**The Sunbury Health Centre**

**Patient Participation Group**

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

**Tuesday 22 September 2015**

**At Sunbury Health Centre (SHC)**

**Present:**

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

**PPG Core Group:** Brian Catt (BC), Roz De Lord (RD), Polly Healy (PH), Diana Huntingford, minutes (DH), Neil Huntingford, Chair (NH) Dorothy Linter (DL) and Paul Thompson (PT).

**1 Welcome and apologies for absence**

NH welcomed everyone to the meeting. Apologies were received from Wendy Doyle.

**2 Minutes**

The minutes were accepted as an accurate record of the meeting on 14 July 2015.

**3** A shortpresentation by the **NHS NW Surrey** **Primary Care Pharmacy Team**

This item was deferred until the next Core Meeting.

Action: *RF to invite members of the team to present at the Core Group meeting on 15 December 2015*.

**4**. Annual election of PPG Officers

* Neil Huntingford was elected Chair
* Paul Thompson was elected Vice-Chair
* Diana Huntingford was elected Secretary

**5. Be a voice in the community**

* **Initiatives to recruit new members including**:
* Local Primary Schools Book Bag – leaflet drop
* Contact governing bodies of the local secondary schools
* Invite students studying Health & Social Care courses to attend meetings.

NH clarified that we are seeking to recruit a maximum of three new members to represent mothers/fathers of young children, patients (of SHC) from an ethnic background and patients (of SHC) who are carers.

In addition to the initiatives already planned it was agreed to advertise the vacancies in Sunbury Matters, on the PPG web-site and in the forthcoming SHC Newsletter. Since the last meeting PT has made contact with a local Carer’s group and discussed the possibility of one of them joining the Core Group, he is awaiting a response.

Actions:

* *PT, RD and DH agreed to contact schools regarding the above initiatives. DH to email a suggestion for sharing the ‘workload’.*
* *NH to prepare some suitable wording for advertising the vacancies and to distribute accordingly.*
* *BC to contact Monia Chard, re advertising in ‘Sunbury Matters’.*
* *DG & RF to include advertisement in SHC Newsletter*
* *PH to place advertisement on the PPG website.*
* **Preparation for Open Meeting on Monday 19 October 2015**

It was agreed to maintain the format and noted that two doctors representing the SHC was well received.

It was suggested that on the SHC and PPG web-sites patients who are unable to attend the meeting should be invited to send in a question(s) they would like discussed.

Actions:

* *RF to prepare suitable wording for the web-sites.*
* *NH to produce a poster advertising the Open Meeting.*

To ensure that the meeting is well attended it was agreed that in the week beginning Monday 5 October we would utilise as many means as possible to advertise the Open Meeting.

Actions:

* *JS to print out the poster, place a copy in the Waiting Room and also hand to the Pharmacies who collect prescriptions from SHC*
* *PT to ask local newsagents to advertise the meetings and also place on Spelthorne Public Notice board. (NH to provide hard copies). In addition PT will also advertise on FaceBook and ‘Street Life’.*
* *WD to be asked to display leaflets in the locations she identified for the previous Open Meeting. (NH to provide hard copies).*

There was an action point from the previous minutes relating to this agenda item which was included in the agenda at this point in the meeting:

*‘RF and PH to produce a personnel structure chart for the next Open Meeting to clarify roles and responsibilities’*

Action: *RF to prepare the information which he will pass to PH to produce a structure chart.*

**6 Provide support and challenge**

Update from Dr Gill:

Personnel

* The recently appointed doctors, Dr Alisa Wright and Dr Anna Williams, have now joined the practice and they have integrated very well.
* The two newly appointed nurses have also recently taken up their posts.
* Dr Smyth, the Foundation Doctor, has now successfully completed her placement and has been replaced by Dr Jennifer Miah. Dr Gill continues to be responsible for her training.
* The clinics being run by the new Health Care Assistant, Michelle Marriot, are very successful. Dr Jopling is supporting Michelle in her role.

