

Benhill and Belmont GP Centre

Att. 1-Minutes BBGPC PPG 23/02/2023

Meeting:	Patient Participation Group meeting
Meeting Date:	26/04/2022
Meeting Time:	12:30-14.00
Venue:	Online – Microsoft Teams
Chair:	DDA
Scribe:	JST
Attendees:	PPG: Five members attended BBGPC: Two members in attendance
Apologies:	Three apologies received

Minutes

1. Welcome, Round Table Introductions and Apologies

DDA welcomed all to the meeting and introductions were made. Apologies noted as above.

Two students at Greenshaw High School have joined the PPG but are unable to attend today's meeting. They had attended the joint CASS meeting on 18th March.

2. Minutes and Actions from 27/01/2022

The group reviewed the minutes and actions from 27th January 2022:

- New appointment system on agenda today

The minutes were approved as an accurate record.

Action: JST to upload PPG 27/01/2022 minutes to BBGPC website.

3. Terms of Reference (TOR)

It is three years since the Terms of Reference were reviewed, acknowledging the pandemic in the last two years. As a practice, staff continue to implement Covid testing and mask wearing to mitigate any risk both to the team and to patients and, in particular, vulnerable patients.

DDA talked through the key points of the TOR:

- MS Teams now included as a means of communication for virtual meetings;
- The PPG does not have an allocated Chair / or take notes so if members would like to discuss, topic can be added to the agenda for the next PPG on Wed 27th July 2022. Chair term could be three month term or on a rotational basis.

Action: PPG members to let JST know if they wish discussion re chairing/contributing to PPG/PRG to be added to the agenda for 27th July meeting agenda.

- Attendance at Sutton PRG – MW kindly attends on behalf of BBGPC although several members could be nominated i.e. if someone on holiday. Only one vote per practice.
- Email Protocol: DDA reiterated that anything discussed within the PPG should be kept within that remit and not shared.
- **Action: JST to send out revised TOR by email asking for a signed response from each member giving eight weeks' notice for return.**
- **Action: If not possible to sign or add an electronic signature to named TOR, an email confirming acceptance of TOR will be accepted and kept on the PPG member's file.**
- **Action: If a response is not received, it will be assumed that the member no longer wishes to be part of the PPG and will be removed from future meetings, invites and minutes.**

4. Covid update

BBGPC is continuing Covid measures for the foreseeable future. DDA said that although people who are significantly unwell/dying due to Covid has reduced since the start of the pandemic, predominantly due to the success of vaccination programme, Covid is still circulating.

- Patients who visit the surgery and challenge wearing masks are reminded there is a duty of care to protect practice staff and others when inside the building. One option is to bring patients in at the end of the day for a consultation but this creates logistical problems.
- Looking to update the practice's Patient Charter to include Covid measures in place.

5. CASS PPG-wide meeting

A face-to-face meeting was convened by Andrew MacDonald, Healthwatch Sutton, on Friday 18th March 2022 from 1-4pm at Cheam Baptist Church to bring together the GP practices in CASS PCN and for PPG members and clinicians to discuss key local topics and network.

- Four practices in Cheam and South Sutton (CASS) PCN group – Cheam Family Practice, Cheam GP Centre, James O'Riordan Medical Centre and Benhill and Belmont GP Centre.
- Dr Mawani, Clinical Director of CASS PCN and GP Partner at Benhill attended.

Key points:

