

Patient Participant Group
Minutes of 22/07/19 meeting

Attended: Cynthia Hart-Jones (Practice Nurse), Halima Patel, Jenny Phillips, Leanne Midwinter (Virtual Members Coordinator), Mark Burgess (Practice Manager), Mavis Wilson, Mike Tindall, Dr Ralf Schmalhorst, Saby Ghosh, Sandra Gilliard, Shiela Ruhomaulu, Dolores Tyers, Ann Watson.

The Chair welcomed new member Shiela Ruhomaulu to the committee and introduced Nisha Wheeler (Bexley CCG).

Presentation by Nisha Wheeler followed by Q&A

- CCG responsible for 220,000 people across the borough and providing services for them. Nisha talked through her presentation. Key items:
- Major issue is trying to recruit GPs into Bexley. Trainees tend not to stay, a lot citing transportation and difficulties getting to London. Isn't this a national crisis? Yes, but GPs tend to be more attracted to the Greenwich areas.
- Increasing workload – Bexley has a growth strategy but GPs are also looking after more people who are also living longer with more complex needs.
- Patient expectations are greater.
- NHS Long Term Plan. £4.5 billion given to invest in services over next 5 years with GPs being the leaders in innovation within Primary Care Networks (PCNs).
- Over time, the practice can have several extra health professionals, e.g. physiotherapist, clinical pharmacist, social prescriber, paramedic, physician associate. In the first year social prescribers and clinical pharmacists.
- Over next 2 years 7 national service specifications will be implemented across PCNs. Each specification will have money attached for implementation.

Q&A

Q: How will this information be disseminated to the public?

A: Nisha would like views about how this can be achieved. Debate about the communications plan took place. There was some concern that the communications aspect should already have been planned by the CCG and be ready to roll out whereas this does not seem to have happened and ideas are being sought instead.

Accessing other surgeries in the PCN is a concern – Plas Meddyg fought hard to ensure the partner surgeries are a reasonable distance for less-able patients to attend other surgeries if necessary.

Q: Is money ringfenced for each network for the roles outlined?

A: Yes, so it cannot be transferred. Other funding has been set aside for other areas.

Q: Were GPs asked what they would like before this was implemented?

A: No, this was at NHS England/BMA level rather than local level.

Q: How long is this strategy planned for?

A: 5 years.

South East London reform was mentioned which is also ongoing so there will be one South East London CCG by April 2020 – a merger of the CCGs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark.

Q: Will the trend eventually be salaried doctors rather than GP practices? A: Hopefully not....

Nisha would be grateful for views and feedback.

Review minutes from last meeting, action log, matters arising and approval

Query re the comment about patients not visiting Pharmacists for consultation. It was suggested the Pharmacists are invited to PPG meetings but this has been done in the past with no uptake. Minutes otherwise approved.

Update of virtual members and any comments from Patients

- 2 online training requests received and actioned already.
- 2 new virtual member requests which have been approved.
- 1 virtual member raised a point about the telephone system still cutting off people when held in a queue for a while.
- Q: Wheelchair Park – is there anywhere in the waiting room where a wheelchair can be parked? A: The Manager has spoken with a couple of wheelchair users who did not think this was a problem.

ACTION: The query regarding the telephone system to be forwarded to the Manager

Share information from meetings attended by committee members

A Primary Care meeting about access was attended which was very useful and interesting. Workshops and feedback was involved. Access to hospital appointments to see a consultant was not part of the event.

Chair to share information of meetings attended

15th July “Our Healthier South East London” – The Chair expressed concern at the meeting that local councillors are going to be involved in developments so it is possible the focus on healthcare may shift.

Surgery news from the Practice Manager

- 2 trainee GPs are leaving in a couple of weeks. Dr Gupta has a post in Greenwich. Dr Ralf is getting 3 trainees throughout the year and Dr Stokes will be getting a trainee in August.
- Clinical System is changing to EMIS. Data migration will be a huge task and will happen during September. Online services may not be available for the week leading up to changeover, prescriptions may need to be ordered early. After the change the online services will be much better.
- Q: Will existing members of the online service automatically be transferred? A: No, people will have to re-register. The Manager will be communicating to patients soon.
- Q: Can the online app still be used? A: Once the new system is online, yes, but a new username and password may be needed.
- Q: Does this mean patient records will be available anywhere in the UK? A: No, there is no data sharing agreement yet, but in future this would be possible.
- Flu clinics will not be organised just yet in light of the system changeover.
- First meeting of the APL PCN took place – Dr Stokes attended this and much of the discussion was around the clinical pharmacist role.

Any other business

- The Manager had received a letter complimenting the Chair saying how helpful he is.
- Day of meeting change – RS cannot make Tuesdays, SGi cannot make Mondays to take minutes. Alternate days was suggested – one Monday, one Tuesday. Next meeting will take place on a Tuesday. The majority of PPG members were in favour of alternate meeting days.

➤ Speaker for September meeting: Linda Cowdry from INSPIRE

Date of next meeting: Tuesday 10th September. Advance apologies from HP.