

**Hurley And Riverside Practices
Patient Participation Group Steering Committee**

Minutes of the Steering Committee on
Thursday 12 December 2019 at 10.00 am

at the Riverside meeting room

Present: Priscilla Baines, Dilys Cossey, Cortina Henderson, Christine Tan
Dr Satinder Kumar, Claudette Wright (Senior Receptionist for HARP), Polly Hutchison, Jo Hykin, Dr Thomas Leonard, Alison Vine (Social Prescriber for NLPCN) and Pam Elliott (Senior Operations Manager for HARP)

Absent Malcolm Russell, Guillaume Baltz, Elaine Fogg,

1. **Minutes of the Hurley and Riverside PPG meeting of 3rd October 2019 and matters arising:** minutes approved.
2. **Hurley and Riverside developments: update.**
 - a. **Merger update:** Dr Kumar reported on the merger; we are beginning to iron out the teething problems which occurred at the beginning with the merging of patients on emis. This is now sorted and things are beginning to running a lot more smoothly.
 - b. **Social Prescriber role:** North Lambeth PCN have employed Alison Vine as the new Social Prescriber for the network. She will be working at all the 6 practices in the network. On Thursdays, she will work for HARP and closely with the GPs linking people to activities to ensure that they have access to a different kind of outlet to enhance on helping maintain health. She is also able to help with forms such as freedom pass applications and disability parking permits. Patients are referred to the Social Prescriber when they are seen by the GP frequently. SK will be monitoring the outcomes with AV. The Social Prescriber will be invited to clinical meetings to measure outcomes. Alison explained how her role worked and indicated that the total session length with her would be for 12 weeks, then a 6 week gap if the patient wants to return. She is permitted to see only patients aged 18 and over and not those with acute Mental health. **It was agreed that Alison should attend future PPG meetings.**
 - c. **Staffing:** Pam reported on staffing and informed the steering group that Shaju has left the employment and we are looking to appoint a new manager. In the meantime we are trying to hire a temporary interim locum manager while the permanent recruitment process is under way.
 - d. **Clinical Pharmacists:** We now have 3 Clinical Pharmacists across HARP they are a great asset to the practice and help to free up GP appointments.

- e. **Care Navigators:** This was a new role at HARP involving some of our receptionists. Pam passed round a handout of the information that will go on the website about the Care Navigators: They are there to help assist in getting patients to have the tests that the GPs have agreed for them to have. Also, they can help signpost patients to the correct clinician. As with the social prescriber role, and pharmacists, more roles to support the GPs were being introduced. Noted that care navigator training was done by PE and SK. They will be looking at specific areas to help co-ordinate care as the role develops.
- f. **Current waiting times:** for appointments and other access issues at both sites are very much the same with up to 2 weeks for appointments.
- g. **CQC visit:** PE and SK had a telephone consultation with the CQC. This is reported on as went very well and a visit is likely to take place between April and June of next year.
- h. **Telephone system:** this is being reviewed as there will be changes to the supply of the system at Riverside. The Hurley Group are looking at having one unified telephone system for HARP. The expectation is to have a system whereby it is linked to EMIS to identify callers as they dial in. This will help with attending to their call and needs more efficiently.

3. **Revised terms of reference.**

A draft was circulated and was based on the Hurley's old terms of reference, with a few tweaks from the version distributed for the last meeting. Riverside was under represented at the meeting and did not have a previous formal constituted PPG.

Terms of reference were agreed.

4. **Report on AGM.**

Minutes from the AGM meeting was distributed. The attendance was modest and attendance from both sites. There were the usual complaints about waiting times for appointments and the difficulty of getting through on the telephone and some useful discussions resulted. Noted.

5. **PPG activities**

- **Carers:** Agreed that there should be a carers awareness event for HARP patients. PPG members wondered whether Dr Gerada might be available as a guest speaker. It was agreed that we should plan for an event during the half term at both sites
- **Immunisations:** Agreed that we should have an awareness event during the Easter holidays to encourage greater uptake of childhood immunisations and

provide more information as needed to patients.

- **Gardens:** A patient has come forward to offer or volunteer with clearing and maintaining the gardens at Hurley Clinic. Further details to be provided.

6. **Patient survey.** We received almost 950 replies from the survey both electronic and paper. The usual complaints were about access (long waits for pre-booked appointments, difficulties in contacting the practice and so on, plus the website) but some favourable comments about the care received.

7. **Local Care Coordination – Assessment forms:** Pam circulated to members the details of the current local care coordination assessment form. One of the requirements for this year's PMS Contract is for the involvement of patients in the design/implementation/ improvement of the care plan process to support personalised care for people with multi-morbidity.

Queries were raised by PPG members on how those with limited sight and hearing were able to participate in creating their own care plan. It could be seen that the form covered a wide range of health questions and this was impressive. However, PPG members felt that they needed more time to review the form and **it was agreed that they should do so and submit any comments or feedback to Pam via email by the 1st week of January.**

8. **Communications with patients**

The practice has decided that after all PPG-related activity counts as patient care. We will at present continue to use the texting method as a way for reaching out to patients with news from the PPG of events and future activities.

A HARP Newsletter was currently being produced and would feature the topic of PPG recruitment.

9. **Date of next meeting**

Thursday 13th February at the Hurley Clinic Kennington