

# **Patient Participation Group (PPG)**

## **Minutes of 18/09/18 meeting**

**Attending:** Saby Ghosh (Chair), Jenny Phillips, Mavis Wilson, Sandra Gilliard, Mark Burgess (Practice Manager), Halima Patel, Mike Tindall, Leanne Midwinter (Virtual Member Coordinator), Cynthia Hart-Jones (Assistant Practitioner), Nigel Pilcher (Alzheimer's Society) .

### **Speaker: Nigel Pilcher (Dementia Advisor) from Alzheimer's Society**

Nigel distributed a leaflet outlining the services. Dementia Advisor role is to offer advice and information, usually after diagnosis. Most referrals come from the Memory Clinic (Emerton Close, Bexleyheath) and also from GPs, social prescribing and self-referrals. Support is shorter-term but re-referrals can be made.

The Advisor talks through the diagnoses with the patient either at the Memory clinic or at home, depending on need. Topics covered during the talk include day-to-day living and what the diagnosis actually means for patient and carer/immediate family and wider family. Makes referrals to Social Services if needed. Liaises with other services in Bexley where needed. Provides highest level of support possible within the remit.

Drop-in sessions between 1-3pm on alternate Mondays.

Are Parkinson's patients included – no, purely Alzheimer's.

How does someone would get referred to the Carer Information and Support Service – can self-refer or via the Dementia Advisor.

Dementia Action Week is usually held in May – Nigel aims to have a Roadshow for the service.

Dementia Friends was also mentioned - run by a coordinator to raise awareness about living with Dementia and also to support carers. Talks can be given at the Surgery if requested.

Are there dedicated befrienders for Alzheimer's patients? No, patients would be referred to other agencies.

**Minutes of last meeting:** Approved.

### **Action log, matters arising**

- The Chair to contact our CCG contact about acknowledgements for Mystery Shopper input.
- The fridge datalogger is now installed.
- The Chair had contacted the 4 people requesting 1-1 training.
- The Chair had fed back re "Mystery Shopper" name perception.
- The Practice Manager had confirmed dates for flu clinics.
- The Practice Manager to post bullet-points of meeting minutes on the noticeboard and website.
- The Chair to organise speakers for future meetings. Ongoing but organised up to May 2019. November 2018 - Julie Powell from Trading Standards who will be talking about scams that particularly affect the elderly; January 2019 - Nisha Wheeler (CCG Director of Primary Care); March and May 2019 - Laura Burr (MIND) and Steve Davies (Bexley MENCAP), one meeting each. It was suggested that all speakers could be invited to the next PPG Roadshow which may be on May 16<sup>th</sup> 2019.

### **Virtual members update**

- The Coordinator passed on four 1-1 training request slips to the Chair.
- Following on from the minutes, one message from a Virtual Member was received re making an appointment with a doctor - patient found trying to make an appointment for 2 weeks' time is challenging. A committee member said he had heard a patient complaining about the "release appointments at 2.30pm" system and the Practice Manager confirmed there have been other comments, so the system is being reviewed again. He confirmed a GP can make

a follow-up appointment for 2 weeks' time as they have reserved slots for this, or they can request the receptionist to do this. The difficulty arises for those who have non-urgent requirements. There are some telephone appointments as well. The Chair has used the GP call-back service which works well.

- The Chair asked if the whole algorithm for the eConsult has to be worked through regardless of condition – the Practice Manager confirmed this is the case as the system flags certain areas of concern depending on answers.

### **Share information from meetings attended by committee members**

- There was nothing to note from the Primary Care meeting.

### **Highlights of the meetings Chair attended**

- Healthwatch carried out a survey including how many learning disability (LD) patients are on GP registers. Plas Meddyg has 12 LD patients, 7 of whom had a health check and 5 of whom declined the offer.

### **Practice Manager's update including sharing any information as a Governing body member**

#### **1. Governing Body Meeting 6<sup>th</sup> September.**

- Dartford & Gravesham NHS Trust (Darent Valley Hospital) reported on their CQC report and the planned improvements which he felt were excellent.
- The Chair had raised the success of Plas Meddyg at the meeting.
- The public responses to the Stroke Consultation have been reviewed. Darent Valley Hospital has been confirmed as included in some of the preferred options.
- There is a National drive to recruit GPs from abroad; only 2 applicants for SE London, both of whom have been allocated to Bexley (not Plas Meddyg).
- Phlebotomy Appointments at Erith – up to 20% are being DNA'd.
- Erith Urgent Care Centre will be closing at 8pm to allow the last 2 hours for treatment so the service finishes at 10pm as planned. Without this, too many people are already waiting and cannot be seen and treated before 10pm closing time.
- The CCG at the end of June was expecting a break-even for the year but with a significant risk of a deficit by the end of the financial year. Referrals are far higher than the population growth.

#### **2. CCG AGM**

- No major confrontations.
- 97% of SE London patients receive their care in SE London.
- The CCG are prioritising prevention, integration and promoting Primary Care.
- Last year was the first year they breached their statutory duty and were in financial deficit.

#### **3. Surgery news**

- Automatic door still not fixed - due next week as the engineer was sick today for the planned fix.
- New check-in screen has been ordered. Bookshelves have been moved to enable the screen to be placed lower down for wheelchair users and nearer the door.
- The hump in the flooring has been reduced.
- Quote for widening the inner door has been received – to be approved by the doctors.
- Dr Nikesh Gupta has started as the latest GP Trainee.
- Patient Survey – ahead of both the CCG and National average in all areas except one – the choice of appointment.

### **Any other business including future speakers.**

A member publicised “12 Steps to Better Health”. She had seen CHJ and was assessed for the service. Suitable patients can be referred to centres such as Crook Log to see a personal trainer, assess personal needs and work on a customised programme e.g. aerobics, swimming. Cost is reduced at £25 for a month and re-assessment takes place at the end of 12 weeks. If mutually agreed, the programme can continue for the rest of the year for the reduced cost of £25pm. The member said the only issue is the other users of the gym etc., so the programme is better suited to those who can attend during the day when there are less people attending.

**Date of next meeting Tuesday 20th November 2018.**

### **Next year's PPG meetings**

The Chair in consultation with the Practice Manager had agreed next year's PPG meetings as follows: 22/01, 19/03, 21/05, 16/07, 10/09, 19/11

### **Upcoming Governing Body & Primary Care meetings**

The Chair gave out the following dates for both the Governing Body and Primary Care meetings that are held in public and requested that committee members make an effort to attend.

- Governing Body Meetings in Public (Civic Offices)  
Thursday 1/11/2018 - 13.45 to 16.30
- Primary Care Commissioning Committee in Public (Civic Offices) Wednesday 17/10/2018 -  
14.00 to 15.30  
Wednesday 12/12/2018 - 14.00 to 15.30