Sunbury Health Centre Group Practice
PPG Minutes
Tuesday, 03 May 2016 – Sunbury Health Centre

PRESENT

Richard Fryer (RF) *Business Manager*	Jackie Sheehan (JS) *Reception Manager*	Sasha Thurgood (ST) *Assistant Practice Manager*

Brian Catt (BC)	Wendy Doyle (WD)	Dorothy Linter (DL)

Paul Thompson (PT) *In the Chair*	Polly Healy (PH) *Minutes*

APOLOGIES

Dr. Dave Gill	Diana Huntingford	Neil Huntingford
Roz De Lord		

WELCOME

PT welcomed everyone to the meeting, especially ST who was attending for the first time.

MINUTES OF THE LAST MEETING … 15 March 2016

The Minutes of the last meeting were agreed to be an accurate record.

BE A VOICE IN THE COMMUNTY

It was agreed that the Group prepare for the next Open Meeting (06 June 2016). A representative from Virgin Healthcare has been invited to attend this meeting and is likely to be able to do so.

The Open Meeting will be run on the previous format/Agenda. The posters are ready for distribution. JS has offered to take some to the local Pharmacies.

Streetlife – The Practice was made aware of the continuous complaints and observances raised on this local social network concerning the appointment booking system.

> *Streetlife provides a free platform for residents, community groups, local offices and businesses to discuss their local area, and to share practical advice, skills and resources.*

LOSRA's AGM

PT suggested that it would be an ideal opportunity to display the SHC remodelling plans at the AGM. Details of the meeting will now be passed on to RF.

UPDATE FROM RICHARD FRYER … Business Manager

Dr. Chapman	Now retired. He is happy to undertake some locum duties at the Practice.
Dr. Guppy	Still on maternity leave.
Dr. Shamita Das (f)	New long-term Locum who will cover for Dr. Guppy. She started on 03 May 2016.
Dr. Patel	Foundation Doctor who joined the Practice on 06 April and will remain for 4 months.
Dr. Perinparajah	Will be leaving the Practice on 13 May.
Nurse Student	Sian Lazell has joined the Practice for an 8-week period and is being 'mentored'.
Nurse Practitioner	The Practice is looking to go down this Nurse Practitioner route, where the Nurse is qualified to treat certain medical conditions without the direct supervision of a Doctor.
Receptionist	A new Receptionist has been recruited, bringing the total to 3 new members of the reception team in the last couple of months.
Secretary	The Secretary who has been on long-term absence has now returned.
New GPs	The Practice is now advertising for new GPs.

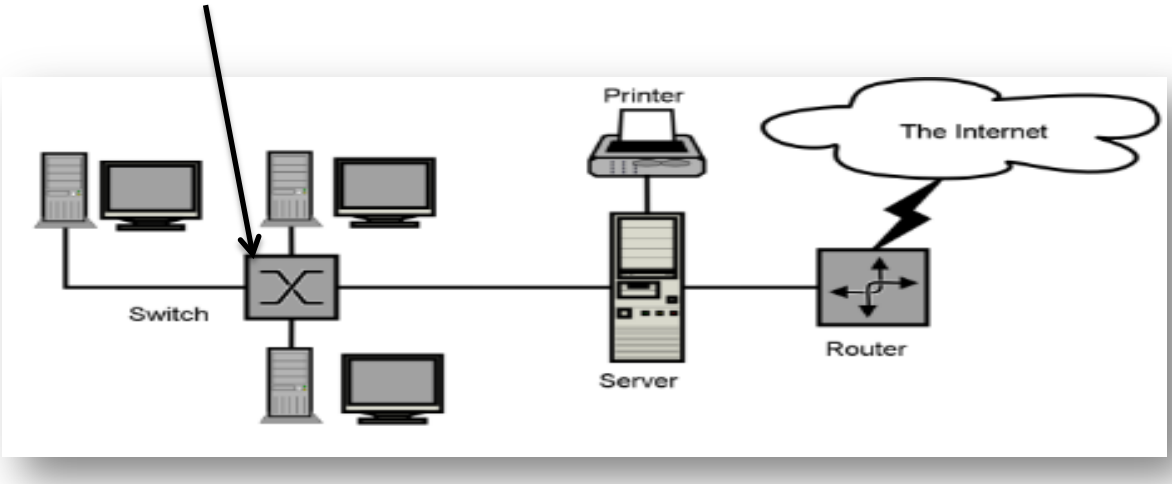
AN ADDITIONAL SERVICE

The Practice confirmed that it offers a Phlebotomy service, offering approximately 126 blood tests per week. This is not part of the standard GMS contract and is provided as an additional service on the following days:-

Monday, Tuesday, Wednesday and Friday	Mornings

COMPUTERS

The Server was replaced last week, and the Practice will now be asking the CCG for a bigger 'switch' to improve the service, owing to its large volume.



WAITING ROOM SCREEN

The information for the screen is currently being refreshed. It was suggested that the improvement of the pronunciation of names of the patients and Doctors could be addressed. It was agreed to look into this again.

