

## Benhill and Belmont GP Centre

<b>Meeting:</b>	<b>Patient Participation Group meeting</b>
<b>Meeting Date:</b>	<b>22/06/2023</b>
<b>Meeting Time:</b>	<b>12:30-14:00</b>
<b>Venue:</b>	<b>Henderson Meeting Room, Belmont Surgery, 10 Hardegray Close, Belmont, Sutton SM2 5FQ</b>
<b>Chair:</b>	<b>DDA</b>
<b>Scribe:</b>	<b>JST</b>
<b>Attendees:</b>	<b>PPG: Six member present BBGPC: Two members present Sutton PCN: One member present</b>
<b>Apologies:</b>	<b>PPG: Two apologies received</b>

Minutes	
Item	Topic
1.	<p><b>Welcome, Round Table Introductions and Apologies</b> DDA welcomed all to the meeting and introductions were made. Apologies noted as above.</p> <p>DDA introduced the meeting to JW who has been working with Sutton PCN as a Digital Apprentice supporting Sutton practices in all aspects of IT.</p>
2.	<p><b>Minutes and Actions from 26/04/2023</b> The group reviewed the minutes and actions from the meeting held on 26<sup>th</sup> April 2022. <u>The minutes were approved as an accurate record.</u> <b>Action: JST to upload minutes of PPG held on 26/04/2023 to BBGPC website.</b></p> <p><b>Matters Arising</b></p> <ul style="list-style-type: none"> <li>▪ Practice list size has increased from 11,500 in April 2022 to 12,400. Adhering strictly to policy.</li> <li>▪ Following Covid, there are no leaflets in the Waiting Room at either site but there are posters and notices displayed on the information boards.</li> <li>▪ The newsletter is not off the ground yet.</li> <li>▪ In response to a proposal re TV screen/play music in Belmont waiting room, the Partnership have declined this. It was noted that a music licence would need to be purchased.</li> <li>▪ No update yet re a date for next PCN-wide PPG meeting.</li> <li>▪ An update re practice appointment system is on today's agenda.</li> <li>▪ The revised Terms of Reference to be shared for signature of PPG members.</li> <li>▪ It was noted that the new Belmont Surgery site was built by Assura plc, funded by NHS England but the upkeep of over £50k per year is the responsibility of the practice GP Partners.</li> <li>▪ A PPG member had received text message from practice with link. DDA said that NHS England use a system called Enterprise to send text messages and a link should take recipients to the NHS Choices website. It was noted that sending too many texts can devalue their worth.</li> </ul>
3.	<p><b>Quality Improvement Project – Digital Exclusion</b> DDA introduced a report on Digital Exclusion within the NHS. JJ recently left the practice after supporting the surgery on a temporary basis whilst completing a Master's Degree at University.</p>

## Minutes

### Item Topic

The report formed part of her dissertation and focused on “*How has increased digitalisation of the NHS impacted access to healthcare, and how has this contributed to the overall experience of health inequality?*”

IJ summarised the report as follows:

- Project was based on 19 interviews with clinical and administrative staff at the Benhill and Belmont surgery, where each participant was asked 10 questions about their perspectives of digital services, digital exclusion and health inequality.
- The staff members thought that digitalisation has revolutionised NHS healthcare services, resulting in notable benefits for patients, healthcare professionals, the NHS, and the wider population. However, they did acknowledge that certain groups are largely excluded from accessing these services - usually the same groups that need healthcare the most.
- Overall, the staff concluded that digitalisation of healthcare services could be seen to expand choice, without completely excluding those that are less digitally capable.

Sutton PCN now has a Digital Apprentice role within their organisation. JW has been with the PCN for 9-10 months but did not have experience of working within a GP Practice. JW is now based at Belmont Surgery on Thursdays looking at the NHS App and is putting together a ‘how to’ crib sheet with a view to holding some IT support drop-in sessions in the near future.

DDA confirmed that medical records can be viewed and medications ordered via the NHS app.

**Action: JST to gather expressions of interest from PPG re attending an IT support session with Joe**

#### 4. **Cheam and South Sutton Integrated Care Plan**

SM, Benhill and Belmont GP Centre gave a presentation on the Loneliness Project – Optimise – Empower – Include.

Top 3 Priorities for 2023-24:

- 1 Improving Access
- 2 More Personalised and Proactive Care
- 3 Reducing Health Inequalities

The Programme Activity around each of these themes was identified including all the achievements of the project to date. Detailed explanations were given together with recommendations for the future 1) Understanding Loneliness 2) Access to Care and 3) Awareness of Services.

It is hoped that the positive work will be continued to support lonely cohorts of residents in CASS.

Questions and comments:

- Robin Hood Lane HC is the first local surgery to pilot a new system called ‘anima’ for booking appointment by submitting a request. It can also be accessed via the NHS App. Doctor triages calls and there is a guarantee to respond on same day if urgent.

