

**Hurley and Riverside Practice  
Patient Participation Group Steering Committee**

**Minutes of the Steering Committee on Thursday 13 February 2020  
at the Hurley meeting room**

**Present:** Priscilla Baines (in the chair), Guillaume Baltz, Nina Clarke, Dilys Cossey, Pam Elliott (HARP Senior Operations Manager), Polly Hutchison, Josephine Hykin, Anne Jessup, Dr Satinder Kumar, Dr Thomas Leonard, Christine Tan

**Apologies:** Cortina Henderson, Alison Vine (N Lambeth PCN link worker for social prescribing), Claudette Wright (HARP Senior Receptionist)

**Absent:** Elaine Fogg, Malcolm Russell

1. **Introduction of new member:** Priscilla welcomed Anne Jessup, new steering group member and Hurley patient, to the meeting.

**2. Minutes of the Hurley and Riverside PPG meeting of 12 December 2019 and matters arising:**

a. **noted** that Nina Clarke's name was omitted from the list of those present and **agreed**.

b. **Matters arising:** item 2e: **LCC Assessment** : **agreed** that this was a comprehensive if complex form designed primarily for professionals; **noted** that Dr Kumar and Pam Elliott were doing the care navigator training.

**3. Hurley/Riverside developments update:**

a. **Practice Manager:** Dr Kumar reported that a new Practice Manager had been appointed, Anushia. She was London-based and had extensive NHS experience including working in Brighton's urgent care centre. She would be starting at HARP at the end of February and one of her targets was to improve front-of-house performance.

**Noted** that Priscilla had been a member of the interview team and that two candidates had been interviewed.

b. **Primary Care Network (PCN):** Dr Leonard reported on PCN meetings, involving different professional groups (pharmacists, para-medics, physician associates). **Noted** that the GP contract had been altered to allow for the use of a wider range of clinical expertise such as the use of para-medics for home visits. This new development was not intended to be a role substitute for GPs. There was a recognition that more GP trainees were needed but it would take time for any expansion in the number of GPs to feed into the system. Also **noted** that some para-medics and physician-associates would have to be able to prescribe certain medications.

c. **Social prescribing:** **Noted** that Alison Vine, North Lambeth PCN link worker had sent her apologies and reported (e-mail of 11.2.2020) that 'so far there are quite a number of patients who present with housing needs that are impacting on their overall health and well-being'. Dr Kumar and Dr Leonard said that social prescribing was a positive addition to the GP service, giving the opportunity of hour or half-hour long discussions and multiple appointments for patients with complex problems. Initial contact was by phone and home visits could also take place.

d. **Waiting times:** Pam reported that waiting times for appointments were now between 1½ and 2 weeks. Pressure had reduced for a number of reasons such as a more stable clinical team and increasing use of e-consult, which had improved significantly over the past year with an apparent growth in patient satisfaction. The practice was piloting an NHS App to further improve the situation and working with NHS Digital. On the staff front Dr James Taylor, who had been with the practice as a locum for ten years, would be leaving in March and Olivia, a long established nurse,

was leaving for family reasons and moving to a practice nearer her home. Simone was the new phlebotomist.

Five new reception staff had been appointed to the practice, which was proving challenging, as was establishing mechanisms to blend work on the two sites.

**e. Hurley improvements:** Pam reported that the Hurley had received an improvement grant, mainly to refurbish the 16 consultation rooms and toilets and to renew the heating system.

**f. Website:** Pam raised patient feedback on website use for appointments, prescriptions etc. The practice was working with NHS Digital to pilot the NHS App which would offer an alternative to Patient Access. Patient Access was provided by a private company and possibly offered a more straightforward approach but there might be advantages to both. It was important to emphasise that on-line pre-booking etc was not compulsory.

**g. Coronavirus:** Dr Kumar and Dr Leonard set out the common-sense precautions of careful hand-washing, catching sneezes and taking similar general precautions as for flu. Pam said Patient Access had sent an advisory e-mail that had been circulated to patients. Some local groups had circulated it more widely. NHS England had contingency plans and the practice would put up an advisory poster in the waiting area to warn patients.

**4. Prescription renewals:** Some patients had experienced problems in obtaining their prescriptions (delays, drugs incorrectly prescribed) and there appeared to be problems between Hills Pharmacy and the practice. Possible explanations could be long-term nature of drug prescription or computer incompatibility and internal communication problems. **It was agreed to invite Kar Man to the next steering group meeting for a general discussion.**

**5. Social prescribing developments:** see item 3 c above.

**6. Recent and future activities:** Noted that for various reasons the PPG had not held any events since the 12 December meeting. One problem was finding suitable venues that were accessible to patients and did not charge too much. **After a lively discussion the following was agreed:**

**a. Open meeting:** to invite Clare Gerada to address an open meeting of Hurley/Riverside patients on 2 April 2020 or other date convenient to her. Subject of her own choice but in the light of the Corona virus 'pandemics' could be a suggestion.

**b. Immunisation:** to explore the possibilities of joint meeting with schools/nurseries to underline the importance of the MMR jab and other vaccinations; contact school nurses/local authority. Cortina had spoken to her contact Rob Dawson who was willing to be the speaker.

**c. Carers:** to keep this issue on the agenda in the context of raising carers' awareness.

**d. Hurley 'garden':** Guillaume and Anne to organise improvement of the Hurley practice garden beds, starting with the most easily accessible in the front, with possible help of patient volunteers and some financial support from the practice; to report back to the Steering Committee.

**e. 2020 AGM to be held on Thursday 18 June, 7.00 pm at the Durning Library.**

**7. PPG Network:** Priscilla reported that the PPG Network had held its AGM on 12 February. Lambeth CCG funding had ceased but future patient engagement under the new 6 borough CCG (Lambeth, Southwark, Lewisham, Bromley, Bexley, Greenwich) was being explored, although Priscilla felt strongly that work was still needed at local level to encourage those practices without a PPG to set one up. It was currently unclear what would emerge from discussions.

**8. Any other business:** Pam reported that the practice had to identify three improvement areas for the coming year. It was agreed that the areas should be: carers' awareness; promoting immunisations; and upgrading the Hurley premises.

**9. Next meeting to be held on Thursday 30 April at 10 am at Riverside.**

Dilys Cossey (acting minute-taker)