

**The Sunbury Health Centre
Patient Participation Group**

**Minutes of the Core Group Meeting held on
Tuesday 19 May 2015
At Sunbury Health Centre (SHC)**

Present:

SHC: Richard Fryer, Strategic Business Manager (RF), Varsha Mandalia, Practice Manager (VM) and Jackie Sheehan, Office Manager (JS).

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

1 Welcome and apologies for absence

Apologies were received from Dr Dave Gill, Nick Mercer and Paul Thompson.

2 Minutes and Action Points

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

Action point 1: The posters have been produced; unfortunately no one has yet signed up for the training. RF explained that there are issues setting up the WiFi but he was confident that they were not insurmountable. RF is investigating leaflets for the Reception. PH and NH offered to support Ian Robinson as providers of the training.

Action: *Update at next core meeting (RF).*

Action points 2, 3, 4 and 5: On the agenda.

Action point 6: *VM to check.*

Action point 7: RF explained that whilst this is important it has not yet progressed due to the high demands for professional development at SHC.

Action: *RF to put on the agenda of the next CCG meeting to learn out the good practice at other health centres.*

Action point 8: Completed and it was agreed that the newsletter was very informative. PH was thanked for her help with the formatting.

Action point 9: Partly covered in Action Point 7 above. NH explained that he had met with two representative of the Abbey Surgery PPG in Chertsey. NH confirmed that the meeting had been very productive sharing practices and experiences and unsurprisingly the two PPGs have very similar issues. The representatives offered to discuss the issue of communication with patients have a hearing impairment at their next meeting (bi-monthly) and feedback to NH. It was agreed that a

representative from the Abbey Surgery is very welcome to attend our next Open Meeting as an observer.

Action point 10: This was agreed to be a good idea.

Action: *DH offered to research the appropriate meeting and dates.*

Action points 11: On the agenda.

Action points 12: Completed.

Action points 13: Completed.

3 Be a voice in the community

Preparation for the Open Meeting on 15 June:

- It was agreed that the format used in recent meetings is appropriate and will therefore be maintained.
- The presence of Dr Canniff was very much appreciated at the last Open meeting and therefore NH asked RF to invite doctors from the practice to attend the next meeting.
- Dr Gill to be asked to include in his update information on IT as well as the many positive developments that have happened since the last meeting.
- Ian Robinson to be invited to provide information about the IT training he is suggesting for patients. (Postscript: Ian has decided not to do this although information about using the electronic systems will be provided at the meeting).
- NH will produce a poster advertising the meeting,
- WD will distribute the poster to the local library, the cafe in the Walled Garden and the local hairdressers.
- VM will ensure that the five pharmacies that collect prescriptions from SHC are given a copy of the poster.

4 Provide support and challenge

Update from Dr Gill:

In DG's absence RF provided an update on developments at SHC:

- A successful recruitment drive for doctors - Two new doctors, Dr Ailsa Wright and Dr Anna Williams, will be joining the practice on 11 August '15. They will replace Dr Smith and Dr Chapman (although he will continue to provide a small number of sessions) and together they will provide increased capacity in the service provided by the GPs.
- Three new receptionists have been recruited and all have begun their induction. Together they will be providing an *additional 69* hours of administrative support a week and as a consequence this is

providing the opportunity to review working practices with a view to greater efficiency.

Action: RF to update on revised reception hours at the next core group meeting.

- Additional capacity in reception is enabling a receptionist to also train as a Health Care Assistant (HCA). This dual role is good professional development for the receptionist and also enables her to offer support for the nurses.
- VM is moving to a new practice and the role of the Practice Manager is being reviewed.

Action: RF to update on the role of the Practice Manager at the next core group meeting.

- The Foundation Doctor, Dr Smyth, is settling in well and is at SHC for four months after which time she will be replaced by another Foundation Doctor. Dr Gill is responsible for her training although support is provided by other doctors in the practice.
- Following the Primary Care Foundation (PCF) review a project team has been established. Membership of the team is - Dr Canniff, Dr Perinparajah, JS, RF, Nurse Budkiewicz and Sasha Thurgood.

