



Watling Medical Centre

Patient Participation Group

Ordinary Meeting

**Minutes of the open meeting held
Thursday 9th March at WMC Burnt Oak Surgery
immediately following the Annual General Meeting**

Present:

Patients: LG, HO, MO, MG, BA, AR, BH, DW, MW, BO, SL, SG, LL, TN, AS, ES, JF, JF, SL, HR

WMC staff: Dr Y Saldanha, Dr M Shah, P McLaren, S Todorovic, L Brown.

Apologies for absence: BD, LG, UC, SS, HHR, AH, KP, MR.

1) Election of Chairman:

HO was re-elected as Chairman

2) Election of Secretary:

LG was re-elected as Secretary.

3) Minutes of last meeting:

The minutes of the last ordinary (committee) meeting, held 13th October 2016, were approved. There were no matters arising not covered by the agenda.

Dr M Shah confirmed that the minutes are anonymised before being uploaded onto the website for anyone to read.

4) “Health Champions” Report

P McLaren explained the role of the Health Champions to support clinicians in the practice. They have no medical knowledge and are not part of the clinical team but receive specific training to work in the waiting rooms signposting and navigating people to other services in the community e.g. housing, smoking cessation, and reducing alcohol. We also have a stroke champion to support individuals and families. PM reported that they have just trained another 13 volunteers. Hope to start some in Stanmore by mid to end of April.

Public Health England (PHE) may have some finance support for more patient Champions.

YS explained that the Health Champions can guide patients on using NHS 111. She also explained that the Harrow App www.harrow.healthhelpnow.nhs.uk is now live and can even tell you which pharmacy and walk in centre is open. A Barnet app is currently being developed.

There is also a Mental Well Being Hub in Hendon where community information and support is available for patients. Some services are operating from this site and others come to provide information and support on ad hoc bases. There are many groups listed on the website.

PM explained that there is a directory that the Health Champions use to access services but this is not on the website as it is currently being updated.

MO is the Health Champion lead. Everyone was asked to identify anyone they think may be interested. They would need to volunteer for 3-4 hours a week.

It was suggested that detail on Health Champions should be advertised on the website.

PM is looking for further funding through PHE as well as the funding that comes at the moment from Barnet Community Education Provider Network.

5) Update from the Practice

20% of patients are registered for on-line access, compared with a national NHS target of 10%.

MS gave an update and thanks to PM around the development of nursing teams which is a challenging role and many nurses don't choose to work in Primary Care. Both ST and AC as practice nurses were mentioned for the fantastic work that they do.

YS talked about the Long Term Conditions and that the practice nurses are able to manage the LTC patients. UC has helped PM with developing an expert programme for diabetes patients in house and by the nursing team.

Booking an appointment with a practice nurse can be done on line but you can't book an appointment with a nurse practitioner; it has proved difficult to differentiate clearly for patients what each of the nurses do. There is a working party to try to resolve the booking on line. People are booking the wrong appointment and we need to ensure that patients are able to determine more clearly when to book for a doctor or a nurse. It has been raised by all of the Practice Managers in Barnet with EMIS (the software provider).

MS covered 3 key things in his practice update:

- a) CQC inspection where the patient grouped helped. Good rating was received and almost got an outstanding rating. There were some new appointments with ST having been appointed as the new practice manager replacing KB. Dr A Shah was appointed as a new Partner in the practice at Burnt Oak. He trained in the practice.
- b) Collaborative working – We are working closer than ever before with other practices in the locality around nurse clinics, out of hours appointments, sharing admin and back office. Lots of models being explored. Barnet Federation being formed as well by a group of GPs to provide more community based care.
- c) There was a practice away day for the partners in December. They meet every 6-12 months on a Saturday morning and may invite other members of the practice - nurses, admin staff – to join them. An innovation last time was patient representation when they invited HO. They identified 3 streams of work around demand management: (1) The appointment system and can it work better for doctors as well

as patients; (2) Secondly the skill mix so where not just doctors dealing with patient concerns but other skills being employed as well to support doctors; and (3) Patient education where the biggest topic was redevelopment and better use of the website.

A question was raised about access to minor surgery. YS explained that Dr Khanbai at Burnt Oak carries out such surgery. It was queried whether receptionists and new staff know about the patient pathways. ST also holds fortnightly meetings with the reception staff.

6) Working with other Local Practices

This item was covered in 5 b) above.

7) Patient Group Networks

HO reported that there are a number of practices that work as a clinical network; 3 groups totalling 15 practices make up West Barnet. As previously reported, we have explored relationships with PPGs of these practices and it is disappointing that only 3 have active PPGs run by the patients. Some have little discernible patient representation and most still depend on being run by their Practice Managers or Partners.

In Harrow there is a very active patient network, HPPN, and patient groups from almost all practices are affiliated to it. Through the Stanmore surgery we are able to participate in the network. Only around a third of the practices have fully functional PPGs so they have set up a mentoring system to help practices who are developing their PPGs. HO reported that he has done some of this mentoring himself in Barnet. The pattern of limited PPG activity in our West Barnet network seems to be reflected across the whole borough, presenting a challenge to Healthwatch Barnet and the CCG, HO has been co-operating closely with Healthwatch and the CCG has now provided a grant to pay for a part time member of staff on a one year contract as the **Patient and Public Engagement Officer** for Barnet. He has previously worked at Love Burnt Oak so knows our practice through that collaboration. HO and ST will be meeting him shortly.

BH went on a course run by NHS England for lay members and patient group representatives. He reported that they were surprised at how effective the WMC PPG was as most groups struggle to get more than 2 members and also clinician attendance.

Later this month, DW and ST will be attending a workshop run by Londonwide LMCs (Local Medical Councils) entitled 'Practice and Patients acting together as a force for change'.

8) Newsletter

Copies of the autumn newsletter were provided for people to look at. We produce 2 or 3 issues a year but distribution is a problem since only patients actually visiting the surgeries get printed copies and some 3000 are sent as a pdf to those who have provided email addresses to the practice. That leaves up to 12000 patients who may never have seen the publications. Some extra reach might be obtained by placing copies in local pharmacies, libraries etc.

HO reported that one of the patient groups in Harrow with 15,000 patients, breaking down to some 4,500 households, asks the patients for volunteers each to deliver 50-100 in their local streets. There are no issues of confidentiality as the practice provides the addresses without

the patients' names. We would need more than 50 volunteers to deliver that quantity of leaflets which led to the question of how to recruit that number.

It was suggested that we might attempt this with the next issue, producing it as an annual compendium of say 8 pages, incorporating parts of previous newsletters as well as other useful patient information. A print run of 5000 can be obtained at a competitive price and we should investigate how we might underwrite the cost by seeking advertising and sponsorship from local pharmacies and other business partners.

9)

Any Other Business

It was reported that there fly tipping still occurs in the car park at the back of the Stanmore surgery. CCTV cameras have been installed and recognisable pictures of the culprits obtained but the police are not interested. TR suggested that it was raised with the local councillors.

10) Date of Next Meeting

Thurs 8th June 2017 – Committee meeting

Thurs 26th Oct 2017 – Committee meeting

Thurs 8th March 2018 – open meeting and AGM

HO thanked everyone for their time and contribution to the discussions. The meeting closed at 8.35 pm.