

Minutes of PPG Meeting – Tuesday 6th March 2018

Benhill and Belmont GP Centre

Present – Dawn Dennis – Practice Manager (DDA), Dr Malik – Senior Partner (AM), John Mitchell (JM), Marian Wingrove (MW), Shelia Cullum (SC), Janice Newman (JN).

Apologies – Vickie Ivie, Brenda McKiernan, Jack Hamilton, Pam Goodwin and Alan Murray

1. **Welcome and Apologies as above.**

2. **Minutes from 21.6.2017 agreed.**

3. **Update from Patient Reference Group - MW**

- **July 2017**

- Presentation from Sarah Taylor SCCG (Sutton Clinical Commissioning Group) – Chief Pharmacist on Medication savings / CCG Formulary / Cost effective prescribing, indicating the guidelines issued to practices.
- Lucie Walters – SCCG – New managing director.
- 2nd Extended Hours access hub to be at Old Court House to provide GP services to all patients 6.30/8.00pm weekdays and 8.00am/8.00pm Saturday and Sunday.
- Plans to recruit 30 “Health Champion Volunteers” from diverse communities to help with healthy living, and support appropriate use of NHS services within their communities.

- **Nov 2017**

- Presentation from Jill Mulelly – Head of Engagement SWSTP. On reducing the number of hospitals from 5 to 4 providing acute services. Research so far indicates that patients in Sutton are happier with their GP compared to those in Croydon, Kingston and Merton.
- PRG Elections – officers can only serve a maximum of three years.
- Positive feedback on Extended Hours access hubs with 15 minute appointments available for patients. Old Court House model proving popular with Benhill and Belmont patients.
- Proposal for New Health Centre on Robin Hood Lane site – three surgeries have declined (including Benhill and Belmont). This means that the proposal in its current form will NOT proceed.
- New Sutton Health and Social Care service – starting 1.4.2018 to improve discharge for patients from hospital back to their home with the full circle of support of GP’s, Community Services, Social Services etc.

- **Feb 2018**

- Presentation from Carolyn Reynolds – Head of Primary Care Commissioning at SCCG (retiring 31.3.2018).
- 195K patients throughout Sutton of which 30K are elderly.
- 20% of GP attendances are caused by social problems.

- Primary care satisfaction in Sutton higher than our neighbours. However pressures are experienced in relation to recruiting Clinicians, IT and funding.
 - PRG meets quarterly and needs at least two representatives. Three can attend but if there was voting only two can vote. MW will continue to attend and JM and JN will attend when possible – **ACTION – MW to advise of dates and contact JM and JN direct before each meeting.**
4. **Malvern Centre Phlebotomy Clinic – Sutton Hospital - JM**
- Services for Blood tests at this facility not widely advertised.
 - Very short waiting times, and concerns in relation to losing this service if it is not utilised.
 - **ACTION – DDA to display poster in Belmont waiting room to advise service to all patients.**
 - **ACTION – DDA to advise all clinical staff to remind patients of this service when issuing blood test requests.**
 - **ACTION – DDA to remind receptionists of this facility at the next communications meeting.**
5. **Belmont Surgery Update - DDA**
- Unfortunately the practice and CCG had been hoping that this would get to the January 2018 planning meeting of the LBS, due to reasons beyond our control this was not the case.
 - Benhill and Belmont and the SCCG sent letters to LBS advising of the importance that the proposal reaches the table of the planning committee as soon as possible.
 - Unfortunately this has not been the case for Feb or March either.
 - Due to the up and coming Local Elections there will not be planning meetings in April or May due to “Purdah”.
 - Hopefully an update will be available for June.
 - Development cannot move to the next step until planning has been approved.
6. **New Appointment Policy - DDA**
- The practice has implemented a new appointment policy, to manage demand, waiting times, expectation and pressures.
 - This is displayed in both waiting areas.
 - Discussed at length with the members of the meeting.
7. **Staff Uniform - DDA**
- All admin and reception staff are now wearing restricted colours to follow the new uniform policy.
 - Grey / Navy / White or Black, trousers, tops, cardigans.
 - No Denim or trainers for any staff.
 - All admin and reception staff to wear name badge / lanyard and practice uniform scarf.
 - We feel this presents a more professional image of the practice.
 - Well received by the PPG.

8. Minor Surgery – AM

- Benhill and Belmont GP Surgery has provided minor surgery to our patients for Vasectomies and Sigmoidoscopies for a significant number of years.
- Unfortunately the contract has been withdrawn by SCCG – due to disparity of patient services across Sutton. This will mean all referrals will now be to secondary care.
- As a practice we are very disappointed in this, and have strongly expressed our disagreement, however the decision is out of our hands. The additional cost to the CCG for these referrals to Hospital will be a large increase.
- The PPG are very disappointed too.

9. How to gain more members of the PPG – DDA

- **ACTION – DDA to actively display posters in waiting room**
- **ACTION – DDA to have a advert banner added to website**
- **ACTION – DDA Members who are non-responders to emails currently on the email list to be contacted individually to confirm their participation**
- **ACTION – DDA to ask clinicians to advise patients and be on the lookout for possible candidates during consultations**

10. AOB

- PPG Meetings going forward to be 3 per year (every 4 months), with variation of timings for meetings to give all the opportunity to attend.
- Very pleased to see we are a multicultural practice with staff members, including locums.

Meeting closed 3.00pm – Date of next meeting to be July 2018 - TBC