

Hurley Patient Participation Group Steering Committee

Minutes of the meeting held on

Thursday 21 September 2017 at 10.00 am

in the Hurley Clinic Conference Room

Present: Priscilla Barnes, Christine Tan, Dilys Cossey, Cortina Henderson, Jo Hykin,
David Prichard-Jones
Hurley Clinic: Simone Williamson, Pamela Elliott

Apologies for absence: Vonnie Williams, Satinder Kumar, Michael English

1. Minutes of the meeting of 20 July 2017 and matters arising: Minutes agreed.

2. Hurley Clinic developments:

- Pharmacy2U is still sending patients letters. Concerns that Pharmacy2U is taking business from local pharmacy. They aren't getting information from the Hurley Clinic. Pharmacy2U cannot link patients to a particular surgery. Complaints have gone out to the Advertising Standards Agency, Lambeth CCG and NHS England.
- Dr Taylor will be on extended paternity leave. Dr Kouroumali and Dr Kumar will continue to support in leading the surgery. We do have regular locums and are trying to recruit long term doctors.
- There are regular clinical meetings to ensure patient care.
- Waiting times for appointments can vary from a few days to 3 weeks, but the average is between 2 – 3 weeks.

3. Kar Man Chung of Hills' Pharmacy spoke about South London Cares (a charity). South London Cares have two streams of service: 1) befriending service for people over 65 and people with long term conditions, 2) outreach work promoting service. Sometimes someone from the South London Cares Service works in Hills Pharmacy for 2 hours on a Friday and usually sees between 10 and 15 people. Kar Man would like to have an organisation come to Hills Pharmacy every day.

Pam suggested that Kar Man speak to IAPT to use some space at Hills Pharmacy. Pam would like to reconcile a list of carers for patients and maybe sign post the carers to Hills Pharmacy.

Recent and future activities:

- We agreed to hold 3 – 4 events over the winter including a Healthy Eating event on 18 October 2017 in the Hurley Clinic between 11.30am and 1.30pm. Pam to ask someone from LEIPS to attend. Dilys, Priscilla and Christine may be attending. We also agreed to do more training in on-line access but have not decided what form that should take or when. The previous event at the Health Foundry went well but their charges are quite high. Dilys says that Vonnie has suggested having a carers group.
- NHS Lambeth CCG is planning to hold an On-line Consultation Showcase Event on

Tuesday 26th September 2017 at The Foundry, Oval Way, SE11 5RR between 13.30 and 17.15 hrs. The aim is to develop a greater understanding of the type of products that are available.

- An event may be held on Thursday 1st February 2018. The PPG are to think up what theme the event should be.
 - Christine suggested a techy tea (event on e-consultations and online booking appointments) event which may be held on the above date. The event may have to be held in an area where there is wifi.
- 4. Arrangements for the AGM 27 November 2017.** Simone to book the Durning Library between 6pm and 8pm. Kar Man has been invited to the AGM. We hope that Dr Kumar will be able to speak for the Hurley and update patients. We agreed that the theme should be self-management/self-care as that is part of a national agenda and Dr Kumar should open that discussion. We need to find someone to speak about self-management/self-care. The PPG may ask Sharon from the Expert Patient Programme to speak. Pam will also ask Dr Ross Dyer-Smith or Dr Gurb Badial to talk about e-consultations again.
- 5. Patient's survey for 2017.** The same questions as last year will be used. Pam will arrange getting the text message to be sent out to patients with a link to the survey and arrange putting the survey online. The survey will be live on Monday 25th September 2018 and deadline is Friday 20th October 2017. A receptionist will print out the hard copies of the survey. The PPG group will arrange via email when they will come in to help patients fill out the surveys.
- 6. PPG Network and Local Care Network.** There is to be a PPG Network meeting on 20 September and will be a report at the Steering Group meeting. The Network is still working on how to get PPGs established in practices which do not currently have a PPG but it is proving difficult. The PPG Network's AGM is on 9 January 2018 when Priscilla will stand down from the board. There are already two other representatives from north Lambeth, one of whom is from the Riverside practice which is part of the Hurley Group, so our concerns should be covered. The Local Care Networks are trying hard to develop a more organised approach and a proper vision and purpose, although that is proving a long haul. The Forum is worthwhile as a means of sharing information and experience but the LCN Board is not yet ready to take over any sort of oversight or management role. There are still a lot of uncertainties about how the GP Federations will work with the LCNs.
- 7. Any other business:** NONE
- 8. Date of next meeting:** Thursday 16th November 2017 in the conference room between 10am and 12 Middy.

Meeting ended: 11.51am