Sunbury Health Centre
Patient Participation Group Meeting
Tuesday, 14th April 2015

PRESENT

Sunbury Health Centre:

Richard Fryer	Dr. Dave Gill	Varsha Mandalia	Jackie Sheehan

Patient Participation Group - Core Members:

Wendy Doyle	Dorothy Linter	Paul Thompson – Vice Chair	Polly Healy – Minutes
Alan Webb	Sylvia Webb		

In Attendance:

Cllr Alfred Friday	Ian Robinson

Apologies:

Neil Huntingford	Diana Huntingford	Roz De Lord	Nick Mercer

Action Points can be found on Page 6:

INTRODUCTION

PT opened the meeting by introducing Councillor Alfred Friday – Sunbury East Ward. Ian Robinson was also in attendance to speak about the training sessions to be set up to assist those wishing to access appointments on-line.

MINUTES OF THE PREVIOUS MEETING – Tuesday, 10 March 2015

The Minutes were accepted and approved as an accurate record.

APPOINTMENT ACCESSIBILITY - BOOKING APPOINTMENTS ON-LINE

Ian Robinson introduced himself and talked about the pilot scheme to train patients to use the Patient Access On-Line Booking System. At the moment 50% of over 50s are booking on-line. Training for interested patients will be held at the Practice, once WiFi is connected.

Communicating the pilot scheme to patients will need to be addressed. Suggestions covered posters, the screen in the Waiting Room and forms available to patients to register their interest and availability.

It was pointed out that WiFi connection will need a 'cost code' prior to being signed off by the Clinical Commissioning Group (CCG). The Practice website is also about to be refreshed and

upgraded and advertising the training sessions can be placed on both the Health Centre's site and that of the Patients' Group.

It was thought that some leaflets advertising the Patient Access facility might still be available and these would be placed in the Waiting room.

Ian Robinson left the meeting on completion of this discussion.

REVIEW OF THE STANDING ORDERS

The Patients' Group had requested that the Standing Orders be reviewed, specifically to reflect the Group's makeup. Neil Huntingford has restructured the current Standing Orders.

Proposal to accept the new Standing Orders:

- Proposed: Paul Thompson
- Agreed: The Group unanimously

The new Standing Orders will be placed on the Patients' Group website.

UPDATES FROM DR. GILL and RICHARD FRYER

Dr. B. Smith has now relocated, and Dr. Chapman is to reduce his sessions to two days per month leading to his upcoming retirement in 2016.

Recruitment:
The Practice has had a very active recruiting drive for GPs and a number of candidates interviewed, but culminating in no recruitment as yet. The recruitment drive is continuing with Dr Smith's role being covered by Locum GPs currently.

Recruitment is also on-going for Nurses and Reception / Administrative staff. After 112 applicants for the latter, it was felt that these places would be successfully filled shortly.

Dr. Gill reported that Varsha would be leaving the Practice in June, after a long and dedicated service to the Practice over the last 20 years.

Foundation Doctor:
Dr. Gill is training a new Foundation Doctor – Doctor R. Smyth. The appointment system is being rejigged to reflect this appointment.

Practice Targets:
The Practice had met 98.7% of its Chronic Disease target – up 20%. The Flu Vaccine uptake was also excellent.

Premises:
There is some ongoing reorganising of rooms within the premises. A Consultation Room will replace the old Phlebotomy Room. The reorganisation will take some time to set up, bearing in mind that the room will require telephone and IT systems.

Grants:
The Capital Improvement Grant has been turned down by NHS England. The reasons have not yet been ascertained. A standard refusal letter was received stating that the Practice did not meet the criteria. It is intended to write to NHS England for clarification as the Practice believed a strong business case had been submitted and feedback will assist with future applications.

The Feasibility Study into new / improved premises: four contractors have been selected to quote for a Feasibility Study into new/improved premises. These are to be reviewed on 21 April 2015.

It was thought that there might be some mileage in pursuing Virgin Healthcare again for more space within the building. Space will be required specifically with the current recruitment drive. However, sharing rooms is not a viable option for reasons of IT and telephones, etc. A meeting has been arranged to review possibilities.

Patient Growth:
It is known that the Health Centre is not consulted statutorily when it comes to planning applications within Sunbury. The current planning intentions are acknowledged to become a great strain on the local health sector.

Councillor Alfred Friday understood the pressures and burdens of population growth and hoped that it might be possible to offer an opportunity for the representatives of the Health Centre – possibly Dr. Gill and Richard Fryer – to attend the SBC Overview and Scrutiny Committee, in order to speak on issues experienced by the Health Centre.

USE OF VOLUNTEERS

Volunteers were considered to be a potential valuable initiative for non-clinical areas of the Practice. These might include:

- Tidying and sorting of the Waiting Room
- Updating the Noticeboards
- Supplying refreshments to the staff
- Monitoring performance to alert staff of issues

It was suggested that the Practice draw up a list of suggested areas for volunteers to become involved with. This list could be produced at the upcoming Open Meeting on Monday, 15 June 2015.

