

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

Minutes of the Steering Committee on

Thursday 25 July 2019 at 10.00 am
Riverside meeting room

Present: Priscilla Barnes, Dilys Cossey, Cortina Henderson, Christine Tan
Dr Satinder Kumar, Claudette Wright, Shaju Panickar, Polly Hutchinson, Elaine Fogg,
Malcolm Russell,

Apologies for absence: Guillaume Baltz

1. **Minutes of the Hurley PPG meeting of 23 May 2019 and matters arising:**
[minutes circulated]
2. **Introductions, constitution and steering committee membership.** PB explained the purpose of the PPG to the members from Riverside. The Hurley PPG's constitution says that all registered patients of the practice are automatically members of the PPG. There has to be an AGM, now usually in late November/early December, at which the chair and steering committee are elected. The steering committee has a maximum membership of 12 but there have never been enough candidates for an election to be needed, except for the chair for which position there has only ever been one candidate. PB suggested that the constitution, including the name, should be revised for the merged PPG. EF says that no one on the clinical side had ever attended meetings of the Riverside PPG .
3. **Hurley and Riverside developments: update.** Dr Kumar, Shaju Panickar and Claudette Wright. SP and CW reported that the current waiting time for appointments was two weeks. E-consult was quite widely used at both sites. The issue of the telephone lines were mentioned; it was agreed that the queuing system needs to be looked at. CW explained how the queueing system works and why patients sometimes wait in a queue even though they think they are next. It was suggested that requests for prescription renewals and test results should have an allocated time on the day to ensure that patients who needed appointments could get through more quickly.

EF raised the issue of emergency treatment: on one occasion her daughter needed an emergency appointment and was turned away. SK & SP agreed to discuss. EF also reported that there are a lot of elderly chronic and young people who resides at Riverside and were concerned about the waiting time for appointments and the difficulty of getting access to emergency treatment.

4. **Communications with patients:** use of texting system - update. As previously reported, this issue has been raised several times by the PPG Network with the Lambeth Clinical Commissioning Group but the CCG has had other preoccupations and nothing seems to have emerged. Priscilla wrote to the Information Commissioner on 1 June and received a from which it appeared that they thought we were charging for the events we organise but said we might be covered by the Privacy and Electronic Communications Regulation (PECR), although that does not seem likely. Priscilla has contacted the Information Commission official who wrote to her. The conclusion is that Dr Dyer-Smith's interpretation of the GDPR is correct: as the data controllers, practices should use the personal information they have (including mobile numbers) only for purposes that have been agreed with the owners of the information (that is the patients). However, there is a get-out in the Privacy and Electronic Communication Regulation whereby organisations can send 'marketing' texts subject to three conditions, including that the person has a simple opportunity to refuse or opt out of the 'marketing', both when first collecting the details and in every message after that. We need to have further discussions about the implications of this. The official was being very correct and said that in the end it is for the data controller (the practice) to decide whether the rules apply and how and she would be happy to talk to Dr Dyer-Smith if it would help. There must be lots of other organisations in a similar position and we need to get it resolved so we must press on with this one.

5. **Recent and future activities:** there were quite a few patients at the Hurley waiting area Healthy Meeting morning on 17 July and as always the leaflets were popular. There were relatively few children but the fruit was appreciated by all and it is a useful exercise in raising our profile.

Mind and body event planned for November: Clare Gerada had been asked if she would be willing to talk about mental health and well-being. We agreed to find an acceptable date [Note: this has been agreed for 14 November at the Durning at 6.30 pm]. CW to book the Durning Library for the event. Should we try to arrange something about advance statements and decisions to refuse treatment, as discussed last time?

6. **PPG Network.** The PPG Network's funding has been extended until December 2019 and discussions are about to start about working with the Primary Care Networks, each of which has a clinical director but no requirement for a PPG or other patient engagement. Practices do, however, still have a contractual obligation to seek the views of their patients on their services. It therefore still looks as though there will be a need to help practices to get their PPGs going as quite a few of them are still not technically fulfilling their contractual requirements. There is a Network board meeting on Wednesday (before the Network-wide meeting) on which Priscilla will report at the PPG meeting.

7. **Date of next meeting.** 3rd October 10am at the Hurley Clinic Kennington Road.