

WALLINGTON FAMILY PRACTICE

Notes of the Patient Participation Group meeting held on Thursday 29th April 2021 at 5pm

Present:

Gareth Gregory (GG)
Sarah Kavanagh (SK)
Adrian Mann (AM)
Robert Mann (RM)
Andrew McDonald (AMc), Healthwatch Sutton
Noor Sumun (NS)

Apologies:

Mervyn Pamment
Rachel Smith

1. Welcome and introductions.
2. Minutes of the last meeting held on 30.7.20. These have not been previously circulated.
Action: SK to circulate.
3. Membership and vacant positions. NS was nominated as Chair and agreed he would take up the position for 1 yr. SK to support as needed.
4. PRG representation. Jas Weir is currently the only PRG rep. NS agreed to support this in future. **Actions: AMc to send details to JW/NS and minutes to SK for wider circulation. An update from the PRG will be provided at each PPG meeting.**
5. Review of draft documents. Terms of reference, email protocol and ground rules had been circulated. **Action: RM made some comments which AMc would seek to address in the draft TOR and represent to the group next time.**
6. Any other business.
 - a) How to get new members - **Action: SK to contact Volunteer Centre Sutton as they might be able to encourage patients who are also volunteers to join the group.**
 - b) Access and appointments – we are currently working on a review of the appointment book to maximise the availability of routine telephone appointments and take pressure off on the day booking. We are also reviewing the phone system to update the messaging and allow patients to select options to go straight through to some specific roles in admin and prescribing with queries rather than all going via reception.
 - c) Leaflet – RM asked if the patient information leaflet could be updated and added to the website as well as being available at reception. **Action: SK to investigate.**
 - d) Website – we have made various changes to the website removing some of the duplicate contact options and updating the ‘practice information’ which was quite out of date. It would be useful to see if there is data on the numbers and demographics of patients using the website. **Action: SK to investigate.**
 - e) Staffing update – Dr Wilson will be retiring at the end of May and an advert is out for a replacement GP.
 - f) Covid vaccinations – the practice is in the process of completing 2nd dose AZ vaccines for patients in groups 1-9. There are no plans for the practice to move on to vaccinating groups 10-12 in-house, these patients will be referred to book centrally via 119. There is no information yet about booster vaccinations.

WALLINGTON FAMILY PRACTICE

- g) Flu – the flu campaign is anticipated to take place as normal in the autumn and winter for patients aged under 65 who are at risk and those aged 50+.
 - h) Merger – the previous plans to consider merging with Carshalton Fields Surgery were no longer moving forwards.
 - i) Shotfield Medical Practice PPG – the group would like to consider meeting jointly to look at issues around the shared building and facilities. SK suggested when there are specific items to discuss with SMP PPG this can be arranged.
7. Date of next meeting – 24.6.21 at 5pm.