



## Patient Participation Group (WMC-PPG)

### Minutes of meeting held 7<sup>th</sup> July 2016 at WMC Stanmore surgery

**Attendance:** HO, ST, AS, DW, LG, UC, TR, LB, Dr MS, SS, SL, MG

**Apologies for absence:** PM, Dr YS, BD, LG. BA had not replied.

In the absence of LG, AS agreed to take minutes.

1. **Welcome and Introductions:** HO welcomed everybody to the meeting, and introduced the new Practice Manager, ST, and asked everybody to introduce themselves.
2. Apologies as above.
3. HO's opening remarks referred to the report sent out with the agenda. He had an early meeting with ST to discuss PPG activities and continuing support. Dr MS said the previous Practice Manager KB, LB, AS & HO were part of the interviewing process for ST. HO said he was honoured to have been included and pleased that the ultimate decision was unanimous.
4. Everyone happy with the last minutes.
5. Matters arising were taken as agenda items.
6. Dr MS spoke about 'doctor first triage' and noted that nationally GP's are drowning in the workload as a whole in primary care and a doctor may reply to calls to see if they can help before a patient is offered an appointment. An away day with doctors and nurses and maybe patients may be arranged to discuss the way forward with this.

Dr MS said that Watling is a very doctor lead surgery, but a lot of nurses can help with patient issues.

Dr MS said the practice has reduced the catchment area to limit the number of new patients, but if someone moves into your house they can register.

Dr MS explained about the practice QIPS (Quality Improvement Projects). We have meetings to discuss if there is something not quite right or is not working to see what we can do and we are empowering all staff. Dr YS is the instigator of the meetings and we have around 11-12 QIPs running at the moment ranging from medication reviews, online access, smear tests, chasing referrals; maybe the PPG could be involved in this. ST will liaise with HO for this. Patients generally can make comments via the Friends and Family Test survey or on NHS choices. AS collates the FFT responses but the number has dropped so we need to consider how to encourage greater take up. HO said we need to persuade patients to also use the online patient access. ST said we only have 20% of patients using this and we want to increase it and the PPG can help with what we can do to persuade patients.

Fly-tippers – Dr MS said we now have locks on the bins and will be getting CCTV installed at Stanmore. We are also cutting down on rubbish by recycling.



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HO asked about the CQC visit. Dr MS explained the visit we had booked was cancelled and said the Care Quality Commission is a national body like Ofsted that inspects GP's and dentists etc. We were involved in a pilot check at the start, since when nearly every Barnet practice has been visited, bar 3 and we are one. The visit will involve a visual inspection of premises; they will also check staff training on safeguarding, data protection and vulnerable families. He explained most GP surgeries get a 'good' report and we are hoping to do well. We have no date at the moment for a visit. They will ask about the PPG. ST explained she has been through the process at her previous surgery and they will contact some PPG members to come for interview and will speak to patients as well. The inspection team includes an NHS employee, a GP, a nurse and a patient from another practice; they will review everything we do including a tick box exercise to check e.g. if we have the correct policies. They will visit both surgeries on the same day. The visits are done every 5 years.

7. TR noted that there had been an issue with his wife and they were not sure how to contact Barndoc so called 111 and was talking for 50 minutes and then another 30 minutes again when they arrived at the hospital and wondered if information was not passed on? Dr MS said data isn't shared from 111 to the hospital but the surgery does receive the notes electronically from 111 and out of hour's hospitals and walk in centres.

HO said that he, DW and BD, plus SS part of the time, had attended a 3 hour presentation and discussion workshop by the NW London provider on major changes being made to NHS 111. The network is looking to give local support and changing the system, i.e. more training for triaging. All the usual criticisms were addressed and they are aware and working to do something about it. The session was facilitated in conjunction with Harrow CCG whose chairman, Dr K, attended and made the final summing up.

Dr MS noted that 111 is run by a contracted organisation and patients have to speak to them first before being transferred or seen by Barndoc which is our out of hours provider and that only palliative care or terminally ill patients can be seen directly. HO noted that data sharing with 111 is an important aspect to promote with patient. ST said that the surgery have just signed a data sharing agreement and we are the controllers of patients data and will ask patients' consent; patients can opt out, but we recommend not to, as it is for their benefit and she also explained that patients should expect to be asked if they want to share their data when at hospitals or pharmacies or if they can see the data i.e. medication list and allergies. Any data sharing further from the hospital or pharmacies, i.e. to outside bodies are not given. UC said there should be a Barnet directory for this information and ST said she would check if there is one.

8. HO said we are moving forward with Barnet West Network in setting up a parallel PPG network to the clinical/medical side. He has attended Practice Managers' meetings and PPG meetings at other surgeries. He said only 3 out of 15 practices in the network have patients leading their PPGs and others use their practice manager for help. Harrow has a mature PPG network programme, HPPN, working closely with Harrow CCG. We have been welcomed as participants and they are happy to share their mentoring expertise across the border. Barnet CCG and Barnet Healthwatch are being very supportive of our embryo PPG network, that they would like to see replicated across Barnet.



