

Minutes SMP PPG meeting 5 July 2023 from 3-5pm

#	Item
1	<b>Present:</b> RB (chair), HS (SMP), AC, RM, JG, NF <b>Apologies:</b> CL, LJ
2	<b>Items for AoB:</b> Flu season and volunteer centre HS
3	<b>Minutes</b> of last meeting AC requested update to item 10 to indicate her availability all year round.
4	<b>Pan PCN meeting feedback and future direction</b> CL sent this report: <i>Although we didn't have many representatives from Wallington Practices PPG's it was an interesting meeting.</i> <i>Dr Raza Toosy, Clinical lead for the Wallington Integrated Neighbourhood Team introduced some data that had been collected to identify the most needed projects for patient care.</i> <i>Roundshaw was identified as being the area of most deprivation and the consensus was that this would likely be the area targeted for the first project of the INT.</i>  <i>It is intended to have further meetings when Wallington INT finalises it's focus project so PPG's can be advised of how work is being undertaken but more importantly how all providers such as community groups can also work together for a more holistic approach to the needs.</i>  <i>Following the meeting the Joint PPG had a stall at the Health &amp; Wellbeing event looking to recruit other members for the PPG's that currently have few or no members. This was successful and 8 people were identified.</i>

5	<p><b>Update</b></p> <p>HS has contract for cloud-based phone system but is unable to sign at the moment - when signed it will take 11-12 weeks to be installed. Practices elsewhere in Sutton already have it.</p> <p>HS reported that updated EMIS from 32 to 64 bit had not made much difference so far, depending on the task.</p> <p>EM reported that staffing levels are ok at the moment, although it is always difficult when someone is on holiday etc.</p> <p>HS reported on the engagement scheme for all staff which includes health and wellbeing such as counselling 24-7- those who have used it are really impressed.</p> <p>Re appointments, HS and EM are aware that those who can get through are ok but it's harder for those who can't - however in general the new appointments scheme is working well as people get used to it.</p> <p>It was suggested that the wording of the appointments page be revised to reflect current appointment options and also the phone messages for those waiting to get through.</p> <p>EM asked why patients expected appts to be at a certain time and it was demonstrated that although it is eg a 2-5pm time window, appointments appear to the patient to have a particular time allocated. It seems the Appointment booking systems are not within the control of the Practice so this cannot be changed. This may improve when the cloud-based system is implemented.</p>
6	<p><b>PPG members report on patient experience</b></p> <p>PPG members reported that they were very happy with the service provided by the Practice. CL reported as follows:</p> <p><i>Access to on the day appointments: Yesterday I went onto the Patient access to obtain an appointment at 8 am exactly. There were only 4 appointments available and these were filled quickly. As I needed a particular clinician, by the time I had input the reason that slot had gone – 8.02 am. I tried again at 2 pm and the same clinician had one appointment listed as being between 2 and 5 pm. On filling in the information and clicking to book, the appointment was confirmed for next Tuesday! The date doesn't come up until after the booking is made.</i></p>
7	<p><b>Survey</b></p> <p>NF presented findings from the year of Plato reports provided by HS. EM requested sample size and suggested actions be added.</p> <p>NF proposed an agenda item for next meeting to review all the sources of survey data currently available, to include Accurix, Family and Friends, NHS choices</p>

8	<p><b>SMP Website</b></p> <p>NF presented latest usage data. This shows a fall in users however this could be because there has been a drop in the list size or because more people are using the app for appointments and repeat prescriptions.</p> <p>EM asked if there was any data for number of app users but HS explained there is a large number of apps for different types of users such as those with disabilities.</p> <p>HS reported that the PCN wants SMP to switch to their standard website which they will update - it is more expensive than currently and they will only pay for 1st year. Practices already using are Wrythe Green and Robin Hood. NF offered to investigate with HS</p> <p>EM asked how to encourage people to use the website and app. AC suggested sending a text to everyone with a direct link to online prescription form followed by link to appointments page. EM suggested asking CL to put links on Facebook.</p>
9	<p><b>Community Health Champion</b></p> <p>CL sent in this report on the event held on April 21st:  <i>The event was hugely successful with even more people through the door. The NHS were given two rooms, one for various stalls including Community Pharmacy offering health checks, BP, height, weight, BMI etc. Quite a few people were identified as needing GP input and were given forms to take with them as well as having their GP's advised about the findings. There was also information about various types of cancer screening and other health advice. The second room was for Covid Spring booster Vaccinations. 50 people received their vaccinations on the day and the staff were very complimentary about the dedicated space and the fact that the people were so relaxed having not had to book and worry about it but received it where they had the benefit of refreshments and other distractions such as the 50 or so exhibitors. The vaccinators have asked to return to the Autumn event.</i></p> <p><i>Another item you will be pleased to hear about is the work being done for those digitally excluded. The Volunteers from Sutton Volunteer Centre have been trained to teach the NHS App and are visiting GP surgeries offering several hours at a time to be in the reception areas and also to provide health checks. CL asked Volunteer Centre to visit SMP and they have done so more than once I understand.</i></p> <p><i>Finally, our next Information &amp; Advice Day will be on Friday 3<sup>rd</sup> November. Next event Friday 3<sup>rd</sup> November</i></p> <p>HS reported that one of reception staff went and reported it was very good  Four volunteers have been to SMP to do mini health check and help with signing up to the app. This has been very successful and AC reported that health data from readings taken was updated on the NHS app.  On the 1st visit 12 SMP patients were seen and on the 2nd ,40.</p>
10	<p><b>Health Champion Report</b></p> <p>AC had nothing to report but is always willing to help</p>

11	<b>PRG meeting update</b> Not available
12	<b>PRG offer of talk from Volunteer Centre Sutton</b> – It would appear from the information received that this is exactly what has been reported previously under section 9 and as such we possibly would not need to have them visit us as we are already benefitting from the process.
13	<b>AoB</b> HS Dates for flu clinics are 23rd Sept and 7th October and they would be grateful for PPG help again There will be a nurse available for drop in flu vaccination during the week It was briefly discussed as to whether the PPG could draw up patient behaviour charter.
14	<b>Items to carry forward</b> Investigating what surveys are available to evaluate practice feedback
15	<b>Next three meetings</b> 8th November 2023, 7 <sup>th</sup> February and 15th May 2024