

Minutes of PPG Meeting – Thursday 25th July 2019
Benhill and Belmont GP Centre

Present:

Dawn Dennis – Practice Manager (DDA), Dr Croucher – GP Partner (JJC), Lisa Hayden – Admin Supervisor / Minute taker (LH), Marian Wingrove (MW), Pam Goodwin (PG), Colin Maskell (CM), Angela Maskell (AM), John Mitchell (JM)

Meeting opened at 12.30pm.

1. Welcome, Introductions & Apologies

Apologies: Sheila Cullum, Evelyn Varrow, Janice Newman, Alan Murray

2. Minutes from 03.03.2018

- Minutes agreed as accurate and correct.

3. Belmont Henderson Site Development & Update - JJC

- Planning was approved with a few conditions at the June planning meeting.
- External plans have been approved.
- Internal plans still need to be approved (e.g. thickness of the floor, colour of walls etc.)
- Assura are the developers.
- Assura will start the procurement process in possibly September by putting the build out for tender; this is normally a 3 month process.
- It will take about 12 months to build.
- Early 2021 keys will be exchanged to our new surgery.
- Transport links to new site need to be considered – Dial-a-Ride, Sutton Go, ComCab? Main bus route only goes along the Brighton Road. Possibility of arranging a meeting with Sutton Go/TfL regarding a bus service to the new site?
- There will be designated Blue Badge parking at the new surgery.
- It is a more direct/even walk, 800 meters from Belmont High Street 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).
- Assura will be the owners and The Practice will lease the building.
- The partners own our current site at Belmont, and this will be disposed of separately, it currently has a D1 licence, however and as yet have not decided what they will do with it.
- **ACTION – update new plans for display at the Belmont Surgery – JJC**
- **ACTION – to work with PPG to design a leaflet regarding the transport links to the new surgery - bus, train, cycle, ComCab, Dial-a-Ride, Sutton Go etc. To be brought back to next meeting – DDA and PPG**
- **ACTION – notice to be displayed at Benhill surgery advising no changes to Benhill patients to prevent concerns and confusion - DDA**

4. Reports & Feedback from Patient Reference Group (PRG) – MW/JM

May 2019 - MW

- Celebrated 5 years of Patient Reference Groups.
- Question & answer session led by Dr Croucher.
- Future role of Sutton CCG if it merges with other local CCG's. Dr Croucher reassured members that the future collaboration between SW London CCG's will not mean Sutton CCG will cease to exist. Will be mainly to avoid duplication on admin tasks and 80% of current services will continue to be delivered locally, more collaboration and more efficient.
- Withdrawal of Community Services from The Royal Marsden Hospital. These will now be delivered by St Helier & Epsom Trust and the same staff will be involved.
- Extra money for Mental Health Services. There is £10 million available. A new project to promote good mental health among young people is being started; this will be to work with school and parents.
- Improvements to the GP estate in Sutton. There is a new purpose built surgery being built in Hackbridge (should be ready by the end of the year) and the Old Court House Surgery is being expanded.
- Patients prefer smaller practices but there seems to be a move towards larger practices. Across Sutton there is a good mix of different size practices. There are 9 with less than 6k patients, 7 with 6-12k patients and 7 with more than 12k. We have 11,500 patients.
- Primary Care Networks – Networks are being set up with groups of GP practices involving 30k+ patients. Patients will still belong to a single practice with a named GP but may share the services of other health professionals such as clinical pharmacists, social prescribing link workers, physiotherapists, community paramedics and associate physicians. Benhill & Belmont are linked with Cheam GP Centre, James O'Riordan Medical Centre and Cheam Family Practice.

July 2019 - JM

- Interpreter & Translation Service. In both of our surgeries a list of all staff who speak languages is displayed. We can also run an audit of languages that patient's speak, where these have been recorded.
- We advertise this service in our waiting rooms. For a face to face interpreter this must be booked in advance, but if a patient presents, we can do a phone consultation.
- The charge is to the CCG not the individual practice.
- New Diabetes Intermediate Service. Referral process for type 2 diabetes.
- We have patients signed up to the programme already.
- PRG Meeting – Janice, Marian and John can all attend, however only 2 can vote.

5. Primary Care Network (PCN) – DDA

- The leaflet distributed is not to be shared outside of this meeting. It has not been approved by other surgeries yet. Once it has been approved it will then go into receptions in all practices within our network.
- PCN's are a mechanism for working towards a collaborative service for our patients.
- We have signed up to Patient Activation Measure (PAM). It is patient education for COPD patients (e.g. how to use an inhaler correctly etc.) We are currently interviewing our patients to see if they are eligible for this training. This service only started a month ago.
- **ACTION – PG to find out more about NHS Champions.**

6. Age UK Services – MW

- Age UK Sutton is independent from Age UK National.
- Have to be 55 years and over to use the service.
- They help with benefits, befriending etc. All of the services are free apart from Gardening and Help at Home. (Help at Home is not only cleaning, will do shopping, take out, sit and chat etc.) Will have the same person each week. Initially have to have an assessment. Costs £18.50 per hour.
- Information & Advice Service deals with: benefit checks, housing, disability benefits, and help with completing forms (PIP, Attendance Allowance etc.) Attendance Allowance only use the information directly provided by GP.
- **ACTION – Clinicians to signpost to Age UK Sutton**

7. Parking at Benhill - DDA

- Planning Permission has now been granted for the extra car parking space.
- We have agreed to put a chain and link fence along the alley to show that we do not use the alley as means of access/egress.

8. AOB

- Disposal of medication – MW – all unused/not required medication should be given to pharmacies to dispose of.
- New website – JJC – Very proud of it and it is very easy to navigate. DDA – we have had very positive patient feedback.
- Practice Boundaries – JM – this was discussed and explained. Can always go to our website, practice boundary, add post code and you will then find out if in the area.
- Uniform – DDA – during the hot weather the uniform policy has been relaxed for staff, but they must wear lanyard and name badge.
- Patient Charter – DDA – This was distributed amongst meeting attendees as it needs to be reviewed, **ACTION - Please email any suggestions for changes to DDA by Friday 9th August 2019.**

Next Meeting Date – Thursday 21st November, 12.30pm at Benhill Surgery

Meeting closed at 2.15pm