Premises

* Since the last PPG meeting several meetings have taken place focussing on both the short and long term plans for SHC. DG was pleased to confirm that NHS Property Services did indeed undertake the ‘Development Appraisal’, discussed at our last meeting. NHS Property Services are now in discussion with NHS England and SHC is expecting the outcomes of the Appraisal to be with them very soon. It is hoped that this can be shared at the forthcoming Open Meeting.
* One of the short term proposals is for additional portakabins to be placed on site, thereby creating additional consultancy rooms and improved access for patients. This will be supported by an internal reorganisation to improve working conditions, however there is no additional funding to furnish/refurbish!
* DG stressed that the practice is desperate for additional space and that the building is operating at full capacity and consequently there is no space to accommodate additional staff.

PT asked that this is clarified at the Open Meeting.

* The queue is much better due to the improved capacity. However the recently retired Clinic Coordinator for Virgin Health Care has not been replaced and this has lead to additional ‘traffic’ at reception by users of VHC trying to find out what has happened to the service they are wanting to use. RF is in communication with VHS requesting a solution.
* RF has championed new software for the administrative staff which should improve the time it takes for letters to be written and when it is needed, the letters will be outsourced.

It was agreed that this would be well received at the Open Meeting.

* There has recently been a complete IT ‘refresh’- 26 computers have been replaced.
* DG expressed a concern that the recent approval to build 27 properties on the land vacated by Page Aerospace Ltd will add additional pressure on SHC.

**7 Help disseminate information**

* IT Training –RF explained that the WiFI issues were still not resolved and whilst a new provider is being sought it is not possible to move forward on this matter.
* Online appointments– RF confirmed that new patients do not need to provide any additional identification (ID) to use online services and that for existing patients a driving licence (or similar photographic ID) is sufficient.

Action: *RF & JS to investigate the feasibility of patients being able to sign up at the Open Meeting.*

* ‘Meeting and Greeting’ it was agreed to revisit this after the flu vaccination period was completed.

Action: *DH to place this item on the next Core Meeting agenda.*

* Electronic Repeat Prescriptions – DG clarified that you do not need to access this service on line. Patients simply request this service at their local chemist.

Action: *These various services and the impact they can have on the queue will be part of DG’s update at the Open Meeting.*

**8 Develop a communications strategy**

* What can we learn from those who visit our web-site?:

PH tabled information and statistics on the use of the PPG web-site October 2014 – September 2015. It was agreed that the web-site was providing a service that is well used and thereby helping the PPG to meet its aim of disseminating information.

PH informed the group that in addition to the earlier contact from a Cumbrian health centre she has now been supporting the development of ‘The Friends of Surbiton and Tolworth Health Community’ web-site. PH was thanked for her hard work which is clearly valued by the patients and the PPG.

* Advertising PPG Open Meetings

This item was discussed in agenda item 5.

**9 Improving the physical environment**

Agree the date and arrangements for painting the Waiting Room notice boards

It was agreed that this will take place on **Wednesday 7 October 6-8 pm**. It is envisaged that all members of the PPG (not SHC colleagues) will share in this task.

**10 Action Points of the last meeting** (not covered in the agenda):

* Revised hours of opening for the Reception – RF will make advertising this on the web-site a priority
* The use of volunteers – PH confirmed that this information had been obtained and shared with DG & RF. It was agreed that this will be developed once the internal structures are in place for this to be successful.
* Attending Spelthorne’s OSC meeting – PT confirmed that the date of the next meeting is 10 November and that he has spoken to Cllr Friday about the possibility of SHC attending the meeting.

**11 Any other business**

* DG - Flu clinics start on 3 October; these appointments have to be made either in person or by telephone.
* DG- The SHC newsletter is currently being prepared with a view to it being ready for the first flu clinic.

Action: *PH agreed to help format the newsletter.*

* NH, in response to a query sent to him, asked for clarification over the length of time it takes for a letter left in SHC letter-box to reach the doctor. JS explained that this is usually on the same day. DG alerted NH to the possibility that this may be extended if the doctor is not at SHC for a day/extended period of time (holiday, sickness, meetings or professional development).
* JS asked if members of the PPG would help sell cakes for charity at the flu clinics. The dates and times are 9 – 11am on 10, 17 and 24 October 2015.

Action: *JS to provide information about the charity involved which DH would circulate and ask for volunteers from the group*.

**Date of next Open meeting: 19 October at SHC 6.30pm**

**Date of next Core meeting: 15 December at SHC 3.30pm**