

## Patient Participant Group Minutes of 10/09/19 meeting

**Attended:** Jenny Phillips, Mark Burgess (Practice Manager), Mavis Wilson, Mike Tindall, Saby Ghosh (Chair), Sandra Gilliard, Dolores Tyers.

The Chair introduced Vinod Kumar from INSPIRE.

### **Presentation by Vinod Kumar followed by Q&A**

Inspire ([www.inspirecommunitytrust.org/](http://www.inspirecommunitytrust.org/)) provide a range of services to enable disabled and vulnerable people to have a better quality of life. Vinod detailed many of the services. Key items were:

- Equipment (e.g. wheelchairs, seats, stools and other items that assist less able people)
- Services e.g. Home Care. Sometimes people choose to get finance from the Council to arrange their own care (Direct Payment) rather than using a Care Provider. Q: Is there a standard payment for carers? A: No, as long as it is minimum wage. Direct Payment can be used for payments to carers who do not have to be from agencies, they may be friend, relatives or other people – as long as they are acting as carers. Q: What about Police checks? A: Inspire can help with this.
- Blue Badge, Taxicard and Freedom Pass service. The Blue Badge scheme is being extended to Autism and Dementia patients. Q: is there a limit of how many Blue Badges can be issued? A: Local Authorities compare and if the number is questioned, justification has to be given for the number issued. The Blue Badge scheme and Freedom Pass have eligibility criteria.
- Day Support services including day trips out (the Council provide the list of people who are eligible for this) with an escort – Inspire can supply the escorts and carers to help with this. Council may provide finance to pay for such trips – the finance is means-tested. Patients can pay Inspire direct for this also (i.e. self-funding).
- Special Needs Housing Service – properties will be assessed by Inspire to see if they are suitable for disabled people.

### **Q&A**

Q: Is Inspire a not-for-profit organisation?

A: No, but any profit is put back into the organisation.

Q: what qualifications do the people who do the assessments have?

A: They should be qualified Occupational Therapists. For straightforward items, Occupational Therapy Assistants can help.

Q: How do you think Bexley compares to other London Boroughs in what is offered?

A: Very similar but Bexley offer a very good service.

Q: Is the photo supplied for the Blue Badge displayed on the badge?

A: Yes, on the back, and it is the front of the Badge that is displayed in the car.

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

Minutes approved.

### **Update of virtual members and any comments from Patients**

Nothing to report.

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

Jenny Phillips attended the CCG “in public” AGM – “Our Health, Our Wellbeing, Our Place”.

Key points of focus:

- Kings now have a new CT Scanner.
- New strategy – Prevention e.g. Obesity, High Cholesterol and Hypertension, Children and young children including Diabetes.
- Finance – work ongoing with the local authority
- Implementation of Health Watch, Bexley Strategy including Flu vaccine; high priority on cancer referrals; Stroke Units; 2 CCG reports were ‘good’ for Oxleas and Darent Valley; primary care 1-1 service, GP hubs and booking systems.
- Case for Change – Health and Social Care Strategy needed. Providers need to work together for London and Bexley.
- Constitution needs to be in place with membership agreed.
- Engagement with local teams needed with local leaders; screening and safeguarding discussed.
- Mental Health not to be absorbed into other boroughs. Anxiety and Depression groups due to be launched in September.
- Aim to keep elderly patients safely at home as far as possible rather than in hospital or care homes.
- Quality and Safety including Sepsis training awareness; prostate pathways; rapid access diagnostics at St Thomas’.
- Risks considered and discussed
- Ideas for the future – menopause, hard of hearing help

The Chair attended the Social Services Carer / Patient Pathway drop-in event 20<sup>th</sup> August. This was a bit of a misnomer as it was not a drop-in, however it was quite useful in terms of finding out certain information, such as a Carer’s Group that is available, and being able to feed back what would be useful for Carers when the patient is first diagnosed and/or discharged from hospital.

#### **Chair to share information of meetings attended**

- Adult Social Care 9<sup>th</sup> August – very similar to item 7b. MT also attended and was disappointed that the CEO arrived late then criticised any points raised.
- National Review of Access to General Practice Services. Slide pack distributed.

#### **Surgery news**

- 2 new trainee GPs – Dr Nair and Dr Monserez.
- Changing the clinical system on Thursday to EMIS. Once this is embedded, ‘flu invitations’ can be sent out for October.
- PCN – starting to work with the other surgeries evidenced by the joint event offered to certain patients for Menopause Awareness.
- 3 part-time (equivalent to 2 full time) Clinical Pharmacists employed across the network. SG queried the choice of Social Prescriber not being taken up. As this is an established role there is more of a need for the Clinical Pharmacists. Plas Meddyg will likely have one of the Pharmacists every morning or afternoon thus freeing up an hour’s doctor time daily.
- CQC (Care Quality Commission) have introduced a new inspection regime. “Good” or “Outstanding” organisations will now have an annual phone call for the next 5 years. Plas Meddyg has had their call with a result of no significant changes since the last inspection so the CQC is happy the surgery is still ‘good’.
- In the future, help from PPG members shouldn’t be needed during the flu vaccinations period as checking-in will via the patient check-in screen. Vaccinations this year are being carried out by the nurses.

#### **Any other business**

Chair: GP Patient Survey has just been published. Plas Meddyg scored low on ease of use for online services and ease of making an appointment. The Practice Manager confirmed it was

the choice of appointment that was the issue but most people know who they want to see and what day they want. Use of online services – The PM confirmed the current system is not great, the new one is better, but Plas Meddyg still has the highest number of online registrations and use of the online system (46%) in the borough. MT suggested getting an appointment was still an issue and the 54% who do not use the online service need to be catered for.

MT- re Appointment system still an issue. Can an analysis be carried out to see how it affects people? JP confirmed waiting on the phone for 15 minutes and when answered Reception asked her to wait longer whilst they saw 2 people in front of them. Receptionists always ask callers to wait if there are people at the desk rather than a first-come, first-served basis.

Email received from the Chair from Shiela Ruhomauly apologising for missing the meeting and requesting a reminder a couple of days before future meetings.

**Speaker for November meeting: Peter Bleksley**

**Date of next meeting: Monday 18th November 2019**