

Hurley Patient Participation Group Steering Committee
Minutes of the meeting held on 20 July 2016 at 10.00 am

In the Hurley Clinic Conference Room

Present: Priscilla Baines, Christine Tan, Cortina Henderson, Dilys Cossey

Hurley staff: Dr Satinder Kumar, Pam Elliott

Apologies for absence: David Pritchard Jones

1. **Minutes of the meeting of 20 May 2016 and matters arising:** corrected to read Dr Madan at 1b, plus apologies from Christine Tan
2. **Matters Arising:** Public meeting 6th June – noted that over 100 patients attended, plus the tea party was very well received.
3. **Hurley Clinic developments:**
 - a. Reactions to the new Tannoy; - Survey – PE reported 84% of 38 patients surveyed felt it good or very good. We have changed the call to a buzzer sound. PPG felt the audio on films should have subtitles. The Tannoy can still be used for partial or non-sighted
 - b. CQC – review of CQC rating following a desktop assessment of changes to improve the appointment system and waiting times, and the tannoy. CQC were happy with the changes made and agreed to change our achievement from needs improvement to Good.
 - c. Current waiting times for appointments: yesterday it was a one week wait, but this will be fluctuating between a week or two for the next month or so because of a lack of locum cover during holiday period
 - d. Staff update -. Dr Satinder Kumar is new LMD. Dr Jackson to leave in August. Maybe getting a part research part GP. PPG were previously involved in the appointment of Dr Kouroumali and Dr Brook as lead GPs and did a presentation and wondered if this would be the case. PE pointed out appointments are made centrally, but could ask the Director to explore the possibility
4. **Future organisation of the PPG and Steering Group:** consultations with other PPGs suggest that we may not need to alter our rules as we can create an e-mail group of interested patients from the information we already have. Dilys has updated her list of names and e-mail addresses of patients who have attended recent patients' meetings, including the one on 6 June to say goodbye to Mark Ashworth which was very well attended. If we create an e-mail group, it would help greatly if it was managed by the practice; if the PPG had its own e-mail address with group membership, there would be data protection issues that

would be difficult for the PPG to handle. Priscilla preferred if the PPG members did not have a separate email address as this is a lot to manage. Noted that there were a proportion of elderly patients that may not be able to participate in an email mailing system.

AGREED, we set up a special email address such as PPGHurleyclinic@nhs.net. We would need to ensure that all email addresses are hidden from participants. Should also be a no reply and only send out info about 3-4 times a year. Also it was agreed that we look into mail chimp for managing the subscription to the list. Cleo to be asked to put in the newsletter, details of the new system. The chair will have editorial control about the info to be sent on behalf of the PPG

- 5. Future activities – CCG listening practice incentive scheme:** the CCG has devised a listening practice incentive scheme (mentioned at the last meeting) which is intended to encourage practices and PPGs to develop joint projects that help both practices and PPGs to work together. The money is not big – two lots of £1,000, the first for preparing two projects that have to be submitted for approval by 31 August 2016; and the remainder when the projects are completed by end-March 2017. If the practice agrees and wants to bid for the money, we will need to focus our activities until the end of March 2017 around the agreed projects. The PPG Network has prepared a list of ideas for projects that will be available at the meeting and we need to discuss which we might use. The projects have to be run jointly and help the practice to meet its overall objectives. They do not have to be big or complicated: it is better to have more limited projects that can be delivered than big ones that fail. In view of the success of the April Healthy Eating event and Agiatu's enthusiasm, one possibility is a series of nutrition-related events. Could we also offer training sessions in on-line registration and booking? What about trying to reduce DNAs? Can we find ways of helping to reduce loneliness?

Incentive Scheme - Healthy eating event

Healthy eating event in July was not that well attended. The previous event was hugely attended but members felt that this may have been due to the text that said come and meet the nutritionist and many patients came to see her. PPG felt a healthy eating event for all ages that would be the most needed for patients and the project may involve the local Tesco's perhaps gets involved? Also should involve Agiatu and held at the Durning. **AGREED**

Incentive Scheme – Digital training to facilitate online access

Priscilla met someone from the Health Foundry who is willing to hold training sessions with other practices (Lambeth Walk and Waterloo Centre). This could be aimed at the older patients who are quite unfamiliar with new technology and need help. Concentrate on online prescriptions/appointment booking, online consultations (telehealth) and online access to records. **AGREED**

Pam to fill in the plan and communicate with Priscilla

Warm and Well - AGREED to postpone warm and well application this year

Other future initiatives – Contenance awareness - Dr Kumar pointed out that awareness about incontinence as an area that is wide spread but invisible due to embarrassment. Perhaps have an event to coincide with national urology awareness month in Sept and link this to prostate cancer and diet.

6. **PPG Network:** the Network is working hard to try to keep up with numerous changes Clinical Commissioning Group level, including the development of GP Federations and local care networks which are about to form boards of their own. The development officer is also putting a lot of effort into helping those practices that do not already have properly functioning PPGs to get going. Progress is happening but it is taking time. Not all practices are as supportive as the Hurley and many have difficulty in finding patients who are willing to get involved in their PPG. The Network-wide meetings are useful for bringing people together and sharing ideas.
7. **Local Care Network** – meeting attended by Priscilla yesterday. Looked at Long term conditions and made the point that we needed to focus on the patient rather just on the organisation.
8. **Patient Survey – AGREED** to conduct an annual survey in September. Dates to be agreed. Pam to send the questions to Priscilla to review.
9. **PPG promotional film** – Now available but the clinic has not received it as yet. **AGREED** Priscilla to get a copy of the film so we can upload to our patient screens
10. **Date of next meeting** - Wed 22nd September 2016 10am Conference room Hurley Clinic

Meeting ended at 11.40am