- Discussed what being part of a PCN means, local emerging health needs, local assets and under-served cohorts. A mini workshop was held to draw out more views and ideas.
- PCN priorities and service provision together with increasing membership of PPGs. Also way to share information such as newsletters and a leaflet attached to people's prescriptions from pharmacy.
- Local emerging health needs – Additional Roles Reimbursement Scheme (ARRS) staff are funded by NHS England and staff shared across Practices to support signposting patients to the most appropriate clinician/service for their condition/concern.
- CASS PCN shares a Mental Health Practitioner, Health Coach, Paramedic and Pharmacists.
- Since the pandemic there has been a notable increase in mental health concerns/conditions and the four practices now have an in-house Mental Health practitioner who can see and assess patients at booked appointments and develop an appropriate care plan.
- Work together to understand what the barriers are to health and how to overcome these and find holistic approaches to empower people. Sutton already does a lot of collaborative working.
- DDA cited Crisis Café in Downs Road - set up very well and people can drop in.
- A trial Health and Wellbeing event being held in the Shanklin Community Hall on the last Thursday every month April, May and June. Providing fresh fruit and soup.
- JJC is attending on 26th May to present the opening of the new Belmont Surgery.
- 'Digital exclusion/discrimination' – discussion re how this can affect certain cohorts of the public with limited/no access to a computer/broadband/mobile phone and how to overcome this. It was noted that every Belmont patient will receive a leaflet by post at least four weeks in advance advising of the opening of the surgery on the new site. Leaflets will be available at local pharmacies and information will also be sent via text.
- Digital training no longer available via Age UK. However, MW to follow up with Nicola Upton, Age UK, CEO but noted at lot depends on the funding available.

MW said she found the meeting extremely positive and for networking. MW asked for new PCN services to be incorporated in future newsletters as a way of publicizing widely.

- MW can support digital applications and an appointment can be made via Age UK Sutton, <https://www.ageuk.org.uk/sutton/about-us/contact-us/> Tel: 020 8078 0002.

The meeting agreed to meet every four months and invite the wider PPGs to the next meeting.

Action: MW to follow up with Nicola Upton, CEO Age UK re digital training sessions.

Action: New PCN services to be incorporated into future newsletters/leaflets.

Action: On receipt of information from Healthwatch Sutton, Jillian to distribute details to Benhill PPG members of the next PCN-wide PPG meeting.

6. South Sutton Medical Centre - update

JJC presented a pictorial update of building progress at the new Belmont site.

- Completion end of June 2022, opening in July;
- Scaffolding now down so allows for pipework etc. to be undertaken;
- Much larger capacity to offer more primary care and supporting services;
- Three houses built by same developers will be neighbours of the practice;
- Parking for patients and staff 22-25 parking spaces. Also for ambulances and disabled;
- Ground floor plan – nursing room and enhanced treatment room for i.e. minor surgery;
- Plant Room for heating etc. and Henderson room located on first floor.
- Henderson Room named after historic link to the previous building which was a personality disorder hospital. Important to retain local heritage. Room to be used for medical meetings e.g. with district nursing, community services. Also for education and training, and GP Registrars so Benhill and Belmont's history of teaching and developing future workforce continues.

Question and Answer:

Q: MW noted that solar panels fitted to the roof of new Belmont development.

A: *JJC said this was part of complying with energy requirements for a high standard of building - BREEAM (Building Research Establishment Environmental Assessment Method) is a sustainability assessment method that is used to masterplan projects, infrastructure and buildings.*

Q: MW asked if patients were to use self-check-in screens instead of reception team would touch screens provide information such as if clinician booked to see a patient is running 'on time'.

A: *JJC said touchscreens and self-check-in displays would have a range of functionality to optimise the patient arrival experience and stands at different heights or wall-mounted to be accessible to all. Reserves have been built in to resources for any future development.*

Q: SS asked will the building be wheelchair accessible in all areas.

A: *JJC confirmed the whole site is wheelchair accessible. There is a sloping path leading into the building and no steps inside on the ground floor where patient services are located. There is a lift to the first floor but not required for patient use as predominantly for staff / training.*

- The Henderson Room is suitably equipped for those who are visually impaired, deaf/with hearing loss and people with disabilities.

DDA invited the PPG to visit the new build in early June. DDA will check with developer that it is OK with the developer for public to be on site. Potential date Tuesday, 14th June from 12-1pm.

It was agreed to hold the next PPG in the Henderson Room on Wed 27th July 2022, 12:30pm-2pm.

