

**Minutes of the Benhill and Belmont GP Centre
Patient Participation Group Meeting
Wednesday 9th June 2021, 12.30pm-2:30pm via Teams**

Present

PPG: Sheila Cullum (SC), Pam Goodwin (PG), Angela Maskell (AMas), John Mitchell (JM), Alan Murray (AMu), Marian Wingrove (MW)


BBGPC: Dr Zaitun Ahmed-Jushuf (ZAJ), GP Partner for Item 3, Dr Jeff Croucher (JJC) GP Partner for Item 2, Dawn Dennis (DDA), Practice Manager, Dr Adnan Malik (AM), Jillian Slade-Thornett (JST), scribe


Apologies

Colin Maskell (CMas), Stephenie Shvern (SS), Evelyn Varrow (EV)

Item	Topic	Action
1.	<p>Welcome, Round Table Introductions and Apologies</p> <p>DDA welcomed all to the meeting and introduced Dr Zaitun Ahmed-Jushuf</p> <p>Apologies noted as above.</p>	
2.	<p>South Sutton Medical Centre</p> <p>JJC presented a progress report on the development for the new Belmont site.</p> <ul style="list-style-type: none"> ▪ Drains needed to be realigned and diverted. Connection also for planned new housing. ▪ Leaflet drop to local residents and road condition survey undertaken. Once foundations laid for parking, this can be utilised as on-site parking for construction team/visitors. ▪ Legal arrangement now in place. JJC/DDA visit site and meet regularly with contractors. ▪ Covid adaptations for new build i.e. enhanced infection control. All pre-construction planning conditions met to allow build to proceed without any planning restrictions. ▪ Develop risk assessment plans. Decisions to be taken on organising telephone lines, how medical records are stored, safe system for doors and between safe sections of the building. Equipment decisions e.g. practice responsible for fire extinguishers. ▪ Live electricity cable now dealt with – cable required for local housing. ▪ Ongoing fit for purpose building discussions with construction, developers and practice. Savings plan looking at how to do that well. Ensure practice finances are stable. ▪ In response to MW, JJC said there will be a pedestrian entrance on the curve of the main road. <p>Work is progressing on course with a clear pathway for the new-build surgery for BBGPC patients. JJC said the practice will come back to the PPG for regular updates and help in decision-making seeking PPG opinion to make sure the right choices are made.</p>	
3.	<p>Targeted Lung Health Check programme</p> <p>Dr Ahmed-Jushuf (ZAJ) presented the NHSE Targeted Lung Health Check project, an important national initiative, and was officially launched in Sutton on 22nd June 2021.</p> <ul style="list-style-type: none"> ▪ Mobile scanner at Tesco Extra, Oldfields Road, Sutton SM1 2NB. BBGPC selected as the first pilot site in Sutton by the Cancer Alliance. ▪ More info: lunghealthchecks-westlondon.nhs.uk ▪ The remit is to diagnose patients with lung cancer <u>earlier</u> to help improve outcomes. After initial telephone triage assessment with a nurse, where clinically appropriate, a patient can be invited for a Lung Health Check (LHC) and, where eligible, a low dose CT (LDCT) scan. ▪ Invitation to current and former smokers aged 55-75 is via patient's GP Practice. ▪ One-stop shop with full infection control measures/PPE in place. 	

