

Patient Participant Group

Minutes of 19/03/19 meeting

Attended: Ann Whatson, Mark Burgess (Practice Manager), Mavis Wilson, Mike Tindall, Saby Ghosh (Chair), Sandra Gilliard, Leanne Midwinter (Virtual Members Coordinator). The Chair welcomed new member Ann Whatson to the committee and introduced Laura Burke from MIND

Presentation by Laura Burke, MIND Community Engagement Worker

MIND do more than offer counselling.

- **Improving Access to Psychological Therapies (IAPT)** – anyone registered with a Bexley GP can ask for support from Bexley MIND and/or self-refer. Telephone assessment takes place and it is decided whether the person meets the criteria for help with the low-level service IAPT provides. Low-level, for example, would not manage patients who are suicidal. The aim is to have someone seen within 12 weeks. Weekly group therapy is initially offered whilst waiting for 1-1 support. Some people are resistant to Group therapy but participation is voluntary and many people find once they have had group therapy no longer need or want 1-1. Referral onwards to other services is possible if this is appropriate. When patients are phoned at an agreed time, if they do not answer three times they are sent a letter to say they did not answer and so have been removed from the list – they can apply again. Maximum six sessions, if more needed then referred on to another suitable service.
- **Recovery College** – offered to anyone with Mental Health problems. Lots of activities are offered such as friendship groups, working in the garden and allotment. Accessing the Recovery College is the same process as for IAPT. Recovery College tries to achieve a sense of purpose for those attending and is ongoing for as long as people want to attend.
- **Welfare Rights team** - supports people who are not sure about issues such as benefits, debt advice.
- **Advocacy** – supports people struggling with mental health issues when they go to meetings, have hospital inpatient stays etc. Community advocates also exist.
- **Carers** – supports carers who are looking after anyone with mental health and/or addiction issues.
- **Crisis Café** – out of hours support service for those who are suicidal or severely distressed, held at Devonshire Road. The service 'holds' these people through their crisis and then suggests the relevant service. Open Mon-Fri, 6-11pm and 12md-11pm Sat, Sun and Bank Holidays.
- **Revival Café** – for people to get together.
- **Different projects** e.g. Community Connect for those who are isolated. GPs can refer, self-referral is possible; charity football match planned soon, aimed to engage men as suicide rates are high between males ages 20-49.

Review last meeting's minutes, action log, matters arising and approval

- The Chair confirmed that Muriel Simmons and Ray Ellen have declined to continue as PPG members for the time being.
- The Practice Manager checked the volume level on the answerphone message – it is at the correct level.
- The Practice Manager has discussed attendance with the GPs and Dr Ralf has put the next meeting in his diary.

- 4 virtual members had been contacted and Ann Watson has joined the committee. One other person who may join the group is currently in America.
- **ACTION: The Virtual Members Coordinator to email virtual members to see if anyone is interested in being on the committee; interested parties must be able to commit to attending and preferably be able to offer a skill.**
- It was commented that the speaker who presented Bexley's plan to cut back on prescribed drugs in favour of people buying over-the-counter meds will impact detrimentally on many people who genuinely cannot afford to do this. The Chair outlined the deficit Bexley has which is why this is one measure to help save money. It was also confirmed that GPs can override the decision and prescribe if necessary.
- Minutes from the last meeting were approved.

Update of virtual members and any comments from Patients

- No comments received from virtual members. 2 new members – now 27.
- Comments were outlined from a patient that Oxleas Trust services have been excellent. Rapid Response team provided excellent service for someone just discharged from hospital.

Share information from meetings attended by committee members

PPG Network Meeting, 28th February 2019 – The Chair attended and reported on this meeting:

Michael Boyce, Dep. Chair of the CCG, outlined the key objectives for patient involvement:

