

Patient Participation Group (PPG)
Plas Meddyg Surgery
Minutes of meeting held
21st November 2017

Attending: Saby Ghosh (Chair), Dr Ralf Schmalhorst, (GP), Halima Patel, Mark Burgess (Practice Manager), Mavis Wilson, Sandra Gilliard, Jenny Phillips, Cynthia Hart-Jones (Assistant Practitioner).

In Attendance: Annie Gardiner (Head of Patient Experience & Equalities, Bexley Clinical Commissioning Group)

Minutes of last meeting: Approved.

Membership: Suzanne Walsh and Joyce Smith have both confirmed resignation from the Committee but both wish to remain as Virtual PPG members.

Bexley Clinical Commissioning Group (CCG) Talk & Update from Annie Gardiner:

- a) Dr Sid Deshmukh is the new CCG Chair. This leaves a vacancy for the Frognaal Locality Lead.
- b) South East London Review – Bexley, Bromley, Greenwich, Lambeth, Southwark and Lewisham form the South East London group. Review and consultation has been ongoing about ways to save money and streamline services. Decision has been made that each CCG will continue to exist but with only 1 overarching governing body as opposed to the current 6 governing bodies. Lambeth are joining with Croydon so will not be included. Integrated and Community contracts and other areas of commissioning are likely to be affected. Priority areas have been identified.
- c) Nisha Wheeler is the new CCG Director of Primary Care. Nisha is working on a Quality Dashboard for Primary Care.
- d) Self-Care Prescribing Proposals – Period of formal engagement took place around over-the-counter medications which can be purchased rather than being prescribed.

Negative feedback received has all been around gluten-free products.

- e) Engagement – work is ongoing to find ways to engage the public more fully.
- f) Mystery Shopper scheme. PPG Lay member Paul Cutler has set target of 2000 new members by 2018. Patients do not have to be a Mystery Shopper member to send feedback. Feedback can be positive as well. CCG receives around 400 feedback items per month which is higher than neighbouring CCGs.
- g) Patient Council – meets bi-monthly. Next agenda items will include procurement of Urgent Care Centres (Queen Mary's and Erith Hospitals) as the contracts currently provided by the Hurley Group come up for renewal. Focus groups will be set up to look at Service Specification. Contracts should be awarded Autumn 2018.
- h) Integrated Community Care procurement will also be looked at as the current contract with Oxleas is due for review.
- i) GP Hub 8-8 service has had some concerns around the number of DNAs, especially on Sundays.
- j) PPG Network – last meeting held on 19th October. The level of engagement in PPGs is variable; Frognaal is the worst patch in the locality apart from Plas Meddyg. Awaiting funds to allow HealthWatch to undertake an independent assessment of PPGs. National Resource Pack is going to be updated; this will be sent to Plas Meddyg PPG.
- k) Site Services Focus Group – looking at different areas of Queen Mary's Hospital, e.g. Car Parking. Any feedback is welcome. A key concern at present is the tiered payment of car-parking being too random, i.e. payment is for 1 hour then 3 hours, no option for 2 hours. Signage, bus routes and locations also being looked at.

Virtual membership update: No comments further to the last minutes. Only 2 out of 23 existing members replied to an email requesting continuance of membership. With Suzanne Walsh and Joyce Smith, the total Virtual membership is now 25.

PPG Network Meeting 19/10/17: An update on the meeting was received.

Chair's update of various meetings held at the Civic Offices and Surgery:

- a) Patient Experience and Engagement task and finish group. All 26 surgeries should have a PPG. Equality and Diversity bimonthly meetings starting in 2018 to ensure all ethnic groups and other minorities are involved in decision-making.
- b) BVSC (Bexley Voluntary Service Council) want Mystery Shopper to be available online so it has been put onto the iPad held at the Surgery
- c) Jattinder Purewal and Jenny Messer visited. Jenny is the new part-time, paid Community Wellbeing Coordinator (Social Prescriber) for Frognal Locality. Patients can be referred by the surgery or self-refer, e.g. for help with bereavement, via Community Connect.

Healthwatch Bexley Meeting update: Two representatives with Learning Disabilities had observed and talked to staff on 02/10/17 to assess access at the Surgery and this had gone well. There had been a meeting on 06/11/17 with Lotta Hackett from Healthwatch about a survey of PPGs. This is a pilot scheme at present and Plas Meddyg is trialling. A few issues were raised and the Plas Meddyg staff have helped to refine the questions for future research. Information needs to be shared more, e.g. relevant key points from PPG meetings to be displayed as bullet points on the notice board and on the website. The Committee agreed this was a good idea and this would be arranged.

Items purchased / planned raised from raffle proceeds: A 24-hour BP monitor had been purchased for £1077.60. A potential donation of a wheelchair was being considered which would save the rest of the money being used for this. Winners were very pleased with their prizes. Surgery staff were being canvassed to see what else could be purchased with the money if it is not used for the wheelchair. Every shop that had donated prizes were visited with thank-you letters from the Surgery and had been thanked personally.

2018 Meeting dates: 23rd January; 20th March; 22nd May; 17th July; 18th September; 20th November.

AOB

- 1.1. Multi-faith room to be set up in Queen Mary's Hospital.
- 1.2. New chairs are imminent for Reception and a new Reception counter is being installed January 2018 which will be wheelchair friendly.
- 1.3. Nurse appointments at the 8-8 GP Hub are due soon.
- 1.4. It is not easy to see the "subscribe" box for the newsletter on the website so a link has been put on the Newsletter tab.
- 1.5. Re meetings with Virtual Members, suggested hiring a hall once a year so all Virtual members could attend with Committee members and patients could meet the group. The church hall opposite the War Memorial in Bexley may be available for this. Opinion to be canvassed from members not present and add to the next agenda. The new guidelines that are due may affect the decision. Committee agreed this needed further discussion at the January meeting.
- 1.6. An email address has been set up for the Virtual PPG.
- 1.7. Check-in screen – patient feedback that other patients have been observed mistaking the power cable on top of the screen for the pen and so have attempted to pull the cable in order to use the pen; the pen is also to the left of the screen but most people are right-handed. This was mentioned pre-meeting and both items were fixed within minutes.

Post – meeting notes: Via email the Committee had approved new member Diane Hannaford as Diane can take minutes.

A copy of these minutes is available in the 'Patient Group' section on the surgery's website: www.plasmeddygsurgery.com