## Minutes

### Item Topic

- Links with GP Access Contract – patient should only have to contact their practice once. BBGPC has on-call GP every morning and afternoon, in total 21 appointments. Introducing in stages.
- Pharmacists and other health care professionals are a valuable resource and may be able to better deal with some minor ailment concerns. List size for BBGPC expanding and creates additional workload. General practice currently seeing 30% more appointments. Doctors' strikes also impacting waiting times etc.
- For patients registering online for whom English is not their first language, online translation tools are being tested so people can easily use these tools to assist them to complete the form.
- More face-to-face appointments have been opened up, important to reach balance.
- SM confirmed the statistics relating to Loneliness Project are national.
- MW hoping to make contact with Age UK re Shanklin and the gardens to encourage people who love gardening to get involved.

**Action: SM to make contact with Age UK representative who sits on Integrated Team.**

**Action: DDA advised working with PCN to have Community Cupboard donations in waiting rooms at both sites, then PCN would collect and distribute to the community cupboards across Sutton. Start date TBA.**

**Action: JST to circulate slide presentation to PPG members.**

#### 5. Patient Access GP Contract

DDA explained how the practice is implementing the new GP contract. It is a learning curve for all.

- Appointments put on a two weekly basis – locums, F2F appointments. From beginning of July there has been 30% in DNAs. Need to manage demand. Cannot afford loss of valuable resource.
- New phone system – reduces queue to six people then 'call back' option kicks in. Keeps space in queue. DDA confirmed the system offers call back within 30 minutes of appointment time.
- Practice has made a significant investment and moved to Surgery Connect for telephone system. Open to online and reception so have same appointment access.
- SM commented practice trying to understand demand and capacity. Practice can direct patients to 111 or to Extended Access Hub. There is a hub at James O'Riordan GP Centre and Robin Hood Lane Health Centre in CASS PCN. Both same day access and often local GP doing extra hours. One Hub in each PCN i.e. Wrythe Green Surgery, Roundshaw (Manor Practice).
- There is a quota set for usage of Extended Access Hubs and any high intensity usage will be addressed. Important to balance out across the local area.

#### 6. PRG update

MW updated from PRG:

- Sutton practice websites – there are currently a range of different providers across practices but GenPra is rolling out as preferred option. Benhill not changing straight away.
- Videos now uploading to practice websites re different roles. Mulgrave has. Benhill next.
- Covid end May vaccination, DDA confirmed all eligible housebound patients will be vaccinated. Cannot comment on over 75s as managed by NHSE. Autumn booster cohort not yet decided.

## Minutes

Item	Topic
	<ul style="list-style-type: none"> <li>▪ DDA explained at this practice Doctors have individual list responsibility for LD healthchecks for their patients. Patients can be given early or later F2F appointments if helpful to patient.</li> </ul>
7.	<p><b>BBGPC PPG revised Terms of Reference</b></p> <p>The updated PPG Terms of Reference were agreed.</p> <p><b>Action: JST to circulate revised TOR for signing.</b></p>
8.	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>▪ One year anniversary on 1<sup>st</sup> August for Belmont Surgery opening. Need to encourage more members to participate in the PPG group.</li> <li>▪ Clinical staffing – AI and TI have left and AVM leaving shortly. Long-term locum GPs supporting the practice in the interim. New starters MT three sessions a week and a new GP starting in October.</li> <li>▪ Nurse CC left in October 2022 and now working for PCN. JOM left as had very long commute. Practice is well respected but it is challenging.</li> </ul> <p>Thank you to PPG members for your valuable time.</p> <p><b>Date of Next Meeting</b>  <u>Date in October</u> - 12:30pm-2pm, Face-to-Face, Henderson Meeting Room, Belmont Surgery  <u>Post meeting note:</u> Date proposed as Wednesday 11<sup>th</sup> October 2023.</p>

## Action Log

Item	Description	Action	Owner	By
c/f from PPG 26/04/2022	Add new PCN services to newsletters/leaflet	New PCN services to be incorporated into future newsletters/leaflets.	DDA	Ongoing
c/f from PPG 26/04/2022	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
22/06/2023 2	Approval of PPG minutes	Upload PPG approved, anonymised minutes 26/04/2023 to BBGPC website.	JST	ASAP
22/06/2023 3	IT support sessions	Gather expressions of interest from PPG re attending IT support session(s) with Joe Wilde.	JST	31/07/2023
22/06/2023 4	Contact with Age UK for MW	SM to make contact with Age UK representative who sits on Integrated Team on behalf of MW.	SM	ASAP
22/06/2023 4	Community Cupboards	DDA advised working with PCN to have Community Cupboard donations in waiting rooms at both sites, then PCN would collect and distribute to the community cupboards across Sutton. Start date TBA.	DDA	Work in progress
22/06/2023 4	CASS Integrated Care Plan presentation	JST to circulate Cheam and South Sutton Integrated Care Plan slides to PPG members.	JST	ASAP
22/06/2023 7	Revised Terms of Reference	JST to circulate revised TOR for signing	JST	11/10/2023