

Minutes of PPG Meeting – Thursday 21st November 2019
Benhill and Belmont GP Centre

Present:

Dawn Dennis – Practice Manager (DDA), Dr Croucher – GP Partner (JJC), Dr Malik – GP Partner (AM), Lisa Hayden – Admin Supervisor / Minute taker (LH), Marian Wingrove (MW), Pam Goodwin (PG), Angela Maskell (AM), Evelyn Varrow (EV), Stephanie Shvern (SS), Alan Murray (Al M), John Mitchell (JM), Pam Howe (PH) Patient Engagement Officer, Healthwatch Sutton

Meeting opened at 12.30pm.

1. Welcome, Introductions & Apologies

Apologies: Sheila Cullum, Janice Newman, Colin Maskell

2. Minutes from 25.07.19

- Belmont – no new geographical plans as yet. Project is moving forward. Assura have done 90% of work already and the building contractors have been sourced.
- Minutes agreed as accurate and correct.

3. Feedback from Patient Reference Group (PRG) – JM

September 2019

- Age UK Sutton commissioned by CCG to deliver Sutton's first Social Prescribing Service.
- Benhill & Belmont have a social prescriber on board. We have worked with Merton and upskilled a receptionist who currently has 2 patients that she sees fortnightly. These patients used to phone LAS, GP etc. for a chat. They are no longer doing this now as our Social Prescriber is engaging with them regularly.
- PCN leads are currently being chosen.
- **ACTION – send PRG notes electronically with attachments from September's meeting - DDA**

4. Patient Survey Engagement - PH

- 6 practices have been selected within Sutton to propose PPG work with the practice once a year. We would like a local survey to reflect patient experience. We need to establish 3 areas to look at where there is room for improvement.
- Need to find out exactly what the 3 areas are and drill down a bit deeper.
- There is a practice within the borough who has offered to share their experiences and what they have learnt.
- PPG are more than capable of doing the survey themselves, sitting in waiting rooms etc. Shotfield had PPG members give 37 hours and completed 250 surveys.
- Healthwatch Sutton has volunteers if needed in January/February.
- We want to feedback to CCG and say we have looked at these 3 areas, re surveyed and our survey shows a true representation of our practice population.
- In-house the practice does not have the time for employed staff to do this work.

- The PPG noticeboard has been moved from the waiting room to the hallway by the reception door.
- This is a very important piece of work and will help with the future of our services (website)
- The survey will be independent so will be unbiased. Obtaining real patient feedback by patients not practice staff.
- Everyone agreed to give an hour or two of their own time to help with this.
- PPG will need to think about the questions that we need to look at.
- Ask people individually in the waiting room.
- Survey questions can be added to the website and the results also when obtained.
- If anything untoward is said then the PPG member will need to speak to a member of staff.
- **ACTION – obtain volunteer badges – DDA**
- **ACTION – distribute the survey link to PPG members for perusal - DDA**

5. Doctorlink/Livi – PG/DDA

- Livi is currently being used for people living in Surrey Downs CCG.
- Doctorlink is currently being rolling out to Sutton CCG practices, you won't find Benhill & Belmont on the list as yet (we are looking to ensure it is the right system and is safe).
- If you would like medical advice Doctorlink is an online platform and put in your symptoms e.g. Suicidal, they will despatch an ambulance. Cut finger, will give information on how to deal with it.

6. Blood Test Results Times - DDA

- The current times were set when Belmont used to close at lunchtime.
- Since April 2019 Belmont is now open all day.
- We will trial extending the times for results from 2pm – 5pm at both sites.
- You can see your results on NHS App. Some practices do not have all areas of the App turned on but from April 2020 all practices will have everything turned on.
- The clinical and managerial team within the practice have approved the NHS App.

7. Exercise Referral Scheme – MW/ DDA

- Livewell was a free referral scheme but this has now been stopped.
- Everyone Active is a replacement but not free, it is chargeable as it is run by the Borough and is held at the Leisure Centres across the Borough.

8. Belmont Henderson Site Development & Travel Consultation - JJC

- Planning was approved with a few conditions at the June planning meeting.
- Assura are the developers and have a contractor in place.
- 2020 the building works will commence, should take about 12 months to build. 2021 keys will be exchanged.
- Transport links to new site – map in the centre of the leaflet and bus stops added to map. Add that freedom passes are accepted on Sutton Go Bus.

- We will not be encouraging driving to the surgery.
- It is a more direct/even walk, 800 meters from Belmont Village through the alleyway to new site.
- There will be no air conditioning as this is an increased cost and unsupported by National Health Service England (NHSE).
- **ACTION – email DDA with all bus routes and names of stops that will be closest to new surgery – JM**
- **ACTION – Further discussion and updates from PPG at next meeting – Jan 2020 - DDA**
- **ACTION – Sutton Go updated information to be provided by SS who actively uses the service - SS**

9. AOB

- St Helier A&E Update –Major Acute Unit will be on one of three sites, Sutton, Epsom, and St Helier. Public Consultation postponed due to Purdah.
- Messages to Doctors – it is not practice policy for receptionists to take messages and pass them to the doctor. You need to book a phone appointment with the doctor.
- Sutton Night Watch – 2 local pharmacists, a registrar and one of our nurses went to the Secombe Centre and gave all the homeless patients their flu vaccines. We do register homeless patients. National Christmas Jumper Day is Friday 13th December; staff will be wearing Christmas tops from Monday 9th – Friday 13th. We are not charging them but we are asking for donations that are needed.
- **ACTION – Sutton Night Watch poster of items needed and also add to website - LJH**

Next Meeting Date – Jan 2020 - TBC at Benhill Surgery

Meeting closed at 2.35pm