

1	Present: EM, HS, RM, AS, KC, RB, CL, AC, JG, NF Apologies: LJ
2	Items for AoB: PPG recruitment
3	Minutes of last meeting: accepted
4	<p>Update from HS/EM:</p> <p>Triage system has overall improved a lot and is staying open longer now as long as staffing permits.</p> <p>KC raised that if you use MyGP app, it says no appointments but no advice about where to go next but it was explained that MyGP is defunct and cannot be changed now.</p> <p>EM reported high numbers of people request appointments without being with SMP which wastes a lot of time.</p> <p>Flu jab dates in October are now confirmed as Saturday 5th 8.30-12.00 and Sunday 13th 9.00-12.00. Volunteers AS, AC, NF - liaise with RB re dates.</p> <p>The new phone system is generally better for the Practice and easier for staff to call numbers. No real difference for patients calling in, though a plus is that patients can choose to request a call back without losing their place in the queue.</p>
5	<p>Borough Health Champion Report:</p> <p>The INT project at Roundshaw has continued to be successful and the Wallington Community Wellbeing Charity now has sufficient funding to keep it going for another year (thanks to CL's fund-raising applications). The health checks, coaching and NHS delivery have moved next door to St Paul's Church which is a more suitable space. The rest of the project is still in the Phoenix Centre eg. back to work, local councillors, etc.</p> <p>In July, 18 people were regularly attending health sessions covering eg eating and sleep. Many more drop in to the sessions and come from Roundshaw and Wallington.</p> <p>Sessions are 10.30-12.30 on the last Thursday of the month.</p> <p>CL will look at having more regular IT support eg for NHS app and thinks Dementia may be the next focus.</p> <p>EM wondered when or if it would be feasible to send regular texts to lonely patients, perhaps using AI to identify patients and monitor replies.</p> <p>Sutton Befrienders, as part of their service, are able to phone lonely people.</p> <p>The next Wallington Community Wellbeing Charity Health & Wellbeing event is on 8th November at Holy Trinity Church, Manor Road, 11.00-3.00.</p> <p>New this time will be solicitors (Copley Clarke) doing a talk on Enduring Power of Attorney - including explaining how to do this without using a solicitor.</p> <p>As usual, covid and flu vaccines will be offered with no booking required.</p> <p>AC said what CL does is really tremendous and the Group applauded.</p>
6	<p>Health Champion Report:</p> <p>AC nothing to report but always willing to help.</p>
7	<p>Survey:</p> <p>HS reported on the latest Family and Friends results</p> <p>She ensures that compliments are received by relevant staff and that any problems are identified and resolved. The figures show that the Practice is very well-regarded by the vast majority of patients.</p> <p>The data comes from texting patients after an appointment inviting them to send feedback.</p> <p>NF asked if the PPG had seen the annual complaints summary report. HS said she would arrange for next meeting.</p>

8 SMP Website:

HS reported that online registration is not yet working and they are waiting for IT support. Then they are hoping to reorganise the website to be similar to other local practices. They are looking into wording for introducing RSV vaccines for over 75s which are now being delivered.

9 PRG Meeting Update:

KC reported that Sutton provides a two-hour community response service at 02082964120 which goes to single point of referral. More information is on the website: <https://www.suttonhealthandcare.nhs.uk/ucr>. EM said patients have tried it and found there was often insufficient capacity to assist.

Sutton Health and Care will visit PPG meetings so it was suggested a visit to SMP should be arranged.

The service is for eg falls and chest infections to reduce the pressure on ambulance service and A&E and is aimed at older people and adults with complex health needs. It isn't for people who are seriously unwell who need to be treated in hospital.

On the same website, physiotherapy services can be accessed via the GetUBetter app <https://www.suttonhealthandcare.nhs.uk/community-musculoskeletal-service>

The GetUBetter app is now the first point of contact before the GP.

EM and AC reported it is a very good service.

RB reported that there had been lots of information from Andrew at HealthWatch in the intervening months which he has transferred to members, where relevant.

10 AOB:

Patient request form: EM asked the Group what they felt about an alternative to the form. Patients can write long essays about their condition which takes a long time for the GP to review. EM would like to move to a system where patients complete a tick box type of request. Some people thought this an excellent idea and others were more cautious. NF suggested PPG members might be asked to review some other examples under consideration Eg Klinik, e-consult, anima.

It is expected that an AI system coming soon which will identify eg children and elderly patients.

The Practice is unable to make appointments more than two weeks in advance and when it is necessary it causes extra admin and generates a report.

Text messages: HS gave figures showing how many texts the Practice can send and has sent.

PPG recruitment: NF showed a photo of a PPG recruitment poster as a suggestion if numbers run low. HS wondered about including information about joining the PPG to new patients but was concerned about how to say the Group was full if we had too many responses. In fact the Group currently has 10 members so is at capacity.

Other:

KC mentioned that maybe someone else would like to attend the PRG in future. He is happy to carry on at the moment.

AS said how pleased she is with the Practice and can't fault the care. It's a very good system with immediate appointments, Xray on site etc.

11 Next Meetings for 2024 and 2025:

13th Nov; 26th Feb; 4th June