

Minutes of SMP PPG meeting 29th November 2023

#	Item
	Meeting Open
1	Present EM; RB; HS; AC; JG; KC and LJ Apologies NF; CL; RM
2	Items for AoB Covered in the main discussion.
3	Minutes of last meeting and matters arising. The minutes were accepted and no additional matters arising.
4	Update from HS. HS explained that the issue of cloud has not moved any further forward. She has been in contact but no contract was forthcoming. There has been no change with EMIS and it is still a little slow. Regarding staffing levels There are clinicians to support GP's. Recruitment continues but as staff change this places training burden on GP's. The new booking system is working well. Texts with a link to bookings are being sent to patients but SMP has to pay for these texts.
5	Health Champion Report RB gave update provided by CL. There were a record number of exhibitors, over 50, at the latest Wallington Wellbeing Charity event at Holy Trinity Church, with over 400 visitors made this another hugely popular and successful event. Covid and Flu vaccinations were available and these had a good update. The next event will be on 26 th April 2024. The charity has just received notification that its grant application to the National Lottery has been approved and this means a continuation of; 2 Tai chi classes per week 2 chair supported yoga sessions per week 1 exercise after stroke session per week 2 Healthy Walks – thanks to NF and her team. From January we hope to add another Art for wellbeing group as well. The new calendar of activities has been updated and copies are available in the reception at Jubilee Centre. They have also been given to Health Coaches, Social prescribers, age UK , Uplift and others who have expressed an interest. She also provided an article about the Charities involvement with a recent event at The Phoenix Centre Roundshaw. [would it be possible to upload this to the PPG website]
6	Health Champion Report AC informed the meeting that the flu clinics went well. Blood pressure and weight checks were well received. The new checking in system was very efficient – thanks to HS for implementing this. PPG volunteers helping out enjoyed the experience.

7	<p>Survey HS provided information on the latest Friends and Family survey were really good. This was an SMP initiative She has linked this to the website and automatically sends a reminder to patients to fill in the survey. Acurix still hasn't been launched on the website but I Plato has been replaced</p>
8	<p>SMP Website Six months notice will be needed to leave current website supplier. Keep as an agenda item for next meeting.</p>
9	<p>PRG Meeting Update LJ informed the meeting that the latest Patient satisfaction survey carried out on behalf of PRG produced controversial results as only 5% of those contacted completed the survey. This cannot be considered to be value for money. The meeting agreed that our Friends and Family survey should be considered to be a more accurate reflection of our patients comments. The Sutton Crisis Care Café at 35 Downs Road, Belmont is now open 7 days a week until 11pm. LJ to provide contact number and send through SURGE ppt presentation. No pharmacies in Sutton have closed but the Childrens Cancer Care unit at the Royal Marsden will be closing. LJ and KC to prepare a report for submission to PRG. They will submit to HS for approval before submission.</p>
10	<p>AOB EM and HS have completed training for patients with autism and learning difficulties. HS explained the significance of the Sunflower Landyard. KC said that in January the focus will be on neglected areas such as dementia and NHS dentistry. HS, responding to one complaint confirmed that SMP does not provide ear wax removal. A new triage system could help in reducing/resolving complaints. LJ congratulated the prescribing clerk for her help. EM – a new project involving awareness training on the needs of LGBTQ patients will be implemented for staff.</p>
11	<p>Next Meetings for 2024 7th February: 15th May: 14th August</p>