

## Minutes of SMP PPG meeting 7<sup>th</sup> February 2024

| # | Item   |
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|   | <b>Meeting Open</b>  |
| 1 | Present<br>EM; RB; HS; CL; AC:KC<br>Apologies NF; JG; RM; and LJ   |
| 2 | <b>Items for AoB</b><br>KC raised the seeming non connectivity of medication reviews and prescriptions that are only allowed to be dispensed after blood test results have been seen by clinician. EM agreed the system is necessary for people with some conditions like diabetes. It was for patients to be proactive if the prescriptions were not forthcoming and we had a dedicated pharmacist and two others which should make system work. It was requested for KC to get individuals concerned to contact practice.  |
| 3 | <b>Minutes</b> of last meeting<br>There was an inaccuracy in the AOB where it suggests ear wax removal is not offered by the surgery. The nurse does this regularly.   |
| 4 | <b>Update from HS/EM.</b><br>This section took a particularly long period of time, but this was necessary for PPG members to put across their, and others experiences of the triage online form system introduced from 1 <sup>st</sup> November 2023. The members felt let down by how the system was explained at a previous meeting. The practice side stated that we had unreasonable expectations of the improvements which would be brought about by the system. It seems that although we had expected the forms to be accessible 24 hours a day, 7 days a week, in practise this was totally unworkable with the staff available. In the first few days 500 submitted forms were received and a cap was used and then an 'Unavailable' message appears. A GP doing triage works through the forms and allocates an appointment within the next week owing to urgency. It has been found that people have been using the admin query slot for clinical issues and therefore this is shut at the same time. Wallington Family Practice is going to have to follow suit as they have the same issue. Practices that do give 24 hour 7 day a week service may be working throughout the weekend and into the night. It was pointed out that some patients have been submitting multiple forms which is not helpful. The PPG members present accepted the reason the limit was applied but felt disappointed as it had shown such promise of major improvement in patient access at the outset. When people get through successfully the outcome is very expeditious and thoroughly satisfactory. It was also mentioned that there is an overall shortage of GP's and that the practice is not up to full GP numbers.<br><br>The new phone system contract has been signed and the contractors have found two additional internal phone lines are desirable. This will not translate into better access from outside the practice though, as the number of staff is not being increased. This system will tell you where you are in the queue and will allow a call back facility which is thought may add further problems. |
| 5 | <b>Borough Health Champion Report</b><br><b>CL</b><br>The INT project at Roundshaw was extremely successful with Health coaches giving group sessions for at least the next six months on the last Thursday of the month. 45 people attended on first day. It is hoped there will be some London Borough of Sutton support and that Roundshaw  |

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|   | <p>Community Network may take over running it when the initial period comes to its end.<br/>A leaflet was shown to all which explained what is available currently and when and has been very assiduously picked up amongst the community.</p> <p>The next Wallington Community Wellbeing Charity Health &amp; Wellbeing event will be on 26<sup>th</sup> April 2024 at Holy Trinity Church &amp; Centre.</p> <p>The Wallington Well-being charity has its grant application to the National Lottery approved and this means a continuation of;<br/>2 Tai chi classes per week<br/>2 chair supported yoga sessions per week<br/>1 exercise after stroke session per week<br/>2 Healthy Walks – thanks to NF and her team.</p> <p>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.</p> |
| 6 | <p><b>Health Champion Report</b><br/>AC has not been doing anything specific since the last meeting but is always willing and has offered to help at a potential site visit with Mencap</p>  |
| 7 | <p><b>Survey</b><br/>HS provided the latest Friends and Family survey which was mostly really good. It was thought that any negative input goes into complaint forms rather than onto the FFT survey. There was another survey provided by NF and HS used that method to check with two others in the local area, but it was found very unwieldy to compare readily between practices.</p>   |
| 8 | <p><b>SMP Website</b><br/><b>HS</b><br/>Six months' notice will be needed to leave current website supplier. This is still not happening at a given date but may do so before the next meeting, there will be no payment required for the new website.</p>   |
| 9 | <p><b>PRG Meeting Update</b><br/><b>KC</b><br/>The disability information provided by practices late last year it still being assessed.<br/>The Crisis café at Belmont set up to help with mental health issues is working well.<br/>The sunflower training that staff have done is being offered to PPG members now if we would like to take part. Those who help with the flu clinics might especially benefit.<br/>KC said that the focus early this year will be on neglected areas such as dementia and NHS dentistry.</p>  |

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| 10 | <p><b>AOB</b></p> <p>HS mentioned the proposed visit by Mencap to SMP but has no date or specification of what is required by the PPG or the practice as yet.</p> <p>EM mentioned there are 2,352 patients over 75 years of age and although he would like to give the age group priority it is rather overwhelming.</p> <p>RB stated that he and two other PPG members couldn't make the 15<sup>th</sup> May meeting and wondered if we should change it. Those present agreed on the 5<sup>th</sup> June which makes the 14<sup>th</sup> August rather soon so further thought is required on that date.</p> |
| 11 | <p><b>Next Meetings for 2024</b></p> <p>5<sup>th</sup> Jun: ? :?</p>   |