

Benhill and Belmont GP Centre

Meeting:	Patient Participation Group meeting
Meeting Date:	27/01/2022
Meeting Time:	12:30-14.30
Venue:	Online – Microsoft Teams
Chair:	Dawn Dennis (DDA)
Scribe:	Jillian Slade-Thornett (JST)
Attendees:	PPG: Six members in attendance BBGPC: Five members in attendance
Apologies:	Three apologies received
Guest:	Andrew McDonald (AMc) Healthwatch Sutton, Health Engagement and Projects Officer

Minutes

1 **Welcome, Round Table Introductions and Apologies**

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

The group also welcomed Dr Avais Malik, GP, Benhill and Belmont GPC and Andrew McDonald, Health Engagement and Projects Officer, Healthwatch Sutton (HWS) in advance of their dedicated timeslots on the agenda today.

DDA would be leaving at 2pm to attend an urgent F2F meeting offsite at another practice and will then hand the chair to GW, Deputy PM to conclude the rest of the meeting.

2. **Minutes and Actions from 09/09/2021**

The group reviewed the minutes from 9th September 2021:

- Items 1 and 2 are on today's agenda
- Items 3 and 4 to update with AMc today.
Following feedback re the recent HWS Survey, DDA reported the waiting rooms are open for patient use in a socially distanced way, wearing a face covering and sanitising hands thereby protecting all those within the healthcare setting at both Benhill surgery and Belmont surgery. Posters in windows at both practices.
- Item 5 DDA has encouraged patients who have submitted positive feedback by card/letter/email over the last 18 months to also share on NHS Choices website which has seen the practice's ratings increase considerably.
- Item 8 on today's agenda.

The minutes were approved as an accurate record.

Action: Upload PPG 09/09/2021 minutes to BBGPC website. JST

3. **Covid - update**

DDA said primary care has worked actively to vaccinate residents of Sutton and beyond, operating from several sites namely Mansion House, Nonsuch Park, Thomas Wall Centre, Sutton (run by Primary Care) and St Nicholas Centre, Sutton (run by NHSE).

- More recently a Bank of care coordinators employed to undertake the majority of vaccines to relieve pressures on general practice.
- A service is now being provided one day a week out of Wallington Town Hall.
- Actively inviting approx. 6200 patients in Sutton not vaccinated for Covid vaccine.

4. **PRG update (was Item 7)**

MW reported on the two PRGs from 11th November 2021 mainly focusing on the vaccination programme and 19th January 2022:

A presentation was given at the PRG on 19th January on the South West London Integrated Care System (ICS). This is due to replace SWL CCG on 1st July 2022. MW queried membership of the SWL Integrated Care Service Board where St. George's Mental Health Trust is represented and whether there would be similar representation from Kingston Mental Health Trust.

- Healthwatch, as the voice of patients, represented. One of aims is to direct as much as possible health care to poorer sections of community and to identify groups that that are receiving the least health care and to try and improve their position.
- Digital Exclusion – Some figures - 11.9m people in this country cannot use the Internet - about one in five. 4.8m never go online at all but 40m visit the NHS website every month. Organisations say lower digital literacy leads to poorer health come outcomes but MR suggested it is poverty which is linked to lower digital literacy.
- Access to information – also an issue publicising information so the public have correct details when these can change frequently, for example, around the Covid vaccination programme. DDA said general message is to ring 119 for any queries relating to coronavirus. There is a Call and Recall team at PCN level following up people without a mobile phone etc.
- Covid reporting – as a practice Benhill endeavours to add patient responses to their record and results of LFTs now download automatically to patient medical records. Ongoing requests received from nursing homes following their booster initiative in October 2021.
- As well as in local pharmacies, AM suggested posters in large stores such as M&S, Asda. However, this could have a bearing on whether a brand supports vaccination campaigns.
- Social deprivation – there is a team working at SWL to link with outreach areas working with Sutton Nightwatch. DDA said BBGPC's ethos is to register any patient who does not have a home address by using the practice address so patient can access healthcare services. Currently not available across every GP practice in UK.
- Nadine Wyatt, Senior Engagement Manager, SWL CCG, leading work focusing on delivering Covid vaccine/flu jab/healthcare to housebound and taking teams to travellers' sites.

DDA thanked MR for summarising key points of discussion from the recent PRG meetings.

5. **BBGPC New Appointment System (was Item 5)**

Dr Avais Malik (AVM) gave a presentation on the development of a new appointment system for the practice. Please refer to embedded slides in PDF format.



Att 3-BBGPC New
Appointment System

Key points:

- The practice has been identifying the increase in workload particularly since the pandemic such as incoming telephone calls.
- Found that demand and associated work has increased quite exponentially so a review of the system was conducted to balance the team's work with the right amount of care
- Current system working on the day have set number of appointments and pre-booked.
- New system / on call service by introducing Duty Doctor rota i.e. 10 doctors in practice over 10 sessions in a five day week – each doctor covers one session in the day.
- On Call Doctor session timings 08:00 -13:15 / 13:15 –18:30 – to be confirmed
- Set structure for clinics – i.e. 8-week Baby Check, Learning Disability, Family Planning etc.
- Introduce concept of offering Hub appointments. This is an Extended Hours Service open every day from 6:30pm-8pm and Saturday and Sundays from 8am-8pm.
 - Hubs are located at Robin Hood Lane Health Centre, Wrythe Green Surgery and James O'Riordan Medical Centre.
 - Pre-booked appointments only – book via BBGPC Reception during surgery hours or by calling direct number or 111 out of normal surgery hours.
- Expanded range of in-house support clinical and non-clinical such as pharmacists, First Contact Physio, Mental Health practitioner, social prescriber and health coaches. For example, pharmacists are experienced about medications and what is available so the support of specialist roles helps to streamline how patients are seen and looked after.
- Signposting - teaching reception through step-by-step guide / algorithms; reception will ask a few questions for signposting perspective. Receptionists can book direct into physio.
- 11am-2pm reception can focus on other work such as scanning, going through letters, thereby making system more streamlined to manage extra work.

