

Meeting Minutes

Tuesday, 26 April 2016

Time: 17:30 – 19:15pm

Venue: Brixton Hill Group Practice, 22 Raleigh Gardens, Brixton Hill, London SW2 1AE.

Present: Gay Lee (Vice-Chair), Jackie Morley (Practice Manager), Wai Ha Lam, Anne Hetherington, and Roxanne Daniels.

Also in attendance: Rosemary Smart (New Practice Manager), Geoff Clarke and Rosalyn Phillips (new members).

Apologies: Lorna Esterine (Chair) and Dr. Frances Wedgwood (BHGP).

JM explained that she could not access her emails because she was having problems with her computer all day. Therefore it is not known whether there were any other apologies for absence.

Call to order

In the absence of the chair, **GL** called everyone to order pending the arrival of the chair (**LE**). A warm welcome was extended to all present and words of thanks for them taking time out to attend the meeting. New members Rosemary Smart, Geoff Clarke and Rosalyn Phillips were welcomed to the group.

RD was asked to take the minutes of the meeting.

Approval of minutes

WHL apologised for not doing the minutes of the previous meeting held on 16 February 2016.

GL suggested that we start off with introductions for the benefit of the new members in attendance.

Introductions:

GC informed the meeting that he was there as an observer and wanted to know what happens at these meetings. He has been a member from the start; when he received notification about the meeting he decided to come along this evening.

WHL stated that she was the development officer of the Lambeth PPG Network where her role required that she visit and support other PPG groups within the borough. The group was informed that the Network started in 2011; they are currently a registered company by Limited Guarantee based in 336 Brixton Road with plans to obtaining charity status. They hold bi-monthly meetings; have received recognition from the commissioners and have plans to changing the patient's perspective in obtaining information and developing a systematic way of how we get feedback/information from patients.

GL stated that she is the vice-chair of the group by default. She is a member of the practice and a part time nurse. She is also a member of Lambeth Keep Our NHS Public She talked about the group event that we did when we had a group of members visited the practice during stress awareness week and spoke to patients on what they want from the group; talked about stress and hand out leaflets.

AH stated that she was a patient of the practice from 1989 and attends the meeting out of interest. She highlighted her interest in the result of the survey that was done on patients which was highlighted in the December minutes. **Outcome – Patients feel that their health is in their hands.** **AH** stated that this should be talked about.

RD stated that she has been a patient of the practice for approximately 25 years. She is also a Primary Carer for her sister who is disabled (Downs Syndrome) and who is going through dementia at present. She has been a member of the group from the start and assisted with the information day during stress awareness week.

JM informed the meeting that she will be leaving the practice on Friday 29 April 2016 after **29.5** years' service. She introduced **RS** as the new practice manager who will be taking over her position. **JM** stated that she found it very difficult to set up the group at the start, but it was **WHL** and **GL** who came along that helped the group to function.

RS introduced herself and stated that she has experience of secondary care in the community and social knowledge. She is aware of PPG's but is not sure how it works. She is looking forward to learning as she goes along.

RP stated that she learnt about the meeting through a letter she received from the practice. She made further enquiries at the practice and decided to come along. **RP** stated that she has ongoing health problems which is preventing her from working.

Matters Arising

Practice feedback:

JM informed the meeting that there were still some problems in recruitment and gave a breakdown as follows:

- Dr. Blackwell – post currently being covered by a Locum.
- Dr. Booth – is covering for Dr. Northgate until the end of August.
- Dr. Jones – is leaving the practice – replacement required.
- Nurse leaving the practice - recruitment required for a replacement nurse.

If a new doctor is not found the practice may have to continue with using a Locum Doctor which is very costly.

There was a discussion around the difficulty in trying to recruit community/practice nurses. Problems mentioned centered on the limited placements that are available that does not meet the demand for these nurses. Government cuts and new funding arrangements were to blame; it was stated that the Government used to fund the Trust's for placement of the nurses but now the placements are bought directly from the Universities and the Trusts have to approach the universities when recruiting for this position.

