

Minutes of Benhill and Belmont GP Centre – Patient Participation Group Meeting
Tuesday 30th March 2021 at 12.30pm via Microsoft Teams

Present

Sheila Cullum (SC), Pam Goodwin (PG), John Mitchell (JM), Alan Murray (AMu), Marian Wingrove (MW), Stephenie Shvern (SS), Dr Zahid Atallah (ZA), Dr Jeff Croucher (JJC), Dawn Dennis (DDA), Practice Manager, Jennie Morrison (JMo), Practice Nurse, Dr Saima Zehra (SZ), GP Registrar, Jillian Slade-Thornett (JST), Administrator/note taker

Meeting opened at 12:30pm.

1. Welcome, Round Table Introductions and Apologies

Apologies: Angela and Colin Maskell (AMAs), Evelyn Varrow (EV), Dr Adnan Malik (AM)

DDA welcomed all to the meeting and introduced Dr Zahid Atallah (ZA), Associate GP, who joined the practice one year ago and is Clinical Lead for Virtual Group Consultations together with his GP colleague Dr Tanya Indrakumar.

DDA introduced Jennie Morrison who has just joined the Practice as a Practice Nurse. Jennie has a nursing background working locally for the past 12 years. Jennie specialises in Long Term Conditions (LTC) such as diabetes, asthma, COPD.

2. Minutes from PPG on Thurs 3rd December 2020

- An update on Group Consultations is on the agenda today, Item 2.
- All actions have been followed up.
- The minutes were agreed as correct.

3. Group Consultations - ZA

Dr Atallah gave a presentation on how Video Group Consultations (VGC). Key points:

- VGC conducted over virtual platform - Microsoft Teams, with a group of people coming together to share experience and thoughts on common medical conditions with clinicians joining for approx. one hour. Group setting means message can be conveyed to multiple people and learning shared from each other's experiences.
- In each clinic there will be admin support, facilitator and nurse/GP in attendance. Duration 1.5 hours. Ground rules set at start of each meeting.
- Example of Patient Participation Agreement shown – work in progress. Technology will be encrypted. Use patient initials instead of names. Option at start of meeting for patient to withdraw and convert to a separate 121 appointment with clinician.
- Results Board – an example was shown of this tool that might be used amongst participants and to open up the floor for discussion.
- Clinician to enter 10 minutes into session, give brief presentation then 121 consult with each of participants. Start with low risk such as stop smoking, weight management.

Discussion/Q&A:

- Pre-meet preparation undertaken by administrator, sending out invites, guidelines on how session will function, confidentiality and the Patient Participation Agreement.
- In response to SS, ZA said invites would be sent based on interest for the pilot and then use mailshot/messaging to a wider audience and base sessions on response received.
- In response to SC, ZA said that sessions would be supported by a facilitator with some clinical and IT tech knowledge to ensure time allocated fairly across participants.

- DDA advised GDPR regulations will be underwritten by Data Protection Officer. Consent required from all members of group to share information. Looking to do this across Sutton.
- In response to AM, ZA said the intention for a 121 conversation with a patient in a VGC setting would be as detailed as a face-to-face consultation. This could feed into a group discussion and provide answers to common questions.

DDA thanked Dr Ataullah for providing a comprehensive overview of the VGC pilot with more information to be shared in the near future. **Action: Please email Expressions of Interest to participate in VGC to DDA at dawn.dennis@nhs.net**

4. **Belmont – update - JJC**

- Acceleration to plans for new build of South Sutton Medical Centre on old Henderson Hospital site in Homeland Drive. Construction team appointed, pre-start meeting tomorrow, practice represented. Detailed discussions re work on site – construction to begin next month.
- Project Group set up with management, clinical, nursing and admin representation linked to the construction team with regular, timely updates re progress.
- Spring 2022 - proposed handover for practice to consult from purpose-designed primary care facility in centre of Belmont area. Potential with new Sutton Hospital, opening estimated from 2025, for primary and secondary care to work together.
- Ensure strong links to PPG and what group can offer. Belmont update to be a standing item on PPG agenda. JJC invited expressions of interest for PPG lead/link. **Action: Please email Expressions of Interest to DDA at dawn.dennis@nhs.net**
- JJC shared ground floor plan – ground floor rooms predominantly clinical/training for doctors/reception and upstairs rooms for education, admin, staff facilities, filing.
- JJC shared pre-start meeting agenda on screen – very detailed. Need to use our joint decision making on internal décor i.e. from perspective of clinical use and patient perspective as service users. Important to communicate to right groups, manage finance and the move to new build from current site, keeping business as usual, on completion.
- Benhill is currently having a major upgrade to improve infection control i.e. by replacing carpet with linoleum on ground floor. There are some operational changes and an opportunity to develop new services. PCN and CCG have provided enormous support.