Action: PPG visit to Belmont new build to be confirmed on Tuesday, 14th June from 12-1pm

7. BBGPC New Appointment System

- Reception team have had extensive training on new appointment system. For urgent appointments, reception do need to have an idea of reason for seeing doctor in order to prioritise patients. For acute issues and urgent on the day patients will be seen by the On Call Doctor who will treat the acute condition. Routine appointments book with regular GP.
- BBGPC Partners have agreed to adopt a new telephone system at both Benhill and Belmont sites. Cheam Family Practice already has this telephony system with brilliant feedback.
- One On Call Doctor in morning session and one On Call Doctor in afternoon session.
- Start date either Monday 9th or 16th May 2022. Telephone message will change and way patients access care at the practice will change. Post-meeting note: starting Tues 24/05/2022.

8. PRG update

MW reported on the Sutton PRG held on 19th January 2022. Approved minutes circulated to PPG.

- A member had raised that Blue Badge scheme applications in Sutton could only be made online or via a telephone service but wait time approx. six weeks.
- A support service is offered between 12-3pm Monday to Friday, in person at Sutton Civic. However, contact details not widely available.
- Sutton Local Medical Committee (LMC) have written to London Borough of Sutton to clarify that it is not part of core NHS work for GPs to assist in Blue Badge applications.
- Citizens Advice Sutton also provide support: <https://www.citizensadvice.org.uk/sutton/>
- Free LFTs stopped on 1st April 2022 for the general public. However, those in specific vulnerable cohorts can still access free LFTs if various criteria are fulfilled.
<https://www.gov.uk/government/news/government-sets-out-next-steps-for-living-with-covid>
- If anyone has difficulties getting to a vaccination site, contact Nadine Wyatt-Senior Engagement Manager, SWL CCG – email nadine.wyatt@swlondon.nhs.uk

Action: MW to follow up with Nadine Wyatt re Age UK contributing at Shanklin wellbeing clinic.

DDA thanked MR for sharing key messages from the PRG meeting held in January 2022.

9. AOB

There was no further business for discussion.

DDA thanked everyone for their time and valuable contribution and concluded the meeting.

Date of next meeting: Wed 27th July 2022, 12:30pm-2:30pm, face-to-face at new Belmont Health Centre.

Action Log

Item	Description	Action	Owner	By
2	Approval of PPG minutes	Upload PPG 27/01/2022 minutes to BBGPC website.	JST	asap
3	Agenda topic for Wed 27 th July PPG	PPG members to let JST know if they wish discussion re chairing/contributing to PPG/PRG to be added to the agenda for Wed 27 th July meeting agenda.	All	Wed 20/07/22
3	Circulate revised TOR for signature	JST to send out revised TOR by email asking for a signed response from each member giving eight weeks' notice for return.	All	Friday 01/07/22
3	Receipt of signed revised TOR	If not possible to sign or add an electronic signature to named TOR, an email confirming acceptance of TOR will be accepted and kept on the PPG member's file.	All	Friday 01/07/22
3	Non-receipt of response re revised TOR	If a response is not received, it will be assumed that the member no longer wishes to be part of the PPG and will be removed from future meetings.	All	Friday 01/07/22
5	MW to follow up re digital training sessions	MW to follow up with Nicola Upton, CEO Age UK re digital training sessions.	MW	27/07/22
5	Add new PCN services to newsletters/leaflets	New PCN services to be incorporated into future newsletters/leaflets.	DDA	Ongoing
5	Date of next PCN-wide PPG meeting	On receipt of information from Healthwatch Sutton, JST to distribute details to Benhill PPG members of the next PCN-wide PPG meeting.	JST	Ongoing
6	Date for PPG visit to Belmont Health Centre	PPG visit to Belmont new build to be confirmed on Tuesday, 14 th June from 12-1pm.	DDA/JST	Ongoing
8	MW to follow up with Nadine Wyatt	MW to follow up with Nadine Wyatt re Age UK contributing at Shanklin wellbeing clinic.	MW	27/07/22