JM reported on available funding of £2000 this year for the PPG Incentive Scheme which comes with two elements. It was suggested that the PPG work alongside the practice in promoting an event and the funding could be shared with £1000 going to the PPG.

Education Information Tool (Smart TV):

GL reported on an extract from the PPG Network Meeting where the clinical commissioners have agreed to fund educational TV's in doctor's surgeries. GL asked when we will be getting one at this practice and how it will work alongside the current one.

JM replied that it will replace the current one. It will be a Smart TV and installation is due on 11 May 2016. When installed, it will give the same information as the current one. It comes with a memory stick which could be used for loading information off computer or making videos which could be played back on the TV's.

A discussion followed on whether it would be an educational device for patients and on how and who will operate the scheme in obtaining the information from the computer/make the videos.

WHL informed the meeting that the education information tool was initiated by two members from the PPG in Streatham. They approached the Clinical Commissioning Group (CCG) who provided the funding from the Innovative Fund. All GP surgeries will be provided with one.

Lambeth GP Access Hubs:

GL asked for the service of the GP Hub to be explained.

JM reported that the hub is proper GP appointments and the hubs are opened at the weekends as well. The hubs are in Clapham, Streatham, Norwood and Vauxhall. The pilot scheme ended on 31 March 2016 but it has been extended pending the results of the evaluation of the service. Evaluation have been collected on a monthly basis but the overall evaluation has not yet been completed.

RS explained that if a patient from the practice rang in for an appointment and there isn't one available on the day, the practice then checks the availability at one of the hubs and if there is one available then the patient could be booked for that appointment. The patient will have to attend the appointment at the hub who will then have access to their medical record online.

Any Other Business

GL suggested that we use the funding from the PPG Incentive Scheme to hire a hall to hold a Public Meeting.

WHL informed the meeting that the National Association Network used PPG Awareness Week last year to encourage PPG's to do something; hold talks; events; feature walls in their practices for the week to raise awareness about the group. As the PPG Awareness Week will be held during the week of 06 June 2016 – 11 June 2016, we could plan an event for that time.

Other suggestions are as follows:

- Set up a small group to plan the event for the PPG Awareness Week.
- During PPG awareness week, to have a limited topic to be discussed on an evening where the PPG speak to users of the practice. Suggested topic is the use of the new GP Hub and the 7 day working. A request was made to have a GP present to also do a talk about the new service and explain if it is working.
- Discussions to include issues in the practice and the areas of concern; accessibility to health care and what does it means for the individual. People to tell us what they want from the PPG.
- Online registration – group to collect feedback from patients on whether they use the online service or have had problems registering online.
- Have a computer placed in the practice for use by the patients which could then be used for the patients to access the online service.
- PPG members are to help the patients use I.T.

Planning Group for PPG Awareness Week: (meeting on 11 May 2016 at 336 Brixton Road at 13:30pm)

- Wai Ha Lam
- Anne Hetherington
- Roxanne Daniels

- Rosalyn Phillips

Topics for discussion by the planning group:

- Activity for PPG Awareness Week
- Decision on whether the talk to the patients and the topic for discussion is held on the same day or a different day during PPG Awareness Week.
- Feedback on accessibility to Health Care.

GC stated that he is conscious that he was the only man present at the meeting and asked whether any other men attends the meeting?

He was assured that there were other male members of the group who were not present at the meeting.

GL closed the meeting and thanked everyone for attending. As it was **JM** last day at the PPG, **GL** expressed her thanks on behalf of the PPG and everyone at the practice and wished her well.

GL presented **JM** with a bouquet of flowers on behalf of the group.

Meeting closed at 19:15pm.

Date of next Meeting:

21 June 2016 at 17:30pm subject to confirmation that the room and a doctor would be available.