Discussion/Q&A:

- SS offered to be link and contribute on behalf of Learning Disability needs.
- JJC commented that patients who use a service will have very valuable things to say so we need to make sure we get those things right at the start and shared via project meetings.
- In response to JM, JJC said there is no formal plan to expand number of patients at the new South Sutton MC as there is an estimated 10% natural growth in local population. A new build may attract more users due to availability of new services/facilities as part of closer working both with other Practices and e.g. mental health and community services.
- In response to AMu, JJC said this is an invaluable opportunity to look at options for additional service provision such as phlebotomy, family planning, minor surgery, MSK.

5. **Covid Vaccination Programme update - DDA**

DDA reported primary care has been actively working to support the Covid Vaccination Programme in addition to the day job and 'call and recall' for practice's 5k patients in cohorts 1-10. Since roll-out began in mid-December 2020, 21 practices out of 23 in Sutton opted-in to support vaccination provision for patients.

- A local hub, Nonsuch Mansion, was up and running in 10 days. The location had its drawbacks as it was difficult to find a large venue that would commit its premises for at least four months.

- DDA has been managing Nonsuch one day a week in addition to PM role and all staff are doing extra sessions – up to 10 sessions a week including doctors, staff that have trained as vaccinators, admin support, pharmacy team, nursing and volunteers.
- There are two sessions AM and PM, to give 460 jabs. Nonsuch Mansion is closing at the end of April and is now only giving second dose vaccines. New vaccination hub located in St Nicholas Centre, Sutton run by NHS England.
- Mass vaccination site located at Epsom Downs Racecourse. Guidance says patient has to have second dose at same site as first dose received – local issue arisen, see below.
- From early January 2021, AstraZeneca vaccine available and only requiring refrigeration so practices could begin to offer vaccination sessions to patients. BBGPC opted in and is now beginning to give second doses as well. Not possible to hold clinics at Belmont due to infection control and only one entry/exit door. Benhill is compliant for social distancing as has one entry and one exit door for one way progression through building for patients. This is on top of providing a full primary care service.
- DDA has had to spread staff across available rooms upstairs at Benhill to comply with social distancing. Staff also allocated remote sessions as not enough room for everyone. Nurses have continued to provide dressings, vaccinations, cervical screening, childhood imms and urgent care. Patients escorted by nurse to clinical room.
- Benhill – refurbishment work in progress: new waiting room floor being put down as well as in ground floor toilet together with plumbing and new fittings.
- Reports in media that general practice is closed are not true for anywhere in Sutton; any patients that need to be seen at BBGPC will be seen. Please relay to friends and family!
- BBGPC has reached over 75% vaccination targets to date. Some patients have declined.

Discussion/Q&A:

- Feedback very positive from PPG re BBGPC service i.e. offering a socially distanced seat.
- If patients have not heard from practice within 10 weeks after first dose, please contact us – rolling programme of vaccinating, planning and checking of patient records.
- In response to JM re supplies of Moderna vaccine, DDA said she could not confirm which vaccine the practice would receive. Vaccine is procured by NHSE and SWL CCG then allocate supplies to practices. The turnaround time is very tight at less than a week from confirmation which leaves very little time for planning. Also concern now schools are open and people returning to work that people will be available at short notice.
- BBGPC has opted-in to vaccinate under-50s; the whole practice is committed to offering the Covid vaccination and three non-clinical team members trained to be vaccinators.
- In response to MW, DDA said confusion has arisen for patients expecting to return to the Epsom Downs centre for their second dose as the hub is being re-located to Sandown Park Racecourse, Esher from 17th May. This is due to the racecourse opening up events such as The Derby (Friday 4th and Saturday 5th June) to spectators. However, the issue is out of the control of Sutton practices although the inconvenience to patients is noted.
- Guidance available re having second dose after 12 week period if vaccine delayed.
- JJC thanked DDA for a really concise update demonstrating why we have achieved so much for those registered at practices with an effective planning programme and providing a positive experience.
- In response to JM, JJC said the benefit of taking the first vaccine offered, that is safe and well-tested far outlies the risk of not being vaccinated. Secondly, there is an efficient supply chain to local GP surgeries that has matched demand, it is secured and guaranteed and thirdly, many studies in progress such as safety of vaccinating children, mixing different vaccines to inform us but, for the moment, accept the first vaccine offered.

- Pfizer vaccine never offered in general practice premises due to storage and reconstitution constraints. AstraZeneca is the only vaccine currently available to patients in Sutton.

