she is studying for a diploma in dermatology.
- Dr Chapman continues to provide locum support.
- Michelle Gerard, the Health Care Assistant, remains on maternity leave, her role is being covered by Krystyna Elliott-Nowobiliska. Krystyna has settled into the Practice very quickly and is providing a good service.
- Sister Hood will be retiring in November.
- Sister Boshoff is now on maternity leave and Sister Porter is also soon due to go on maternity leave. Both positions are being fully covered.
- Sister Payne has recently joined the team of nurses; she has very useful experience of having worked in a hospital.
- Dr Jopling is now line managing the Nursing Team (for the partners).
- There are a number of members of the secretarial team who are leaving, including Kay Paice who has worked at SHC for over 15 years. Recruitment for these posts is currently in place.
- Teresa Wighton has recently joined the Practice as a new member of the administrative team.
- Lisa Williams is providing financial support to RF and ST.
- The third Foundation Doctor finished her placement in August; a fourth doctor will take up their placement in December and a fifth in April 2017.
- DG has passed his training to enable SHC to become a training practice. A Deanery visit will now be made to SHC to confirm the suitability of the Practice to be formally designated as a Training Practice.
- Dr Jopling is also completing a course that will enable him to undertake minor surgery at SHC. Due to DG's experience as a surgeon he will be involved in this training. Once Dr Jopling is qualified, it is hoped that he and DG will be able to provide minor surgery at SHC.
- The re-inspection by CQC (Care Quality Commission) has now taken place; the inspector noted that all the areas identified as in need of improvement at the last inspection had been addressed. Consequently the Practice has now been judged to be 'good'.
- The Practice is working hard to meet its target of providing 3,200 flu vaccinations this winter. This target is funding related and is a challenge to meet due to the competition from local chemists and large supermarkets who also provide the vaccination.
- Unplanned Admission Care Plans are being finalised.
- SHC has signed up to the Learning Disabilities Enhanced Service and as a

result has invited patients to a 30 minute appointment. The purpose being to provide a health check up and also help identify any further support that may be needed from social services.

- Staff continue to extend the use of the texting service. It was noted that the number of patients who failed to attend their appointment has fallen, particularly with the nursing team.
 - ‘Quit51’ is an organisation, supported by Surrey Council, which is providing a free stop smoking service across the county. As there are a high number of patients who are smokers SHC is supporting this initiative by providing clinics.
 - It has been decided that SHC will no longer provide an ear syringing service. DG stressed that this had not been an easy decision but the Practice needed to prioritise basic health care services that it was increasingly unable to provide due to requests for ear syringing - for which the Practice does not receive any funding. There are however alternatives:
 - attend an NHS appointment at St Peter’s Hospital, for which there is a waiting list.
- or
- attend an appointment at SHC for microsuction provided by ‘Hearology’. DG stressed that this method of fast and effective ear wax removal is preferable to syringing. These weekly sessions will begin in November, 2 - 6 pm operating from the Phlebotomy room. Hearology is a private provider and therefore there is a cost for the service - an appointment will cost £30 for one ear, £50 for two ears. This is a subsidised cost.

NH stressed that this change to service needed to be communicated very carefully to ensure no misunderstanding about why the service was changing, and to stress the doctors’ preference for patients to have microsuction rather than syringing since it is much safer.

RF then provided an update on the premises:

- The location of patients’ notes - the Council has committed the funds for the notes to be removed to a secure container located adjacent to the building. Planning permission for the container will be applied for as soon as funding is available.
NH & PT (in his role as chair of LoSRA) offered to chase the funding since the pace of this development is frustrating.
- Building works will follow although RF is currently experiencing communication difficulties with the contractor.
- The next project is to create more space and a grant for minor improvements is potentially available. RF is currently obtaining quotes to help access this funding.
- It is hoped to utilise some of the space currently allocated to Virgin Health Care and relocate the administrative team. Unfortunately this is proving difficult due to the significant changes in the cost of charges (this includes renting the premises, facilities and service management). SHC has experienced a £45K rise in charges in the last two years and the costs for the current year are currently unknown. Therefore the Practice is reluctant to commit to the use of further accommodation when the costs of doing so are unknown. The Practice, supported by the CCG (Clinical Commissioning Group), is in discussions with NHS Properties about the exact detail of the charges. DG added that as a consequence of other Practices contesting their charges NHS Properties are now being taken to court.

- Draft proposals for improvements to the appointments system
RF outlined the proposed improvements with the main purpose of removing the need for patients to queue for an appointment early in the morning. RF stressed that the number of appointments provided are at the recommended levels for the size of the practice population, although this is under constant review. The number available each day is approximately 300 face to face appointments. The proposed improvements will be as follows:-
 - At 6am appointments will be available online and via the automated telephone service.
 - The telephones will be answered by receptionists from 8 am, rather than 8.30a.m.
 - Appointments will begin at 7.20 am via automated check-in.
 - Reception will now open at 8.00 am.
 - If patients require an appointment on the day and are unable to get one the duty doctor will continue to provide a service for these patients.
 - The internal telephone service is also being upgraded.

These improvements were welcomed by the meeting. It was agreed that the next Open Meeting is the ideal opportunity to explain these changes in detail and to also inform patients about the start date of the new system.

Action: NH to support RF in communicating these changes to the patients.

- Revising the Self-Referral form for entry into mental health support
CK was unable to attend this meeting due to pressures arising from her role as a foster parent. Therefore this item was deferred to the next Core Meeting.

6. Help disseminate information:

- Doctors' specialisms and areas of expertise, (raised at the last Open Meeting)
RF confirmed that the web-site would be updated to include this information.
- Involvement of PPG members at forthcoming Flu Clinics
The clinics were confirmed to be taking place on Saturdays 8.30 am- noon, on September 24th, October 1st, 8th and 22nd.

Action: DG agreed to consider providing additional clinics on a week day.

DH to email PPG members to organise a rota for the selling of cakes at the clinics in addition to encouraging patients to sign up for text, email and internet services.

7. Communications strategy

- Newsletter
It was agreed that this is needed urgently especially if it is to contain information about the changes to the appointments system.

Action: RF to send NH draft newsletter asap.

8. Improving the physical environment

- Artwork in the Waiting Room - an update
NH confirmed that he has received high quality artwork from local artists. It has previously been agreed that this would be displayed by the time of the next Open Meeting (7th November). RF reiterated the difficulties he has been having communicating with the contractor but agreed to chase urgently.

Actions: RF to ensure that the Waiting Room has boards on which to display the artwork.

NH to display the art work in time for the Open Meeting.

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

None

9. Any other urgent business

PH shared the statistics on the use of the web-site and also information about the Sustainability and Transformation Plan (STP) for South West London. RF confirmed that there are representative on a similar STP for our area.