

Minutes for SMP PPG meeting 26th February 2025

#	Item
1	<p>Present: EM, HS, RB, CL, AS, AC, KC, R, NF Apologies: L,JJG</p>
2	<p>Items for AoB Invites to come to PPG meetings. Letter to MP re increase of text messages. Nurse Shortage. You said/we did.</p>
3	<p>Minutes of last meeting were accepted. Outstanding issue re letter to MP, will be resolved by meeting arranged between MP and the practice.</p>
4	<p>Update from HS/EM. HS Two new members of support staff and two new members of reception staff in last 6 months. EM says in a good place from clinical point of view Accurx still not open all day but much better New role PCN funded GP assistant role, phlebotomist for high risk or learning difficulties patients but didn't work out. Contract was only for six months. He was also going to keep up with DOGMA correspondence (1000 letters received each week) but again didn't work. Disappointing. AC reported on how good the system has been recently apart from difficulty making appointments with senior nurse. AS also reported good support. NF said the same. EM said people try to submit more than one problem and is better since message showing on website. Has to be the same rule for everyone, only one problem per person per day. EM reported that level of supervision of Advanced Practitioners has had to be increased at request of the GMC. They can't sign for prescriptions or X-rays, only Doctors can do this and there has to be one doctor whose job is to supervise the Aps. HS suggested they could put up some "You said, we did" on the website, eg that people complained about long telephone waiting times, they implemented a call back service. This is apparently part of the contract requirement For example people raised concerns about older people and EM said he identified a group of older people to follow up but found that many of them didn't want any medical support.</p>
5	<p>Borough Health Champion Report – CL (presentation on Teams) Integrated Neighbourhood Team The next health and well-being event is on Friday 2nd May from 11am-3pm, Healthy You - St Paul's Church, Roundshaw last Thursday of the month 10:30-12:30. Current focus for INTs is on cardio-vascular support Now moving on to mental health issue. Healthy life-style support groups hoping to attract more people for regular screening of blood pressure etc. Open to all local residents, not just Roundshaw. Citizens Advice Bureau is now going to attend the Phoenix Centre regularly too. They have understood the effect on mental health of the issues they deal with. Man Space is a new project to support men locally in view of recent suicides- it is set up by the Proper Blokes Club and is exclusively run by men for men. There is a walk for an hour, but it isn't only for those able to take an active part. All men encouraged to join. 11, 7, 7, 5 attendances but will increase hopefully as weather improves. It was initiated on 'Blue Monday'. Another part of mental health they are addressing is Dementia - opening a dementia cafe in May. Then 27th March is part two of the Dementia conversation at St Paul's Roundshaw. Dr Toosy is looking at idea of one piece of paper for GPs showing all the available locations of support. Sessions at the Phoenix Centre are more to do with general life problems such as utility bills. KC reported on Sutton Mental Health provision re Crisis Cafe</p>
6	<p>Health Champion Report Nothing to report, but always willing to help.</p>

7	<p>Survey</p> <p>HS reported that responses are good for survey. - reasonable numbers and good feedback. EM would like us to look at the Friends & Family reports for SMP, and categorise the comments, and look at trends.</p> <p>NF asked to see the current version of the report and NF suggested AI might do the job. HS is going to check if this is already available from the website.</p> <p>R enquired about timing of the online requests being available. The hours are the same as the phone line opening ie 8am. HS reported that the medical and admin requests come in together, so they have to close and sort them out before reopening. There are more clinicians available Mon-Wed with fewer Thursday and Friday and then there are reductions in staff for sickness or annual leave. There a currently a locum, Dr Hutton one day a week.</p>
8	<p>SMP Website</p> <p>HS presented the potential new-look website.</p> <p>NF commented that it is a rework of the present one with only 6 boxes whereas the others in the network have more. However, it is pleasing and looks clear to use. She felt it was a good idea to try it and this was agreed by others.</p>
9	<p>PRG Meeting Update</p> <p>KC reported on activities on offer and having posters on buses.</p> <p>They have a problem with disseminating information across the Borough so as to access certain demographics..</p> <p>Re booking appointments some practices are using finger print or facial recognition to log in.</p> <p>There are concerns about pharmacies closing and how to use them for managing diabetes etc.</p> <p>Also concerns about the number of patients with mental health conditions and how to support them.</p> <p>Previous concerns raised about the lack of response from Wallington PCN members to Sutton Practice surveys were noted as disappointing, but the rest of Sutton merely mirrored findings across the country as a whole and therefore perhaps the lack of response would have shown little additional information.</p>
10	<p>AOB</p> <p>AC enquired about nurses, and HS responded that they have two new nurses who are still training but will be able to do more and more.</p> <p>AC reported difficulties in getting routine appointments for eg.vaccinations and check-ups.</p> <p>CL reported a patient having information added to their record which hadn't been measured at an appointment. EM suggested that the patient should report this by name so they can follow it up.</p> <p>There was some discussion about whether to have meetings online, hybrid or all in person. The majority prefer face to face.</p> <p>There is a possible new member who is keen to join. AC suggested that anyone who missed more than three sessions should be asked to stand down. There are currently 9 members so he could be invited if that is correct.</p> <p>HS said the PPG should also be representative of the area demographics.</p> <p>It was agreed that the St Raphael's Hospice meeting would not be relevant.</p> <p>It was agreed that the you said- we did request by the contract can be fulfilled from comparing meeting minutes over recent time period-action HS/RB</p>
11	<p>Next Meetings for 2025</p> <p>4th June :17th September: 21st January</p>