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	<ul style="list-style-type: none"> ▪ Encourage people to think about smoking cessation – please email Jillian for signposting jillian.slade-thornett@nhs.net ▪ AMAs described a positive experience of the service and its communications. <p>Action: JST to circulate slides/leaflets to PPG. <u>Post-meeting note:</u> completed 09/06/21.</p>	JST
4.	<p>Minutes and Actions from 30/03/2021</p> <p><u>Item 3: Group Consultations</u></p> <ul style="list-style-type: none"> ▪ SS expressed interest to participate. Update accordingly - start mid-late summer 21. <p><u>Belmont update</u></p> <ul style="list-style-type: none"> ▪ Changes in planning due to Covid – isolate areas of the building, hot and cold areas if any pandemic in future. SS expressed interest to participate. <p><u>PRG update</u></p> <ul style="list-style-type: none"> ▪ MW said Crisis Café location in Downs Road for one year only. Hoping to find permanent site in central Sutton. ▪ Action: Add to agenda for September meeting 16/09/21. ▪ PPG consultation – MW to give feedback in PRG update on today’s agenda. <p><u>The minutes were agreed as an accurate record.</u></p>	JST
5.	<p>Practice Appointment System</p> <p>Following the release of the latest Standing Operating Procedure (SOP) for Primary Care and some negative views seen in the media, DDA reported:</p> <ul style="list-style-type: none"> ▪ BBGPC has been open for patients throughout the pandemic and is following a closed-door policy but is open for pre-booked F2F appointments and nurses are seeing in excess of 15 patients a day. Currently experiencing exceptional demand. ▪ Belmont site - closed for F2F appointments due to infection control issues within the building. Flooring replaced on ground floor but cost not reimbursed by NHSE. ▪ Benhill site – patients can be seen in all clinical rooms with social distancing. Clinicians work one remote session per week undertaking telephone triage assessment. Desk space in upstairs rooms has been adapted to comply with a socially distanced model so less people at any given time. Team members may work remotely, where appropriate. ▪ All staff wear masks and patients booked in for a F2F appointment are brought into Benhill via the front door and leave via the back door. <p><u>Discussion</u></p> <ul style="list-style-type: none"> ▪ PPG members signed up to the Electronic Prescription Service (EPS) found the service user-friendly and had an overall positive experience. EPS also keeps an electronic audit trail as medications are processed. Notifications via text if patient has opted-in. This ensures a complete trace on a medication request pathway. 	
6.	<p>Engaging PPG</p> <p>DDA thanked the PPG for their valuable work and fantastic contribution to the practice.</p> <ul style="list-style-type: none"> ▪ Participation in the PPG ‘virtual’ meetings since Covid has ensured consistency and information sharing together with the option for PPG members to keep in contact with each other and undertake tasks to support the practice team. ▪ BBGPC has held their own Covid vaccination (AstraZeneca) clinics for patients and some joint clinics with James O’Riordan Medical Centre (JOR) and their patients. ▪ Considering future clinics as patients can now book jabs at various venues and pharmacies so some DNAs seen. Last Saturday clinic saw 400 patients in five hours. 	

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	<ul style="list-style-type: none"> ▪ Awaiting information re Covid booster jabs and flu programme from September. ▪ Running Covid vaccination clinics at the practice and contributing to the Mansion House hub has relied on the support of staff. DDA helped manage the Mansion clinic centre over four months together with support from the voluntary sector i.e. policing of the queue, directing and assisting patients arriving for their vaccine jab. ▪ Some areas have been supported by their PPG but it is recognised only larger groups could assist in large scale tasks and the BBGPC PPG is a very small team. <p>DDA said she would welcome any ideas for engaging the PPG going forwards across a range of different tasks and settings.</p> <p>Action: Please email DDA at dawn.dennis@nhs.net.</p>	All
7.	<p>Group Consultations</p> <p>Feedback from Dr Atallah to be shared as it becomes available.</p> <p>Action: Jillian to add to September agenda 16/09/21.</p>	JST
8.	<p>Covid Vaccine Update</p> <ul style="list-style-type: none"> ▪ DDA said there is a fine balance to be drawn re continuing clinics as more DNAs occurring. Patients attending other venues where Pfizer offered. Practices order vaccine supplies according to patients booked in – important not to incur wastage. ▪ Whole practice team to be involved in flu vaccination programme which may run alongside Covid boosters. Run clinics jointly with JOR who do not have capacity for many patients at one time from September/October through winter. <p>Action: DDA to run search on percentage not yet had second vaccine.</p> <ul style="list-style-type: none"> ▪ Vaccine offered is governed by cohort unless clinically indicated otherwise when GP would need to refer specifically. ▪ Barai Pharmacy offering Pfizer jabs but limited appointments. <ul style="list-style-type: none"> ▪ In response to SC re an increase or decrease for F2F, DDA said DNAs have hugely decreased. Two attempts made to telephone patient and outcome documented. National trend as moved down age cohorts DNAs increased. ▪ In response to SC re charging DNAs, DDA said decision is not taken in primary care. ▪ As a practice BBGPC would notify patient after three DNAs with option of removing patient from list. However the Partnership would first consider reason for DNAs. 	DDA
9.	<p>PRG Update</p> <p>MW summarised the PRG papers from the meeting on 20th May 2021.</p> <p><u>Key points:</u></p> <ul style="list-style-type: none"> ▪ PRG notes 20th May – attendance incorrect as MW attended and JM sent apologies. <p>Action: MW to raise with Andrew McDonald and ask for notes to be amended.</p> <ul style="list-style-type: none"> ▪ PRG had shared feedback on roles within PCNs, PPGs and PRGs. MW said it would be helpful if a <u>link</u> to PCNs could be added to practice website to offer more information. <p>Action: DDA to add PCN link to BBGPC website.</p> <ul style="list-style-type: none"> ▪ Issue raised that due to overrun of earlier PRG agenda items, the full time allocated for a discussion on the ‘PPG consultation’ (see embedded document) was curtailed. Importance of chairing meeting to allow agenda items their allocated time discussed. <p>Action: MW to feedback re keeping to allocated timeslots on agenda to Andrew McDonald.</p>	MW DDA MW
	<div style="text-align: center;">  <p>Consultation presentation.pdf</p> </div>	

