

PPG network

Notes of meeting held on Tuesday 30 April 2019 in York House, Twickenham

Present:

Name	GP practice	Name	GP practice
Maggie Ennis (ME)	York Medical Practice	Penny Alexander (PA)	York Medical Practice
Paul Pegden Smith (PPS)	Cross Deep Surgery	Pat Jones (PJ)	North Road Practice
Margaret Dangoor (MD)	Sheen Lane	Elizabeth Bowen (EB)	Hampton Medical Centre
Terry Worster (TW)	Park Road	Bonnie Green (BG)	Hampton Wick Surgery
Diane Arnold (DA)	Broad Lane	Elizabeth Fergusson (EF)	Glebe Road

Kingston and Richmond CCGs:

Caroline O'Neill (CON), Senior Engagement Manager (*chair*); Sue Smith (SS), Lay member for PPI; Rachael Swan (RS), Engagement Coordinator, (*notes*).

Richmond General Practice Alliance (RGPA)

Dr Karina Knights (KK), Dr Alex Strachan (AS) & Dr Sherif Al-Marayati (SA)

1.0 Welcome and apologies

Philip Darling, Acorn Group Practice & Dr Graham Lewis, Chair Richmond CCG

2.0 Notes from previous meeting

2.1 Noted initials 'BW' should be 'BG'.

3.0 Matters arising

3.1 Members asked RGPA to share notes from its recent practice website meeting. for notes on the RGPA's GP website meeting.

3.2 Noted PPE team will be meeting with new interim Deputy Director of Primary Care to discuss patient voice in primary care programmes.

3.3 Members showed interest in south west London CCGs moving to one CCG and asked if this could be discussed at future network meeting.

Action

RGPA to share notes from GP website meeting.

4.0 Update from Richmond GP Alliance

Representatives from the RGPA presented on the NHS Long Term Plan and what it means for primary care which included an update on the development of local primary care networks.

Questions and comments from PPG members:

- Need to manage patient expectations about the benefits of primary care networks for the local population.
- How many networks will there be? Noted that the number will be confirmed by the end of May 2019. The number of practices within a network will depend on the size of the network.
- Any further changes to the extended access service may cause confusion and therefore requires clear information.
- Questioned the different apps available e.g. NHS app and Your Health Now and how this links with NHS online and other digital programmes.
- The RGPA suggested holding workshops to educate local people about NHS apps and online tools. Members supported the idea and highlighted need that these should be accessible to all.
- Are there enough allied health professionals for the networks? It was noted the RGPA will be holding a recruitment fair to recruit social prescribers and pharmacists to these new roles.
- Communication about networks needs to be clear and consistent and focus on what is relevant for the patient.
- Highlighted the importance of appropriate training and support of professional bodies for the new roles in the PCNs.
- Monitoring consistency between the PCNs must be part of the process, before, during and after the change to ensure quality in the new way of working. Confirmed that clinical directors will be clinicians (including GPs) – members raised that this may cause increased pressure on GPs.
- Members highlighted the importance of the role of patient voice in the PCNs and how PPGs can support this work.
- Members keen to work with RGPA to develop a model for patient and public engagement to help embed patient voice and wider community engagement in primary care networks. Suggested that once PCNs established PPGs could link with their PCN's clinical director to start the conversation about the role of PPGs and wider community involvement.
- It was commented that PPGs could also connect with other PPGs within their network.

Action

RGPA to follow up with PPG network on how patient voice will be represented in primary care networks.

CCG to share link to podcasts on social prescriber.

5.0 Feedback from Primary Care Commissioning Committee (PCCC) and next steps for review of network representation at PCCC

ME updated members on the PCCC held on 2 April and reported the following:

- Members of the PCCC valued PPG reps being present at PCCC meetings. The committee agreed that their presence may also be best suited in other programmes of work within the CCG.
- Evaluation of patient survey and the role of PPGs in improving uptake of the Friends and Family Test (FFT).
- Issues with Did Not Attend (DNAs) at Hospitals and local practices and discussed how to deal with this.
- Feedback from social prescribing pilot in Barnes.

Members are reminded that PCCC papers are available to view on the CCG's website [here](#).

6.0 Information sharing

6.1 Sheen Lane

PPG is organising an event in May on antibiotic resistance which is open to practice patients and wider community.

6.2 Cross Deep Surgery

Practice is looking to set up a carers support group for diabetes patients.

6.3 Hampton Medical Practice

PPG is continuing health talks and has found attendance improves when the event is held in the afternoon. Previous talks have revealed that patients were not aware they could change their current pharmacy.

6.4 York Medical Practice

Continuing to run health walks from the practice. Holding an event in May on 'living with long term heart and lung conditions' which has recently been promoted to all practices. The PPG has published its latest newsletter which included an overview of services that pharmacies provide.

6.5 Hampton Wick Surgery

Analysing results from practice patient survey, which up to 200 patients completed.

7.0 Any other business

7.1 PPG member attended 'In Your Shoes' engagement event held by South West London and St George's Mental Health Trust for staff, service users and carers which was well organised.

7.2 PPS reported from South West London Integrated Urgent Care (SWLIUC) patient partnership group and highlighted NHS 111 contract will be renewed in April 2020.

7.2 Members interested to hear more about the plans for south west London CCGs to move to one CCG.

7.3 CON reported that she had attended practice manager's forum with BG to understand how practices work with their PPGs.

The PPG network supported the CCG running a survey with practices to get a snapshot of PPGs across Kingston and Richmond. The results will be shared with local practices and the PPG network when available.

7.4 ME shared 'Your guide to Richmond's NHS, Care and Support' - produced by Healthwatch and funded by the CCG and Richmond council which is being distributed by a letter drop to all residents. Noted that not all members had seen this.

7.5 PPGs encouraged to use PPG Awareness Week 10-15 June – as an opportunity to promote their PPG.

7.6 CON highlighted to members that the local health and care plan discussion document has been published and will be shared with community groups for feedback. PPG members were asked to provide their feedback if interested.

Action

CCG to circulate dates for PPG Awareness Week.

CCG to share local health and care plan discussions document with the network.

8.0 Agenda planning

- Kingston Hospital outpatient transformation programme
- South west London - moving to one CCG

9.0 Date of next meeting

Tuesday 25 June 2019, The Salon, York House, Twickenham, 6.30 – 8.30 pm