

## **Benhill and Belmont GP Centre**

### **Patient Participation Group Meeting Minutes – Tuesday 28<sup>th</sup> March – 6.30pm**

#### **Present :**

Practice Staff - Dawn Dennis (Practice Manager), Dr Adnan Malik (Senior Partner) Dr Jeff Croucher

PPG Members - Jack Hamilton, Roy Murray, Janice Newman, Pam Goodwin, Marian Wingrove

Other attendee's – Lou Naidu (Sutton CCG), David Williams (Health Watch (Chair) and PRG), Pam Howe (Health Watch and PRG), Simon Gould (Assura – Developers for South Sutton Medical Centre), Kevin Water (Building Ideas – Architect for South Sutton Medical Centre).

#### **Apologies :** Tracy Baleato-Farrow and Shelia Kydd – PPG

1. Minutes from 20.9.2016 – agreed and correct  
Noted spelling mistake of PPG member name
2. CQC Report – distributed and discussed
  - GOOD was the result across all five areas of assessment
  - Practice staff and the wider team very happy with this result and feel it is an accurate reflection of the standard of care provided to our patients
  - A couple of minor points raised which the practice are dealing directly with
  - No comments from PPG members
3. South Sutton Medical Centre (SSMC) Development
  - Patient care is at the heart of this Primary Health Care development
  - Unique opportunity to develop and improve patient services for Sutton and Belmont
  - First Primary Health Care development in the Belmont area since 1990's
  - First step in addressing the loss of local health care services from South Sutton and Belmont
  - We need more “fit for purpose” health care facilities to address the needs of our future population
  - We have arrived at this stage of progress following a 5 year journey
    - Includes persistent patience and support from our developer Assura
    - Involvement and support of our Patient representatives, Patients, Staff and Clinical team
    - Financial support from Sutton CCG for the long term
    - Involvement and support from both our PPG representatives and Health Watch
  - This is our joint opportunity and responsibility to make a success of this new Primary Health Care facility serving the people of South Sutton and Belmont
  - Timescales of development
    - New planning application to LBS early to mid-May 2017 (conflict of interest declared in the room – no further details discussed)
    - As it is major application this will take a minimum of 13 weeks which may be delayed over the summer

- Outcome of planning permission expected September 2017
    - Developers to appoint a building contractor a “Considerate Contractor” with independent building regulations to follow will be used
    - Construction of the building to start Early 2018
    - Construction completion expected within 12 months
    - Belmont Branch of the practice to move into the site Early 2019
  - Plans and drawings showed to the group and progress so far explained. This will be a 2 floor building. Drawings for both floors and surrounding areas were shown. The ground floor will be for patients and consultation and the first floor for administration and meetings
  - Health Watch suggested that they have a discussion regarding patient affected services, following issues that had arisen in other developments from a patient perspective. Both the practice and Assura welcomed this suggestion
  - CCG to appoint a “Patient Engagement Manager” to work with the patients / CCG / Health Watch / Developers and the Practice – this was welcomed by all and the CCG advised this will be Clare Lowry-Kanaka contact details to follow. She will ensure that the we work with our new residents, the wider community, public engagement, building contractors, and ensure the programme fits into the timescales and deadlines
  - There was some discussion regarding disruption to residents and the wider area. The builder awarded the contract will be part of the Considerate Contractor scheme to follow independent regulations and work with local authority, residents and highways.
  - Parking and Travel plan was discussed and Patient Engagement Manager will work with all concerned to address and alleviate any concerns that will be raised
4. Provision of a nurse service during extended hours in addition to the GP service already provided at the Benhill site on a Monday from 6.30/7.00pm. Helen will be providing this service and it should start mid to end of April
5. PRG Feedback – discussed and key points as follows – Marian Wingrove - PPG
- Sustainability and Transformation plan (STP) – to enable patients to spend less time in hospital and more in the community providing essential health services
  - Integration of Health and Social Care – Aims to reduce unnecessary hospital admissions, and discharge delays and improve communication between Secondary and Primary care
  - Patient Education sessions across the Sutton borough with the aim of helping yourself to health, and the patient to become more in control of their healthcare
  - Patient On-line access – encourage and increase online activity to booking appointments, seeing results and coded medical record
  - Health Help Now – new online app that encourages, the use of other community health care providers like a pharmacist as well as the GP

- Extended Hours service – to be provided by Sutton GP services, and offering both GP and Nursing care 6.30pm/8.00pm cover Monday to Friday and 8.00am /8.00pm Saturday and Sunday that all practices can use these appointments for their patients. This will initially start with one “Hub” based at Wrythe Green surgery with the view of a second hub in July within the Sutton locality
  - Details of the proposed development of Central Sutton Health Centre (CSHC) on the current Robin Hood Lane site which will house 5 practices and 50,000 patients. Benhill surgery has been asked to support this proposal which is at very early stages. A public consultation meeting was held on Wednesday 29<sup>th</sup> March.
  - Sutton Exercise Referral scheme – via GP referral for patients with medical conditions that would benefit from exercise, this is a 12 week scheme and based within David Weir Leisure Centre. For a small fee of £3.50 per session
6. Dawn has had discussion with the partners and staff about uniforms for Admin / Reception staff and code of dress for the wider team. This was supported by the staff, and we would like the PPG approval. This was supported by the PPG. Dawn will look to have this implemented within the practice in the next few months
  7. Meeting to discuss CSHC – Wednesday 29<sup>th</sup> March – as detailed above all members of the public welcome with prior booking
  8. Dr Elliott retires from the practice on 31.3.2017 and Dr Malik will become the senior partner, the practice would like to thank Dr Elliott for his dedication to both the patients and the practice spanning 34 years.
  9. Any Other Business (AOB)
    - Patient Participation Group Rules / Terms of Reference and Email protocol were discussed with no objections – these were emailed to all members after the meeting to request any feedback before 4.4.2017 – no feedback received to date and these will be agreed and added to Website
    - We would actively like to encourage more members to join the PPG, all meetings to be widely advertised, and Pam Howe for Health Watch will advise any of our patients that she sees through her work, we do really need to be represented by all types of patients within the practice and specifically working age patients and learning disability patients which we currently do not have any representation of
    - Future days to be rotated between Tues, Weds or Thurs and meetings now every three months. Date of next meeting towards the end of June on a Wednesday – confirmed date to follow

Meeting closed 8.15pm

Date of next meeting to be confirmed