

**Patient Participation Group – minutes of the steering group meeting
Friday 20/05/2016 10:00a.m**

Present: Priscilla Baines, Dilys Cossey, Cortina Henderson, Michael English

Hurley: Pam Elliott, Dr Kouroumali, Cleo Kamale, Dr Murray Ellender

1. Hurley Updates

- a) **Dr Simin Hussain** is leaving, last day 14th of June, moving on to pastures new. Some of the sessions have been covered already.
We have new partners and Drs joining the practice - Dr Omar Hasmi, Dr Nishma Shah and Dr Dyer Smith.

Agreed:

1. Put up notices about changes to GPs for patients to clearly see.
2. Query with Mark if letters should be sent to patients
3. Speak with Dr Hussain about whether a notice should go up about her leaving

b) **Dr Madan**

Dr Madam has a national role working for NHS England.

c) **Patient calling Screens and doors**

The screens have been installed and the software installation is due in on the 30th June. The replacement automatic door is also on the way. PPG members suggested that the doors needed to be clearer with less posters/notices. **Agreed Pam to arrange.**

d) **Training Practice**

We had a recent assessment as a training practice with Dr Lucy Brook as the practice trainer. The practice passed with flying colours and was re-accredited for 5 years (the longest period that can be allowed).

e) **Research**

Mark will be continuing with research when he retires as a GP at the practice. There is a new Research Nurse that is working at the Hurley Clinic and will assist with developing research throughout North Lambeth Practices. The Research Network will also have a stand in the waiting room today to tell patients about Research and how they can help.

f) **AV training room**

The free TV screen donated via the CCG has been put in the Quiet room where it is being used as part of the new AV training room. PPG meetings can be held there as well as other training events that are suitable.

g) **The Local Care Records**

Patients records are linked up with these organisation and integrated with our emis system here at Hurley and its very useful. We are able to access patient records from Kings, Guys and St Thomas' as well as the Maudsley

h) **Online access – presentation made by Dr Murray Ellender**

Dr Ellender explained that he attended this meeting to get views from PPG members about raising awareness amongst patients on the new digital age of general practice and what is available to them. These are online booking facilities, Repeat prescription ordering, access to online medical records as well as being able to consult with a GP online. At the moment it's under used and we would like patients to get used to using this technology.

He indicated that we are applying to GSTT Trust for funding to shift more care online for this new digital journey. If we shift a good chunk of things online, for certain conditions that can be managed online, this will give GPs more time in the day to manage patients who need more time such as those with complex multiple conditions. Also there is the convenience of online access, such as freeing up phone through having Blood test results for viewing online to reduce the number of calls.

PPG members acknowledged that it can be easier to do some things online instead of the whole trouble of coming in. It would be useful for patients to have some sort of tutorial where they can come in and look at how to use our online services.

All acknowledged that general practices are changing but we are protecting some services for some of the patients who are not able to use the new services. There's a huge gap to fill with increasing patient use for online services. Patients want to see their results and we can use this to open the door to other online services available for patients. Online requests help to give a lot of information to the GP and part of the consultation has already begun because we have the information. This could be very useful for us.

A number of suggestions were also put forward, such as conducting a patient survey on new online services. some PPG members felt that the website needed to be reviewed as it was not as intuitive as would be expected. PPG Section on the website

2. Meeting at Durning library – 6th June 2016

PPG noted that they were expecting quiet a lot of people so need to be punctual. Also it was suggested that there was a need for help to move the chairs around. Mark will be coming with Physician Associate's and the new partners. No refreshments, only water. Hurley will provide disposable cups. Pricilla will distribute the agenda on what Mark will be presenting.

3. Future organisation of the PPG and Steering Group

PPG suggested whether we should have a regular slot in the practice's newsletter and send it by e-mail to those patients who have expressed an interest in joining the PPG. The disadvantage is that the practice would have to do the distribution as we don't have our own e-mail address. Pam can add word documents to the website for PPG events. Priscilla proposed the set up a Gmail account for patients who may want to contact PPG members. **Agreed Priscilla will find out about mailchimp and get back to us on it.**

4. Future activities

- a. **Healthy Eating** - 13th of July – with venue to be agreed.
- b. **The loneliness agenda** - look at having a special event about this in winter. PPG asked whether the practice can allocate some money and funding for PPG? **Agreed Pam to discuss with Management.**

5. PPG network

Priscilla reported on the survey in March of Lambeth PPGs which showed that there has been significant progress since 2104 in getting PPGs started. The Gold Standards and Toolkit for Lambeth PPGs have been distributed to practices and are proving useful and the Network's website is almost ready to go live. The CCG has introduced its 'Practice Incentive Scheme' and the first stage is supposed to be in operation by the end of May 2016.

Next Meeting 20th of July 2016