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	<ul style="list-style-type: none"> ▪ BBGPC adds notices to prescriptions, where appropriate (see Practices – 4 in document) ▪ Accessibility – car parking and supporting users (Practice Services 10 in document) ▪ PPG joint meetings – discussed at PPG approx. 18 months ago. PPG agreed to keep BBGPC meetings quarterly and to pilot joint meetings at six or 12 month intervals. <p>Action: DDA to feedback re joint meetings six monthly or yearly to CASS PCN practices.</p> <p>Action: Andrew McDonnell, Sutton Healthwatch to be invited to PPG on 16/09/21.</p>	DDA JST
10.	<p>Any Other Business</p> <p>Question raised from MW</p> <p><i>I understand that the Government is requiring all GPs to hand over the medical records of their patients. Information from the central database will then be sold to private companies such as health insurance companies. I would appreciate more details of this scheme and whether it is possible for a patient to opt out.</i></p> <ul style="list-style-type: none"> ▪ The General Practice Data for Planning and Research (GDPR) is part of the Five Year Plan but the “NHS has now delayed plans to share NHS medical records from every GP patient in England with third parties” from 1st July 2021 to 1st September 2021. ▪ DDA said this gives patients time to opt-out by completing a form (see embedded form) and returning this to their GP practice either via email or hard copy. Important to check deadline at individual GP practices to allow opt-outs to be applied to patient records. <div style="text-align: center;">  <p>Type-1-Opt-out-for m.docx</p> </div> <ul style="list-style-type: none"> ▪ Patients can find their COVID-19 vaccination status online via the NHS App not their GP practice. BBGPC has built a generic text message with link to send to patients. ▪ Patients can call 119 and ask for their COVID-19 vaccination status (two weeks after second dose) to be posted by letter. There is also an NHS Covid Pass online service. ▪ Government giving careful consideration to managing a third wave of Covid. ▪ DDA commented that the demand on primary care staff has been relentless and it is vital that the NHS workforce’s health and wellbeing is taken into consideration. <p><u>Discussion</u></p> <ul style="list-style-type: none"> ▪ In response to MW, DDA said patients need to opt-out “if you do not want your patient data to be shared outside your practice for purposes except your own direct care” please see link to BBGPC website - https://www.benhillbelmontgpsurgery.co.uk/practice_news/explanation-of-nhs-digital-data-extraction-for-planning-and-research/ ▪ From 1st September 2021, a new system, Data Access Request Service (DARS), replaces the existing General Practice Extraction Service (GPES). <p>DDA thanked all for attending and wished everyone well over the summer months.</p> <p>Date of Next Meeting <u>12:30pm-2:30pm via Teams:</u> Thurs 16th September 2021 / Tues 7th December 2021</p>	