The purpose of the team is to respond to the outcomes of the review and it meets fortnightly on a Wednesday evening. Currently the issues being discussed are - internal changes, including the appointment process, capacity planning (this includes making greater use of HCAs and/or nurses rather than doctors when appropriate), improving internet access and improving the quality of service patients receive when contacting SHC via the telephone.

The CCG and PCF will both support the group which will be in place permanently until the issues have been resolved. This may take up to two years - it is not a quick fix!

Sub-groups have been established to look at specific issues, for example - Dr Perinparajah and JS are leading a review of reception practices and Dr Jopling is leading a review of the clinical process.

The review is a regular agenda item and RF reported that there is a lot of enthusiasm which is generating many ideas within teams.

- Premises: The Blood Test Room has now moved to a smaller room, thereby creating a new consultancy room.

RF is to speak with Virgin Health Care (VHC) regarding changes to the number of people present on site to provide their services which is providing additional pressure on the queue in reception.

DG and RF have applied for a Short-term Improvement Grant although they have yet to receive a response. Funding for a

Feasibility Study to review redevelopment or a move to an alternative site has been made to the GP Infrastructure Fund.

NHS Property Services continue to be helpful. A company has been selected to undertake the feasibility study although there is currently no funding to take this forward. DG/RF are contacting NHS England & the GP Infrastructure Fund in relation to this.

RF met with the CCG & Virgin Healthcare to review the use of rooms within the centre. The meeting was very positive and as a consequence VHC have been asked to audit their use of rooms in SHC with a view to hopefully freeing up more rooms for the practice to use.

A representative from NHS Property Services accompanied a VHC representative on a tour of SHC and a proposal on what may be possible is expected shortly.

Enhanced Services bid - RF confirmed that this bid had been successful and thanks to the PPG the practice expects to receive an additional £6.5K to help improve services at SHC.

Action: NH asked that a summary is provided at the Open Meeting of how the money will be used. (DG/RF).

Enhanced Services bid:

This was covered in the above agenda item.

Outcomes of the Primary Care Foundation (PCF) review:

This was also covered in the above agenda item.

Use of volunteers:

Actions:

- *BC had been unaware of his action point from the last meeting; however he agreed to investigate before the next core meeting.*
- *Colleagues from SHC agreed to consider this matter further and to provide suggestions for the Open Meeting.*
- *Based on her professional experience.PH to investigate legality of using volunteers.*

Recruitment Update:

This was provided in RF's update.

5 Help disseminate information

Electronic Prescriptions:

- The registration form for new patients now has information about electronic prescriptions.
- Information is displayed on the screen in the waiting room.
- It is being strongly encouraged by local pharmacies.

- The doctors are already completing online prescriptions for over 3K patients. This is a saving on time as well as physical resources (e.g. paper and printer ink).
- This will be mentioned at the Open Meeting and information leaflets will be available.

VM reported that the NHS England Pharmacy Team has alerted the practice that the Minor Aliments Service provided by some Boots pharmacies is unfortunately not available in Surrey & Sussex.

6 Develop a communications strategy

Activities on our website:

PH tabled very informative data about the use of the PPG website between 18 April and 18 May '15. She also informed the meeting that she had been contacted by a practice in Cumbria who is hoping to use our good practice.

It was agreed that in the autumn the group would review the information about the use of the web-site to see if it can be used to inform practice.

7 Improving the physical environment

Update on Feasibility Study and Refurbishment grant:

This was provided in RF's update in agenda item 4.

Painting of the Waiting Room notice boards?

It was agreed that this a valuable contribution the PPG can make and that the boards will be renewed in October - date to be agreed.

8 Any other business

Membership:

NH reported to the group that NM had resigned from the group because he is unable to attend meetings that take place in the working day. It was agreed that this was regrettable since NM had been a conscientious and enthusiastic member.

PT has attended a meeting of the Bumps and Babes but was unable to recruit any new members.

Action: In the July core group meeting we will review the timing of meetings. (NH)

Professional Development session for SHC staff:

RF alerted the group to the early closure of SHC on 3 June at 1 pm to facilitate an important training session for all staff. The out-of-hours system will operate at this time.

VM was thanked for her support of the PPG and wished good luck in the next stage in her professional career.

Date of next Core meeting: 14 July at SHC 3.30pm

Date of next Open meeting: 15 June at SHC 6.30pm