The Practice must also look into the legal aspect of employing volunteers – for instance Disclosure and Barring Service requirements, if any – bearing in mind that they will only ever work alongside the staff and have no contact with patients. Paul Thompson will ask Brian Catt how this is approached at St. Peter's Hospital, and will report back to the Health Centre.

The volunteer group could be known as Friends of Sunbury Health Centre.

THE PATIENT SURVEY

It was generally agreed that this had been a very good survey with good results. There were no surprises from the survey, other than 52% of respondents did not find the state of the premises to be an issue! However, it did clearly show that the GPs and the Patient's Group were addressing the right issues for the patients.

One area of concern was the communications process, reflecting the appointments system particularly. The Practice is working on obtaining mobile telephone numbers and email addresses of patients – and may be able accomplish this further, utilising the upcoming new website.

The CCG is looking at MJog, an automated appointment reminder system to reduce costs and decrease the DNAs at the Practice. M-Jog can also issue recalls and results. The system is also extremely helpful when planning health campaigns – such as Friends and Family – and improve the Practice targets.
Visit: MJog … http://www.mjog.com

Dr. Gill and Richard Fryer thanked the Patients' Group for its assistance with the Survey, as it was greatly appreciated.

The staff were reminded to remove the out-dated reference to the survey currently on the Waiting Room screen.

HARD OF HEARING AND OTHER SENSORY DISABILITIES

Sylvia Webb raised an issue for the hard of hearing and blind patients at the Practice. Many patients find it difficult to acknowledge their disabilities to Reception staff, and she wondered how the Practice could be of further assistance and offer support.

It was suggested that the Reception staff undergo systematic training and refresher courses, specifically for these patients. Currently, the patients' computer records are able to alert the staff if a patient has a recorded hearing disability.

The Practice has agreed to work further towards improving systems for such patients.

The Patients' Group suggested approaching other Practices in the area, to try to ascertain how they address this subject - including the use of SMS messaging or MJog.

ELECTRONIC PRESCRIPTIONS

Currently 3,000 patients are signed up for electronic repeat prescriptions. There were initial setbacks but they are being rapidly and effectively solved.

The Practice would like to encourage more patients to subscribe as it is recognised that it is a less precarious and time-consuming method. It helps the staff and significantly reduces losses experienced within the current system.

WEBSITE STATISTICS

For the month 14 March 2015 – 13 April 2015, the number of visitors to the PPG site totalled 2,307. The highest number of visits on any one day occurred on Tuesday, 07 April at 250.

NEWSLETTER

The forthcoming Newsletter is in its final stages, ready to go to print. It is anticipated that it will be available at the end of this week, and copies will be available to pick up in the Waiting Room. It will also be available to read and/or download from the Practice website and the Patients' Group website. Paul Thompson asked that he be told when it is available so it can be publicised on the LoSRA website, the PPG website and other media.

IN / OUT BOARD

The relevant merits of this system were discussed. At the moment, it is felt that the costs and viability are prohibitive. For the time being, the Practice agrees to 'smarten up' its notices. Further consideration will be given to having a noticeboard with key staff members and their photographs placed somewhere visible in the premises.

FORTHCOMING MEETINGS

- Core Group Meeting … Tuesday, 19 May 2015 … 3.30pm
- Open Meeting … … Monday, 15 June 2015 … 6.30pm

Signed: _____

Date: _____

ACTION POINTS

1.	Advertise the Patients' Access training: ❖ Posters, on Waiting Room screen, etc. ❖ Search for the leaflets re. Patients' Access and display	SHC
2.	Write to NHS England re. the Capital Improvement Grant	SHC
3.	Approach Virgin Healthcare re. additional space at the Centre.	SHC
4.	Draw up a list of areas in which volunteers may be able to assist the Practice.	SHC
5.	Look into the legal aspect of employing volunteers – Disclosure and Barring Service and cost	SHC
6.	Remove the out-of-date reference to the Survey from the Waiting Room Screen.	SHC
7.	Look into training staff re. hard of hearing and sight impaired patients and alternative methods of communication.	SHC
8.	Advise Paul Thompson and Polly Healy when the Newsletter is available on-line.	SHC
9.	Communication with hearing impaired – see page 4. ❖ Approach other Practices ❖ Approach other PPGs	SHC NH
10.	Pursue the possibility of attending the local Overview and Scrutiny Committee – as suggested by Councillor Alfred Friday.	Dr. Gill Richard Fryer
11.	Ask Brian Catt about St. Peter's Hospital's policies re. employing volunteers.	Paul Thompson
12.	Upload the new Standing Orders onto the PPG website.	Polly Healy
13.	Upload the Newsletter when it is ready.	Polly Healy