POLLY'S PRESENTATION

RF is looking to see if the Waiting Room screen is capable of running PH's short presentation in its PowerPoint format.

TEXTING SERVICE

The texting service started two weeks ago. This is used for appointment reminders. The Practice now needs to gather more patients' mobile phone numbers.

It has been noted by the Practice that the DNA's are significantly reduced, owing to this service. It is also thought to be going down well with the patients.

Patients can sign up to this service, quickly, easily and remotely by completing the Communication Consent Form found on the Practice's website.
Visit: https://www.mysurgerywebsite.co.uk/secure/sms.aspx?p=H81003

Information about this new service will be published:

- On the Waiting Room screen
- On the Practice and the PPG websites
- Produced as posters for display purposes.

PATIENTS' SURVEY

RF thanked everyone for their help with the creation, production and then the entering of the results of the Survey into SurveyMonkey. There have been approximately 550 responses to the Survey. When all the data has been input, RF will then undertake an analysis.

BC will prepare a short list of areas for improvement in the Survey.

At this point, it is already evident that there is a consistently high opinion of the Practice Nurses … and that the appointment system remains a huge area of concern.

THE FEDERATION

GPs based in locations across the UK have launched Federations to help Practices compete for contracts and cope with falling resources.

A Federation is a unique structure for collaboration in the development of quality general practice, and aims to champion its future, underpinned by NHS values and aims to influence the development of primary care provision.

Member Practices will benefit from best practice and knowledge sharing, consultancy support, development briefings, quality improvement frameworks and CQC inspection advice.

RF reported that the Practices in the North West Surrey CCG region are working towards setting up a Federation and practices are being asked to invest and become actively involved in this initiative with the aim of benefiting patient care.

The response has been quite positive and a number have already signed up, including the SHC. It is understood that progress may be slow to start with.

THE PREMISES

Project 1	Redecoration, furniture and pictures … and remodelling of the Reception Area.

Patients' Notes will need to be removed, either:

1.1 Move the Records off-site. This would be a huge expense. It also needs to be noted that these Records are accessed daily, so having them at a remote location would be both problematic and impractical.

1.2 Relocate the Records to a newly converted area through converting the current 'bin' area and relocating waste facilities to another location in the grounds. A quote has been sought and expected soon. Any planning implications are also being looked at.

1.3 Address the current ramp and cycle locking system to be redesigned that could also create a space for the Records. This would also make for a more attractive entrance to the Practice … and in rationalising this space, the Automatic Self Check In monitor could be relocated to this area.

Project 2	Portakabins

The Practice is reviewing options to utilise the building more effectively in conjunction with the CCG and Virgin Care. A response from the CCG re. the financial support for the Portakabins is still awaited, and the practice is actively following up in regard to this.

FLOWCHART/ STRUCTURE CHART

A flowchart and structure chart were considered to be worthwhile:-

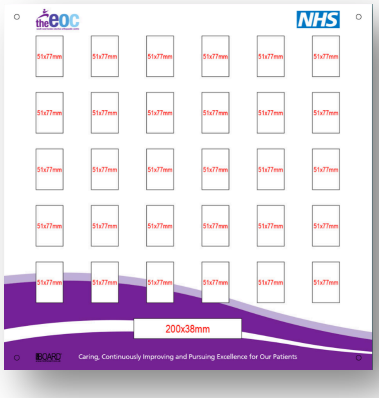
Appointment Flowchart	This is being reviewed in conjunction with some adjustments to the appointment booking system. The intention is to simplify and improve the current system
Staff Structure Chart	It was agreed that this was not practical at the current time owing to impending staff changes but a staff photograph board would be beneficial – see below.

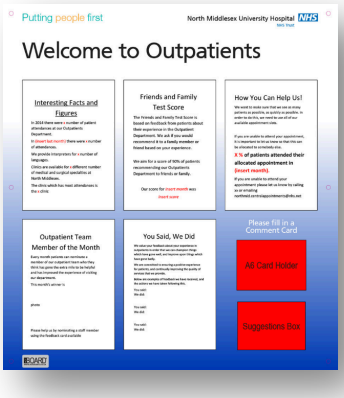
STAFF PHOTOGRAPH BOARD

A staff photograph board was discussed. It was agreed that this could be achieved once the new Reception area is completed.

The Board could also be placed in the possible new access area, as per 1.3 above.

HotBoard – www.hotboard.co.uk can produce discrete and attractive bespoke boards. They do many such Boards at hygienic environments and can be seen hanging, unobtrusively, on the walls in the Clinics at Ashford Hospital, for instance.





ANY OTHER BUSINESS

- PH apologised for not having the time to submit the webstats for April 2016.
- Prepare as much as possible for the Open Meeting – Monday, 06 June 2016.

DIARY DATES … Meetings to be held at the Sunbury Health Centre

Open Meeting for Patients	Tuesday, 06 June 2016	6.30pm
Core Meeting for the PPG	Tuesday, 19 July 2016	3.30pm