

**Sunbury Health Centre
Patient Participation Group**

**Minutes of the meeting held on
Thursday 13 November 2014
At Sunbury Health Centre**

Present: Brian Catt (BC), Roz Dominic de Lord (RD) Wendy Doyle (WD), Dr Dave Gill (DG), Polly Healy (PH), Diana Huntingford (DH, Minutes), Neil Huntingford (NH, Chair), Dorothy Linter (DL), Nick Mercer (NM) and Paul Thompson (PT).

DG introduced Richard Fryer (RF) and explained that he is covering for Varsha who will be absent for a few months. Roz and Nick were also welcomed to the group.

1. Apologies for absence: Elleke Carling and Jackie Sheehan (JS)

NH explained that the layout of the agenda reflected the group's commitment to work to the agreed five aims.

2. Action Points from the meeting on 29 September

Healthwatch posters - action to be confirmed

Deaf Awareness Training and Loop System - DL to move this forward as per the action points

Notice Board Review - NH suggested, that due to JS's workload, the responsibility for 'cleansing' and renewing the information on the notice boards on a weekly basis be delegated to another member of staff. It was agreed that a copy of the latest PPG minutes should also be pinned on the notice board and therefore readily available for patients to read.

Action: *RF to take forward*

NH reminded the group that we have agreed to paint the boards again when the clocks change.

PPG grant - PT confirmed that he has been able to locate the criteria for this funding and that we may be able to claim it.

Action: *PT & NH to meet and discuss how to take this forward.*

The waiting room's Suggestion Box - the usefulness of this means of receiving feedback was discussed. It was agreed that this may need to be relaunched with appropriate stationary to ensure that patients use it as a means of communicating with SHC. DG informed the group that SHC is soon to introduce the 'Friends and Family Test' which may provide a means to collect similar feedback to the suggestion box.

Action: *DG agreed to provide an update on the 'Friends and Family Test' at the next meeting. This will then enable a decision to be made about the suggestion box.*

3. Be a Voice in the Community

Minutes of the Open Meeting - these were agreed as an accurate record of the meeting held on 27 October 2014. DH apologised that the minutes had the incorrect date and should read 'Minutes of the Open Meeting held on Monday 27 October 2014'.

A question was raised regarding the role of LoSRA and the need for improved medical services to be part of the Council's Local Plan. PT confirmed that LoSRA were aware of their role, that they have been in discussion with the Council about this matter and that they will continue to do so.

Concern was expressed about the lack of consultation with SHC when new developments are being planned.

Action: BC agreed to look into this further and report back to the next meeting.

Feedback on the meeting - it was agreed that this was a successful meeting and that the size of the audience was very encouraging. NH did alert DG & RF to the need for a larger room for the next meeting.

Action: RF to take forward

Patient Survey - DG explained how survey was carried out. It was agreed that as part of our 'Develop a Communication Strategy' focus we would work to update the means by which the survey is undertaken, ready for implementation next year.

A number of suggestions were made regarding the content of the survey. NH did stress that too many changes to the content make year on year comparisons difficult to achieve - which is one of the aims of the survey.

DH encouraged DG and RF to use the experience and expertise of the group to help prepare and analyse the outcomes of the questionnaire. PH offered to improve the layout and design of the questionnaire.

Actions: DH to add the suggestions to the existing questionnaire and forward to DG.

DG & RF to contact NH for help when needed; NH will then contact the most appropriate member of the group to support the practice.

4. Provide support and challenge

Membership of PPG - NH informed the group that in addition to RD and NM who had joined the meeting this evening, a young and heavily pregnant woman has expressed interest in joining the group later in the year. It was suggested that a similar member may be found at the SHC's Mother and Toddler Group. PT offered to attend a future meeting of the group and invite applicants.

Action: RF to let PT know when the Mother and Toddler Group meets.

Update from Dr Gill - Due to the many commitments of his role in the Practice, DG asked that the Core Group meetings be moved to a time in the day on a Tuesday. Implications were discussed about the possible limitations on the future membership of the group. It was agreed to trial a change in date and time from January 2015.

Action: DH to reschedule the dates of the meetings and send to all members with the minutes of this meeting.

DG informed the group that he and RF had a meeting scheduled with NHS Properties earlier in the week but that this had again been cancelled two hours

before it was due to start. It has now been rescheduled (for a third time) for 9th December. He also has a meeting on 2nd December with Cllr Evans to discuss the feasibility of the Adult Learning Centre in The Avenue as a potential new site for SHC.

DG confirmed that SHC is committed to meeting its targets for the Flu vaccination campaign and as a consequence is putting on additional clinics.

DG was concerned that national media reports about funding (£55 per patient) for diagnosing dementia was inaccurate. DG stressed that doctors at the Practice do not diagnose dementia, rather this is undertaken by a colleague in the Community Health team. DG informed the meeting that there is a low incidence of dementia in the local area, however since early diagnosis is very important in the treatment doctors will continue to ask questions about memory loss whenever they feel it to be appropriate.

As previously mentioned in the meeting DG reminded the group that SHC will soon be introducing the 'Friends and Family Test'.

5. Help Disseminate Information

Feedback from area meetings - NH informed the group that he had recently attended local forums for PPG and CCG (Clinical Commissioning Group) representatives.

Action: *Due to time restrictions of the meeting (caused by local traffic congestion) NH will circulate information from these meetings to all members.*

Draft FAQ's from Open Meeting for PPG website - Agreed

Action: *PH to place on the website. DH to update regularly.*

The many different ways to get an appointment - It was agreed that an up to date summary would be beneficial to both patients and also the Practice and that it should be publicised as widely as possible. Initially such a summary could be placed on the screen in the waiting room and on SHC and PPG websites.

Action: *RF to investigate and then contact NM re support in producing such a summary (flow-chart?).*

6. Develop a communications strategy

CCG Communications Strategy: NH's suggestion of using this as a basis for our own communications strategy was agreed.

Action: *Pending until the CCG's strategy is available.*

Feedback on SHC Newsletter: - This has been very positive; patients are very pleased to receive information about the current situation at SHC. It was suggested that an increase in the size of the font would help those who are visually impaired.

Feedback on PPG statistics - It was agreed that a monthly update is both useful and informative.

Action: *Going forward PH to provide a summary of each month's activities on the website.*

Feedback on Deaf Awareness Training and Loop System - discussed earlier in the meeting (see Action Points).

7. Improving the physical environment

Next steps - NH asked DG and RF to discuss with their colleagues at SHC if they would like the PPG to paint the waiting room and reception. PPG are very keen to do this if SHC is in agreement.

Action: *DG and RF to report back to the next meeting.*

8. AOB - none