- Mystery Shoppers. Good results so far, e.g. Ophthalmology waiting list was too long. This was reported, action was taken and the wait has reduced. There are now more than 600 Mystery Shoppers.
- PPGs – Audit undertaken.
- Record, store and share – how to do this regarding questions from the Governing Body Meetings so people receive feedback.
- Michael can be contacted via Annie Gardner.
- PPG Network Meetings. Recommended practice is to join NAPP but the surgery would need to pay for this. Meetings to alternate afternoon/evening to allow different members to attend. Ideas needed for how the network should be run. New Chair to be appointed. Proposal for Chair's position requested.
- Patient Council - Paul Cutler (Lay Member). Aims to support PPGs so voice of patients can be better heard. Runs in parallel to PPG. Comprised of 20 reps of patient and care groups across Bexley, eg Age UK, MIND. 2 purposes - NHS CCG gives details of plans affecting Bexley; Sharing ideas, insight and challenges to feed into the decision-making processes e.g. Learning Disability patient access to GPs.
- EPEC - Annie Gardiner. Engagement Patient Experience and Equality Committee provides a layer or assurance to the governing body how the patient voice is reflected in decisions of the governing body. Chaired by Paul Cutler. EPEC are recruiting some public members to the committee soon. The Chair outlined discussions around how PPGs are set up and the challenges currently faced, e.g. GP / practice resistance, lack of volunteers.

The Primary Care Commissioning Committee meeting reported a big concentration of efforts on the Belvedere surgery, Cairngall Medical Practice, that is closing with approximately 5000 patients yet to be transferred.

Highlights of the meetings Chair attended

Focus Group Urgent Care Centre (UCC) 4th February – it is likely that the UCC will move out of Erith Hospital into Erith Health Centre and there will be a public consultation. However...

Governing Body Meeting 7th March – Neil Kennett-Brown, MD, said the UCC will not be moving out of the hospital because extra spaces within Erith Hospital have been found and so there will be no public consultation.

Patient Council – EPEC: 4 new members from the public will be sought in the near future.

Mystery Shopper – target was 2000, only approx. 650 current members, CCG has reduced its number of staff so appears to be having difficulty working on the issues submitted by the existing Mystery Shoppers. Every surgery should have a PPG. Working with Lotta Hackett who used to work on HealthWatch but is now CCG staff supporting Annie Gardner, our PPG Chair is going to Little Heath surgery to promote the PPG with Lotta and Julia Hart. Our PPG Chair complained to Patient Council about many issues which are directed to be kept within the meeting room - in the future a factsheet will therefore be produced by Paul Cutler for public consumption.

The Chair said he was keen to get people to attend public meetings - dates were distributed.

Practice Manager's update and any other news

Governing Body Meeting 7th March

- Presentation from Lewisham & Greenwich Trust. CQC review reported the Trust as "Requires improvement" but it received more "good" assessments than the last report.
- Neil Kennett-Brown gave his first Managing Director update and touched on the NHS Long Term Plan. Formation of Primary Care Networks was a highlight whereby a combined practice population of 30-50,000 is proposed as it has been shown to work well from a dynamics perspective. There will be more collaboration with healthcare workers coming into GP surgeries e.g. Social Prescriber and Pharmacist shared in the surgeries in the network.
- On 14th February it was confirmed William Harvey, Darent Valley and Maidstone Hospitals will have a Hyper Acute Stroke Unit (HASU)
- Presentations from Bexley Council – system-wide prevention strategy and whole-system obesity strategy to be implemented.

Surgery news - another trainee due, Dr Mousa from 17th April. The surgery currently has 7100 patients.

Any other business incl. discussions re. Patient/PPG get together on 16th May

➤ PPG event

- To be advertised starting just before Easter
- It was suggested adding a note to text reminders or prescriptions to publicise the event
- BVSC, HealthWatch Bexley and CCG are to be invited again. Alzheimers, MIND, MENCAP, Carer Support, Trading Standards, Police, Neighbourhood Watch, Slimming World and Walking for Health were suggested for invites to have a stall.
- Barbara Ghosh will run the refreshments.
- Is the appointment system still the same? It was confirmed the appointments are still released on weekdays at 2.30pm.
- What is done about patients who keep missing appointments? They are contacted. If they miss 3 appointments they can be removed.
- Are the text reminders working well? Yes
- Who makes the decision to remove patients? The Practice Manager discusses with the GP partners.
- Is there now a full complement of doctors? Yes, and it makes a big difference to the ability to get an appointment.
- Music on the phone when on hold is quite a harsh recording. The Practice Manger said the providers made some changes recently but he wasn't aware of this aspect and will check the music. **ACTION: Practice Manager to check answerphone music**
- Speaker for May meeting: Kara Lee from MENCAP

Date of next meeting Tuesday 21st May 2019.