6. Road to easing lockdown

- The matter was discussed in practice meeting. DDA aware UK moving towards 'new normal' and NHSE has published guidance re easing lockdown going forward in healthcare settings. The practice sees no reason, at this point in time, to change system with door shut and patient offered appointment as social distancing is still recommended. The practice will not be opening to walk-in patients until there is further guidance to do so. Benhill will continue with controlled entry on site and digital access.
- NHSE guidance has seen a move to digitalise transmission of all hospital documents which provides an automatic audit trail. The same applies to prescription requests sent electronically directly to patient's pharmacy. Work in progress to move towards a 'paperless' system with option to print out forms such as registration / carer's forms.
- The practice has not received any complaints from patients re care received/being able to see a doctor. A few issues with e-prescriptions have been resolved. NHSE has set target for 98% of prescriptions to be paperless by September 2021.
- DDA welcomed engagement from the PPG re ways to improve service provision or how to do things differently.

Discussion/Q&A:

- SS commented that new procedures introduced since Covid for visiting the surgery for face-to-face appointments have reduced waiting times significantly/to nil and this is very helpful for anyone with learning disabilities who may become anxious in a 'waiting' setting.
- JJC thanked SS for the positive feedback and said the practice strives to put special requirements in place and offer either a first or last appointment. The team will always try to support patients with the best pathway for their needs and particularly if patient sees an unfamiliar member of the team.
- DDA noted that some elements of new procedures have helped clinicians to better manage timetables, prioritise patient needs with 'give and take' and common sense approach.

7. PRG update - MW

- Virtual PRG on 20th Jan 2021 mainly focused on vaccine roll out. When teams go out to patient homes also vaccinating that patient's carer. Family carers also being covered.
- Crisis Café for Sutton in development.
- Dr Zaitun Ahmed-Jushuf gave a presentation on HealthUnlocked.
- Virtual PRG on 16th March 2021 - main item on agenda how PRGs, PPGs and PCNs can work together. Andrew McDonald, Health Engagement and Projects Officer, Healthwatch Sutton, sent out a consultation request to PMs for response by 30th April 2021.
- Nadine Wyatt, Senior Engagement Manager (Sutton), SWLCCG, together with key speakers, is facilitating meetings with groups who may be reluctant to have vaccine to encourage uptake. Healthwatch are running a survey for people to document their reaction - <https://www.healthwatchesutton.org.uk/have-your-say>
- Takeover of AT Medics by American company Operose Health/Centene. They acquired 49 GP practices including one practice in Croydon and one in Wandsworth. Concern raised re running GP practices to make a profit. Profit does not belong in NHS. Not illegal under present government and seems to be quite aggressive.

Discussion/Q&A:

- Crisis Café - JJC said the location will be in Downs Road, Belmont – a few hundred yards from our new Belmont surgery offering an enormous opportunity for patient care. Feedback from practice delivered last week to the Cheam and South Sutton (CASS) PCN meeting for onward

discussion. Dr Bob Calverley is Mental Health Clinical Lead, based at Manor Practice. DDA to invite to future PPG. **Action: Jillian to add to the agenda for a future PPG meeting.**

- HealthUnlocked is now linked to every single health record for any consultation that comes through. Supports email services and is actively used as a social network for health.
- AT Medics - JJC confirmed no practices in Sutton are linked to the organisation. PCNs are increasing in strength going forward, supporting individual practices and building teams.
- PPG consultation described above – DDA asked members to brainstorm potential opportunities for joint working of PCNs, PRGs and PPGs and respond to Andrew McDonald individually by 30th April 2021 to prg@communityactionsutton.org.uk **Action: Jillian to circulate relevant details to PPG.** *Post-meeting note: Completed 30/03/21.*
- CASS PCN - Practice has clinical representation for coordinated work with the other three practices in PCN – Cheam Family Practice, Cheam GP Centre and James O’Riordan Medical Centre. Board meetings are held monthly. JJC said there is currently a lot of organisational change and when we know how strong services will be then that will be the time to link in patient voices and ensure message continues to be heard at this level.

8. AOB

- We are privileged to have Jennie Morrison as part of our nursing team for two days a week. Jo Mayne works four days a week. Helen Johnson is reducing to two days a week from four and Jennie is replacing those two days. Jennie already has nursing knowledge and capabilities and will be an independent prescriber by the summer. She also works with the health education training hub and her input will be hugely beneficial to Clare, Jo and Helen.
- DDA reported that the practice has chosen not to use locums so the five GP partners, 42 sessions a week, have invested in five salaried GPs for 24 sessions a week. This means patients can be provided with continuity of care and seamless management of, for example, those with Long Term Conditions health needs.
- In response to MW, DDA said as the previous in-house Warfarin Clinic cannot be maintained at BBGPC, patients would continue to be referred to the Warfarin Clinic held at Robin Hood Lane Health Centre led by Dr Ravi Seyan. The practice did not consider that the hospital model was right for their own patients and a local hub service was preferred.

DDA thanked all for attending the meeting today. The next PPG is on Wednesday, 9th June 2021, 12:30pm via Microsoft Teams. (Please disregard typo on agenda Wed 10th June which is incorrect).

Meeting closed at 2:20pm.