

Hurley Patient Participation Group Steering Committee

Minutes of the meeting held on

Thursday 20 July 2017 at 10.00 am

in the Hurley Clinic Conference Room

Present: David Pritchard-Jones, Priscilla Barnes, Christine Tan, Dilys Cossey, Cortina Henderson, Michael English, Vonnice Williams
Hurley Clinic: Simone Williamson, Dr Satinder Kumar

- 1. Apologies for absence:** Apologies received from Pam Elliott and Jo Hykin
- 2. Minutes of the meeting of 18 May 2017 and matters arising:** Objection to item 7: It was agreed that there should be a link on the Hurley Clinic website for the Brook family planning/GUM clinic. The PPG group will follow up with Pat in regards to the continence meeting.
- 3. Hurley Clinic developments:** Dr Kouroumali works only term time.

E-Consultations are going well. Uptake for the e-consultations increased due to advertisement. Reception staff offering e-consultations before hub appointments. Dr Ross Dyer-Smith runs the e-consultation service. The PPG group could possibly arrange a meeting regarding the e-consultations for training and increased awareness. Online consultations could increase in the future. Simone will speak to Pam to arrange with Dr Dyer-Smith to meet with the PPG group. Priscilla will arrange an option of dates for the PPG group to meet with Dr Dyer-Smith. We are being encouraged to provide more training in on-line access and agreed to do something in the autumn so need to decide when and how should we do it.

The Hurley Clinic does offer a duty doctor service when appointments aren't available. There are concerns that patients cannot get appointments or speak to a doctor. Simone to speak to Isaac regarding offering other services i.e. hub appointments, triage service (duty doctor) and e-consults. We could possibly send out a text message to inform patients what services that the Hurley Clinic offers. A poster should be put up regarding the triage service. Simone to speak to Pam regarding the poster.

A company called Pharmacy2U with an NHS logo, have been sending patient's suspicious letters to their address. Patients thought it was the Hurley Clinic that has been releasing patient information, when that isn't the case.

- 4. Recent and future activities:** The Carers' Event on 13 July did not attract a large attendance but proved very worthwhile. Dilys had invited David Meyrick from Help for Carers to speak and he gave a very good presentation which was very helpful to those present. He also had several one-to-one discussions. David printed off slides for patients to take home with them. We need to repeat the event in about 6 – 12 months and could discuss how to attract as wide a range of carers as we can. We decided not to do anything about PPG Awareness Week (16-24 June) as it was too close to the Carers' Event. At the next committee meeting we could discuss having a carers group.

The PPG group could arrange another healthy eating event as the previous event well. This event could be at the Hurley Clinic. Pencilled in for the morning of 18/10/17. Simone to speak to Pam to arrange a health facilitator to come to the healthy eating event.

The Hurley Clinic should advertise the Expert Patients Programme and patient self-care and self-management. There could possibly be a mental health event in February 2018. Vonnie suggested that she could help out with a mental health event in the evenings.

There will be a series of 3-4 events over the winter. In these events there can be an advert for the services that the Hurley Clinic offers i.e. triage list, hub service and e-consultations as well as face to face appointments.

AGM meeting will be arranged for the evening of 27/11/2017 at the Durning Library. The theme will be what self-management and self-care. It should be made clear what self-management and self-care are with Dr Satinder Kumar to speak. Another theme could be e-consultations with Dr Dyer-Smith to talk.

5. Patient's survey for 2017. The dates we agreed are 15 September – 6 October. Pam will set up the survey on the Hurley Clinic website. The PPG members will try and get about 500 surveys. Arrange text messages, and to advertise on the Hurley Clinic website regarding the survey. 3 – 4 PPG members will encourage patients to fill out the surveys.

6. PPG Network and Local Care Network. A lot of effort is going into the Local Care Networks which are developing ways of managing the care of people with three or more long-term health conditions. Nine pilot practices have been selected (the two in the north are Lambeth Walk and Mawbey Brough) to select the patients and it is planned that at the start there should be a total of around 100 patients. The scheme will then be extended to other Lambeth and Southwark practices. It has all taken a very long time to set up and will take a lot of effort to get going. There are some doubts about how it is going to work and whether it will prove bewildering for the patients involved.

The practices that are struggling to get PPGs going are not making quick progress but it is hope that the CCG will bring pressure to bear. There is also a Network-wide meeting on 19 July at which we hope to get some ideas about how to help the struggling practices.

The PPG group could arrange to have expert patients to meet at the Hurley Clinic.

7. Any other business: if possible, please notify Pam Elliott in advance of the meeting.

8. Date of next meeting: 21/09/2017 10am – 12pm

Meeting ended: 11:40am