Q&A:

Q: What is the distinction to the patient?

A: Only real difference is the location. Doctors and clinicians working at the Hub would be same level as at patient's GP surgery but may not be the patient's registered GP or a GP/nurse from their practice.

Q: Does Out Of Hours service still operate this system?

A: Yes, the Hub is a normal additional service.

- It was noted that the Hub at Old Court House Surgery has relocated to Robin Hood Lane.
- Work in progress, not yet confirmed – home visits could be referred to Home Visiting service if, for example, surgery did not have GP capacity but patient could clinically be seen within 48 hours. Looking at service provision at weekends as well. The idea is to take strain off 111 and A&E.
- DDA asked patients to bear with the team while the new system was adopted. Also, the reception team may need to ask a few more questions when patients are booking their appointment but this is to ensure that patients are signposted to the right specialist.

DDA thanked Dr Avais Malik for his excellent overview of the On Call model of service delivery. Revision to be implemented at Benhill and Belmont.

6. Student Participation in PPG Meetings (was Item 4)

Andrew McDonald, Healthwatch Sutton joined the meeting and opened a discussion to consider the possibility of students joining this PPG group to broaden contributions to PPG.

First option could be via local colleges i.e. students studying healthcare professions such as nursing, health and social care. This would offer an insight into how a real practice runs.

Second option would be via local schools in Sutton – students doing A levels with interest in medicine to gain some practical insight.

Joint PPG meetings within individual PCNs

AMc asked the group to consider if students would need to be registered with Benhill and Belmont GP Centre (BBGPC) or if they could be registered at another practice. Catchment area for BBGPC is SM1 and SM2. Also need to consider Data Protection.

- The group discussed options and DDA commented this is a borough-wide incentive to try and improve numbers on PPGs and would welcome anyone registered at BBGPC. Also very supportive of a sub-PPG with other CASS (Cheam and South Sutton PCN) practice PPG members.
- Suggested starting point for schools – Harris Academy / Overton Grange / Sutton Grammar.
- Number of attendees discussed. Meetings via MS Teams could encourage participation and opportunity to gather more ideas and be more representative of practice population.

AMc asked PPG members for their views re developing a joint meeting with practice representatives from within each PCN e.g. once every six months. For CASS - Clinical Director (Dr S Mawani), PM (Dawn Dennis) and a practice nurse.

Action: AMc invited volunteers to let Jillian know if they are interested in representing BBGPC at joint meetings. All/Jillian

Expression of Interest received from JM

Action Plan – Healthwatch Sutton

DDA and AMc to discuss practice Action Plan offline.

- Waiting room open - wait in a socially distanced manner, appointment revamp to begin with 6-8 weeks – will support managing patient incoming calls and clinical workload.

7. **South Sutton Medical Centre - update** (was Item 6)

JJC presented a mainly photographic update of building progress at the new surgery site.

Key points:

- Floor plans include 7 medical rooms, 2 nursing rooms with reception area and utility room for use by specialties such as health visiting, phlebotomy etc. Lift and staircase to 1st floor.
- 1st floor – areas for admin, secretarial, medical meetings, clinical consulting.
- Started building car park near established housing.
- Timelines on course - open June and July this year.
- Scaffolding up, all windows nearly fitted. Cabling can only start once scaffolding is down.
- Next stage includes pipework, electricity cables and ducting that needs to go in between ceiling and roof space. Also put in telephone lines, internet cables and WiFi.

JJC commented that it is important for the practice to coordinate and communicate all aspects of the development and to listen and hear feedback to incorporate good ideas and systems.

This is an opportunity to develop services and host some PCN clinical services to operate in a purpose-built healthcare setting. Capacity to absorb new patients from increasing list size.

Q&A:

- As well as reception service there will be check-in services with an electronic keypad, able to direct patients to which room they need to go, offering two-way information transfer such as any delays to appointment times and accessible for both able and disabled.
- The old Belmont Surgery site does have a medical licence but is now surplus to the requirements of BBGPC. Looking at use by other forms of local healthcare.
- Starting to plan for practicalities of move probably over an extended weekend.
- Working closely with communications team at local commissioning group - Sutton Place and Sutton PCN to ensure information is shared well together with local newspapers.
- Modelling in constant progress to identify clinical workforce requirements if patient numbers increase. Assessed by external organisation and take into account any changes resulting from the PCN Five-Year Plan such as health coaches, physios, HCAs, social prescribers. Incorporate use of new ways of working such as video / remote consulting

JJC asked for this topic to continue to be a regular agenda item and to identify if a separate meeting needed as BBGPC PPG not due to meet again until April 2022.

Action: Topic continues to be a regular item on PPG agenda. DDA/JST
Action: Please feedback any ideas/comments or queries via Jillian. All

8. **AOB**

There was no further business for discussion.

GW thanked everyone for their time and concluded the meeting.

Date of next meeting – Tuesday 26th April 2022, 12:30pm-2:30pm via MS Teams.

Action Log

Item	Description	Action	Owner
2	Approval of PPG minutes	Upload PPG 09/09/2021 minutes to BBGPC website.	JST
6	Joint PPG meetings within individual PCNs	AMc invited volunteers to let Jillian know if they are interested in representing BBGPC at joint PPG meetings.	ALL/JST
7	South Sutton Medical Centre	Topic continues to be a regular item on PPG agenda.	DDA/JST
7	South Sutton Medical Centre	Please feedback any ideas/comments/queries via Jillian.	ALL/JST