

## **Hurley Patient Participation Group Steering Committee**

Minutes of the Steering Committee on

**Thursday 21 March 2019 at 10.00 am**

In the Hurley Clinic Conference Room

Present: Christine Tan, Priscilla Baines, Dilys Cossey, Cortina Henderson,  
David Pritchard-Jones, Jo Hykin, Guillaume Baltz and Nina Clarke

Pam Elliott, Shaju Panickar, Claudette Wright

1. **Minutes of the meeting of 21 March 2019 and matters arising:**  
Agreed
2. **Steering committee membership:** Welcome to Nina Clarke – a new PPG member and Shaju Panickar – the new Practice Operations Manager.

CW provided a list of patients who want to join the steering group and are to be added to the PPG email group list. Priscilla discussed the difficulty of keeping the email list up to date. PE and PB to meet to discuss possible using list management software such as MailChimp.

3. **Hurley Clinic developments: update.**
  1. **New Website:** Pam Elliott reported that the website is still in draft and more information needs to be added.
  - 2 **Primary Care Networks:** Pam advised the meeting that the Hurley Clinic under new NHS requirements is to become part of a Primary Care Network. The Clinic will network with South Lambeth Road Practice, Waterloo Medical Centre, Lambeth Walk, Mawbey Brough and Vauxhall Surgery. This new PCN consists of GPs and Managers who will be working together develop local services. The Networks can use money allocated to them to employ Pharmacists, Care Navigators and schemes involving social prescribing. The aim is that the PCNs are established as from the 1<sup>st</sup> July 2019. Our PCN has been meeting over the last few months to establish agreement and rapport between the practices. Priscilla said on

behalf of the meeting that she hopes that PCNs will give a voice to the PPG.

3. **Merger Progress:** The Patient Engagement meeting merger proposals held on 25/2/19 for both surgeries was well attended at both times. There were lots of questions mainly about continuity.
  4. **Out of Hours service:** Group advised that patients could no longer call SELDOC directly at 6.30pm. Out of Hours call handling was being managed by London Ambulance service and patients needed dial NHS 111. This information has been updated on the website.
  5. **Staffing:** Dr Thomas Leonard and Dr Simin Hussain are now permanent and will be taking on lead roles within the practice and have now become part of the salaried GP team.
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4. **Communications with patients:** use of texting system - update. Priscilla reported that this has been raised at a high level in the Lambeth Clinical Commissioning Group by the PPG Network as it is clear that some Lambeth practices are not interpreting the GDPR requirements as strictly as the Hurley Group. Priscilla has not yet written to the Information Commissioner, as discussed at our previous meeting, because she is awaiting the outcome of the approach to the CCG. Noted
  5. **Self-Care Promotion** – Pam asked that as we have plenty of self-care leaflets within the practice stores, the PPG should ensure that these are made available at events as a constant reminder of Lambeth Policy and promotion on self-care. Agreed and Shaju to do new promotion of self-care policy on patient calling screens.
  6. **Recent and future activities:**  
  
**Healthy eating** event planned for 27<sup>th</sup> March  
  
**EOL Advance Planning** is due to place on Thursday 16<sup>th</sup> May.
  7. **PPG Network and Local Care Network.** Priscilla reported that there was still a lot going on in the world of primary care. Lambeth is in the process of setting up primary care networks The Network is thinking about how to adapt to these developments and what help PPGs still need to get going and work with their practices. PPG training is now happening and it will be interesting to see what effect it has as some practices are still having real problems in getting their PPGs going. The regular bi-monthly Network

meetings are still well-attended and provide good opportunities for PPGs to share experiences and information but there is some doubt about whether the CCG will continue to fund the Network in the longer term.

8. **Any other business:** Scrivens: Dilys reported her concern about the lack of clarity and communication to patients on how to access the Scrivens hearing assessment service and the process of contacting a referred patient . Dilys discovered that she had not been properly referred and reported that a neighbour had the same experience. Agreed Shaju to clarify the process for booking a referral and subsequent contact of patients.

7. Date of next meeting.

23<sup>rd</sup> May 2019

Meeting ended at 11.45am