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Dr MS explained that our network is one of 3 networks in Barnet - North, South and West; we are Barnet West, comprising 6 practices who are working together on projects, where Dr MK is the lead along with Dr SA. We are also part of Pan Barnet which is the wider network doing the 8-8 initiative which offers patients appointments on Friday, Saturday and Sunday; Watling at Burnt Oak is a hub every fortnight. Patients can also be seen in other surgeries who have access to their details as part of the data sharing. The appointment must be pre-booked through WMC during normal opening hours. The West are also doing dressing clinics. The potential of networking & collaborative working for patient care and grouping together for resources i.e. training together, is the way forward.

9. Hugh explained that Barnet Healthwatch and HPPN have become involved in LMC's (Local Medical Committees), assisting the Londonwide LMC with their patient engagement agenda. Dr MS explained the LMC is the doctor union which is funded by the doctor salary and the LMC help to sort out any dispute or staff issues etc. We have a Barnet LMC to support general practice campaigns for GP's for i.e. GP exhaustion and helping fight cases.
10. **Health Champions update** - Message from PM: we currently have 4 active volunteer health champions, plus a stroke champion (who can support those who have suffered stroke and their families/carers). Health Champions currently in Watling MC (Weds am 10-12) and Oak Lodge MC (Fri am 10-12). Their role is primarily to signpost to community/voluntary and other organisations. They can also offer health and wellbeing advice -stopping smoking/reducing alcohol, healthy eating and exercise. They can refer as well and help patients to write letters to organisations. The ultimate aim is for the health champions to become part of the practice 'workforce', able to support with the social type issues that do not require a GP appointment. The champions also work out in the community with Love Burnt Oak, visiting schools, raising their profile at events and supporting wellbeing within the community. All 6 of our network practices (WMC, Oak Lodge MC, Everglades MC, Parkview, Dr M and The Medical Centre on Dean's Lane are Wellbeing Practices and will be having health champions. We are on to our next round of recruitment and some of the PPG group have already expressed an interest to become a health champion. Patients will have received an e-mail about becoming a health champion and they should contact Paula at the practice (who will call back) or email: [wellness.cbh@nhs.net](mailto:wellness.cbh@nhs.net). There is a recruitment process: application, interview, DBS check and induction. We are hosting an information evening on Thursday 14th July from 6.45pm where anyone who is interested is invited to attend to find out more about the role and becoming involved. This event will be held at Love Burnt Oak, 102A Watling Ave, Burnt Oak HA8 0LN (in the little red building next to the church). Anyone who would like more information should contact PM. We are also recruiting one of the health champions MO to work alongside the network practices and support the development of the health champion project. It is also important to note that the project is gaining interest Barnet wide and with the CCG and we are hoping that through the PAN Barnet federation, the project may become sustainable more widely across Barnet. PM is also putting in a bid to the CCG for funding to support our Patient Education project - patient led and facilitated (with her) education group for those with Long term Conditions - UC knows about this and is co-facilitating with PM. We know that peer support works so want to get this up and running (it hasn't yet, mostly



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because of my time) so anyone interested in supporting this/wanting to become a facilitator should speak to me.

**CEPN** - Message from PM: Community Education Provider Network – an organisation working alongside clinical networks and PAN Barnet to support workforce development. Lots of work around developing the nursing workforce in primary care and supporting CPD and the health champion training. CEPN also supports MCLG groups - multi-professional collaborative learning groups - to support multi-professional working and learning in Barnet. (Dr YS and PM facilitate some of these groups).

Dr MS said it is a new way at looking at education i.e. doctors, nurses collaborative working. We have 2 new trainee GP nurses, badly needed in general practice because many current GP nurses are reaching retirement age. Dr YS writes a lot of the training modules. We need to encourage different ethnic groups for the PPG.

**Dementia Advisers** - HO mentioned that a Dementia Adviser from Age UK, who had worked with AH under the Navigator programme, has asked to be put on our list of advisers. Message from PM: DW and AH (our old health care navigator) were trained in this but it never really took off. There has been loss of focus and training on supporting those and carers/families with dementia and if there is an identified individual keen to develop this then we could set up a working group alongside what we are doing with health champions to support this (find out a bit more from the PPG how they see this developing). HO to give ST the details.

Other – PM is a Nurse Practitioner who can prescribe and we encourage patients to see her. We are putting appointment online for her for Friday AM.

11. **AOB:**

Dr YS said for UC to mention if we could change the date of the next meeting. HO to organise this with ST.

HO said he and ST will be preparing an action plan.

Dr MS said Dr SS is coming back in August and we have a new doctor at Burnt Oak, Dr SM, also starting in August. Dr SA has reduced his sessions and is now a senior Dean at the London Deanery.

12. **Dates of next meetings:**

**Thursday 13 October 2016** (note: date changed from 6 Oct.)

**Thursday 2 March 2017** (to include AGM)