

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

Minutes of the Steering Committee on

Thursday 3rd October 2019 at 10.00 am
Hurley Clinic Conference Room

Present: Priscilla Baines, Dilys Cossey, Cortina Henderson, Christine Tan
Dr Satinder Kumar, Claudette Wright, Shaju Panickar, Polly Hutchison, David Prichard-Jones, Jo Hykin, Dr Thomas Leonard + 2 other

Absent Malcolm Russell, Guillaume Baltz, Elaine Fogg,

Minutes of the Hurley and Riverside PPG meeting of 25 July 2019 and matters arising: minutes approved.

Hurley and Riverside developments: update. Following the establishment of the North Lambeth Primary Care Network, the practice would be able to share the social prescribing link worker who had been appointed for the whole PCN (Alison Vine). She was the first link worker to be appointed by AgeUK who had the contract for all ten Lambeth PCNs. There would also be a clinical pharmacist at both sites who would be available to assist with medication reviews.

Dr Kumar reported that as Hurley and Riverside had recently merged, a CQC inspection could happen at any time. So far, the two practices were working well together but there was still a lot of work to be done without compromising safety and standards of service. There were still patients booking appointments at both sites but that was slowly improving as patients became more aware of where they were booking at. There was still a waiting time of 2-3 weeks for a regular GP appointment.

Online consultations (Econsult) was being encouraged with a member of staff from each site providing answers to patient inquiries. It was reported that some patients were finding Econsult difficult to use successfully. PB felt that it needed to be reviewed regularly and that there should be an audit of how many patients needed a follow-up appointment after using the service.

SK reported that Dr Simin Husain had left the practice.

Revised terms of reference. The Riverside practice did not previously have a formally constituted PPG but the Hurley Clinic did. The draft based on the Hurley's old terms of reference was circulated. The procedures for the election of the chair and membership of the steering group needed to be discussed in more detail before too long and the Riverside site needed to be more involved. It was agreed that the meetings should be held at alternate sites to enable this.

Our AGM. To be held on 2 December 2019 and CW to book the Durning Library for the event from 18.30-20.00. In theory, the revised terms of reference should be approved at the AGM and a (new?) chair elected and the steering group's membership endorsed.

Patient survey. Priscilla and Shaju had agreed the questionnaire. Arrangements had been made for distribution of paper copies in waiting areas, notification of patients about the online version and collection and inputting of the paper replies. The survey would start on 14^h October and finish on 9 November 2019.

Communications with patients: use of texting system - Nothing had been reported to the Network from the CCG and the chairman had not done all she should about following up this one. PB reports she has not been able to communicate with Ross Dyer-Smith but will have another go at speaking with Una Dalton.

Recent and future activities: Clare Gerada's talk had been arranged for 14 November and the Durning had been booked (after a couple of hitches) from 6.00 – 8.00, with the talk to start at 6.30. We needed to discuss arrangements for refreshments etc and who could be there. We might consider another event about advance statements and decisions to refuse treatment.

PPG Network. The PPG Network was expected to stagger on until March 2020 but after that, who knows? As previously noted, there was no requirement for the PCNs to have a combined PPG or other patient engagement but practices still had a contractual obligation to seek the views of their patients on their services. Quite a few practices still do not have anything like a fully-functioning PPG watch that space.

Date of next meeting.

12 December 2016 at Riverside meeting room.