

**Minutes of the St Stephen's House Virtual PPG at
1.45 pm Monday 23rd May 2022**

Present	Martin Riddle (MR), Chris Ranger (CR), Beverley Porter (BP), Eileen Pullinger (EP), Barbara Wells (BW) John Patient (JP), Simon Wass (SW), Jane White (JW)	
Introduction and apologies	Apologies Val Moss Martin welcomed the group back for the meeting. Brief discussion that Steve Reeves has resigned from the group with immediate effect.	
		ACTION
Surgery matters - GP	<p>Dr Bush joined the group and gave us an overview of future proposed significant changes that will be taking place within the practice.</p> <ul style="list-style-type: none"> • Dr Sam Eldred will be leaving the practice on 28th July to focus on her role as Clinical Director with Epsom PCN. She will provide locum support for the 7 practices, including us, in the Epsom PCN. • Dr Woodhatch will be stepping down as a GP Partner to become a salaried GP. She will be increasing her surgery sessions from 5 to 6. A session is a morning or an afternoon • Two new salaried GPs will be joining the practice – Dr Laura Fraser on 25th July (5 sessions per week) and Dr Wesley Babajews (full time) on 1st August. Both are keen to continue the ethos of the practice. Plan is to increase face to face appointments up to 50%. Responsibilities for partner and salaried GPs will be all encompassing. • There will also be some GP trainees and other MDT support. • Dr Bush will be working as sole full time partner responsible for the first 2 years of the new set up. • Plans are already in motion to create as much new space as possible within the current building which should not impact too much on the day to day functioning of the practice. • The first task will be to move the patient paper notes out of the reception area into dedicated, accessible loft space. Thereafter there will be a series of room changes/configurations to create more workspaces. • The PPG will help with communicating the information to patients. SSHS will send this out. • Staffing – by September will be 3¼ full time equivalent GPs. • The PCN have created a new service for monitoring Blood Pressure called the BP@Home team. It will assist those patients who are not good at selfcare with regard to blood pressure. JW will provide the group with a copy of the information prepared by the PCN regarding this service. The surgery will still encourage patients to use the body monitor machine. JW to check the current calibration of the machine. • MR congratulated Dr Bush on behalf of the PPG. We look forward to seeing exciting changes and positive outcomes in the future in this new era for SSHS. 	<p align="center">JW</p> <p align="center">JW</p>
Update from Jane White	JW advised still some problems associated with Footfall particularly message numbers which are doubling. The practice is working hard to resolve them, trying to find better ways of sign posting but patient expectations can be difficult to manage. The group advised that more focused publicity of changes is needed, distributed via as many different formats as possible to ALL patients.	
Minutes of last meeting	Minutes of last meeting held on 7 March 2022 accepted as correct.	

Matters arising	There were no matters arising, not in the agenda for this meeting	
Treasurers Report	BP reported no activity since last meeting, balances remain the same. Main account £1072. Second account £5. We have now received £1125 as 1 st payment of funding for the defibrillator. £375 balance to be claimed on completion of install.	
Survey update See Appendix A attached	CR plans to publish the survey results in the July 22 Newsletter. Reported there was a low % response to the survey. Indications were there is a need to push patients to book appointments themselves. A summary of the survey results is available on the SSHS website on the PPG section.	CR
Hub issues and their survey	The HUB has 4/5 GPs available to the 7 PCN member practices including SSHS. It has out of hours appointments availability which vary. The HUB uses text messaging as their communication source to patients. It was noted that there had been issues around this with several patients unsure whether they are being scammed. Agreed more information is needed about the HUB and how it works and interacts with patients. Maybe add St Stephens surgery to text messages? JW will check if an earlier YouTube video could be adapted for this purpose. Discussion followed on the possibility of the PPG making use of the HUB texting service. How would it work? Need to look into this further. CR requested a copy of the HUB survey which had been done recently.	JW JW
TESCOS – defib appeal	CR reported there had been problems regarding the location of the defibrillator. Communications have been very poor between himself, the Tesco manager and their head office with no resolution. Discussion followed about alternative locations as there are now several in the vicinity. NB Following a later conversation it was suggested that the defibrillator might be located on the wall outside the surgery by the original front door facing on to Woodfield Lane. This has been suggested before but was considered not a suitable location. MR/CR to approach the surgery with this proposal. CR also advised that forms need signing for the Tesco grant.	MR/CR MR/BW/BP
Friends and family test - JW	Was created by the NHS to help service providers understand whether patients are happy with the services provided or where improvement is needed. The current survey has finished and results will be published in the July Newsletter. There will be another one in September 2022.	
Publicity for the PPG	Now SR has resigned from the PPG and with the impending departure of EP we will be low on member numbers. Agreed a recruitment drive is necessary and to display our previous leaflets in reception to encourage new members. Also discussed how to be more creative with publicity. Work in progress. PPG member numbers are decreasing due to lack of information encouraging PPG sign up on the website. Information for new patients about the PPG is poorly presented on the Footfall website	
Reporting information to patients	Reporting information to patients has long been a topic of discussion. At present PPG main sources are the use of Social Media and the SHSS Website. Access to a larger numbers of patients is important if we are to reach more than at present. Publicity - work in progress.	
Newsletter	The Newsletter is published twice a year– the next one is due 3 rd week of July. CR has already sent the group a proposed list for inclusion. It would be helpful to form a working party to decide the final items to be published. Offers of assistance welcome. Contact CR	CR

	Discussion followed regarding Newsletter responsibility/ownership. This has been considered on several occasions. The probable solution would be 'Newsletter published by the PPG on behalf of and supported by SSHS'. No decision at this time. To be discussed again.	
AOB	MR keen to arrange a social gathering for members. It has been a long time since we have met in person and in the interim 2 new members have joined. It is hoped something can be arranged soon. It was suggested that there should be another meeting in July for updates. TBC	
Date of next meeting	TBC but will be mid September	
	Signed:	Date: