

## Minutes of SMP PPG meeting 5<sup>th</sup> June 2024

#	Item
	<b>Meeting Open 1508</b>
1	Present:-KC, LJ, AC, EM, RB & HS. Apologies:-NF, JG, RM and new member AS.
2	<b>Items for AoB</b> Any effects expected to Shotfield with the Wallington FP and Carshalton Fields practise merger.
3	<b>Minutes</b> of last meeting <b>Accepted</b>
4	<p><b>Update from HS/EM.</b> Triage system is slowly becoming more manageable, there have latterly been a few days each week when the online booking system hasn't had to be closed owing to saturation point being reached. The new contract that started in April specified the triage system using Accurix and this is now the nationwide practice. We were shown a presentation showing the system which showed that all three methods of contact (walk-in, phone and online form) lead to the same outcome which means that priority clinical need takes precedence over first come first served basis which has been the historical system. The communication of this change in behaviour to the public at large is what has been lacking and remains an issue. However, it seems that those who most abuse the system are the least likely to listen to reason! Text messages and accumail are both limited in the number of transmissions before increasing costs are incurred and thus have not been used and it has been left that patients find out the new system by personal experience.</p> <p>The new phone system is now in service. We were shown the phone display wall which itemises the number of calls made that day, both in and out. It also shows the length of time people have been waiting. The most at the time we observed the system was twelve minutes. There were 21 people listed who could answer the phone system and this should enable a better understanding of why complaints of slow responses are occurring, if they now happen all.</p>
5	<p><b>Borough Health Champion Report</b> <b>RB on behalf of CL</b></p> <p>The INT project at Roundshaw has continued to be successful and the Wallington Community Wellbeing Charity has applied for a grant to keep it going for another six months. The PCN has committed to the Health Coach continuing to visit and they are collating data on obesity reduction and general health improvement. On the last Thursday of each month 1130-1330 local councillors, charities and other useful exhibitors are present. The April Wallington Community Wellbeing Charity Health &amp; Wellbeing event at Holy Trinity Church &amp; Centre was very well received. There were more stalls than ever, 50 in total with 11 of these NHS based. 450 visitors came with 350 having a meal. Over 40 covid boosters were given to eligible people. The next event will be on the 8<sup>th</sup> November.</p>
6	<p><b>Health Champion Report</b></p> <p>Report from the Mencap visit was very positive they were especially impressed by the means of helping disabled people escape fire. One of the toilets is too small for a wheelchair user to turn around in but the other one was fine. The signage showing where to go for each practice they thought was confusing and the room labels were also difficult to read but all in all</p>

	Dr Calverley the PCN disability team lead and his visitors was very complimentary.
7	<p><b>Survey</b></p> <p>The surveys provided by the website operator were felt to be very biased in favour of small practices. It is easy for Park Practice to score highly for the question, did you get to see the doctor you wanted when there are only two to choose from, rather than the ten at Shotfield. Thus, it is a better comparison to just look at the values for Shotfield against the national average but even this hides different size surgeries within the mix. Using that methodology the figures were mostly close to or even higher than average so show better progress.</p> <p>The friends and family tests were, in a number of cases very complimentary with a good number of different clinicians getting praise for their professional and caring approach. Indeed, given the tendency for people to complain about bad service rather than compliment good the surveys were really encouraging</p>
8	<p><b>SMP Website</b></p> <p><b>HS</b></p> <p>Since the previous meeting it has been decided to stick with the current provider rather than follow the PCN preferred route, as although theirs is initially free, later on it will be more costly. The wording is required to be at the standard of a 9-11 year old. There is a meeting on the 27<sup>th</sup> June and it is hoped the website will be up and running by our next meeting in September.</p>
9	<p><b>PRG Meeting Update</b></p> <p><b>KC/LJ</b></p> <p>A multidisciplinary nurse is now available and will attempt to combine medical, social and money needs as an attempt to help the whole person. The doctor at the meeting although much in favour of this in principle is concerned about the time it takes them away from 'the coalface' as each interview dealing with one patient can be up to an hour long and with 300 patients potentially this could have a negative impact on service to others. It is now part of the contract, however.</p> <p>Mental health is no longer a Sutton responsibility but is lodged with integrated care in SW London.</p> <p>There is a very keen person to help make a PCN video for Shotfield and it was indicated by the staff present this would be welcome.</p> <p>A Sutton PPG survey was given to the chairman who will complete it and forward to Healthwatch.</p>
10	<p><b>AOB</b></p> <p>Merger of WFP with another, any impact for Shotfield? It is thought the impact ought to be minimal, as Carshalton Fields patients should be transferring en block, as are the staff. Experience may prove otherwise, though.</p>
11	<p><b>Next Meetings for 2024 and 2025</b></p> <p>11<sup>th</sup> Sept: 27<sup>th</sup> Nov :26<sup>th</sup> Feb</p>