

## **Hurley Patient Participation Group Steering Committee**

Minutes of the meeting held on

**Thursday 18<sup>th</sup> November 2017 at 10.00 am**

in the Hurley Clinic Conference Room

**Present:** Michael English, Christine Tan, Priscilla Barnes, David Prichard-Jones  
Hurley Clinic: Simone Williamson, Pam Elliott, Satinder

**Apologies for absence:** Cortina Henderson, Vonnie Williams, Dilys Cossey

- 1. Minutes of the meeting of 21<sup>st</sup> September 2017 and matters arising:**  
minutes agreed.
- 2. Hurley Clinic developments:** Average wait for a GP appointment is about 1 – 2 weeks. We have regular locums such as Dr Patel and Dr Godward. Dr Godward is here about 2 – 3 days per week. She won't be here for an extended amount of time between Christmas and February 2018. Dr Patel will be working 4 days a week. Dr Rowan-Parry may be joining us as a long term locum. Dr Davies has joined us working on Wednesday afternoons. We are trying to give GPs a good work/home life balance. We are currently short of nurses appointments. We are trying to cover the shortage by getting in locum nurses, as well as recruiting.

Patients tend to use the Lambeth GP Hub when Hurley Clinic does not have appointments that are at a suitable time, although some patients do refuse this service.

Dr Kumar becomes partner on 1<sup>st</sup> December 2017. Dr Kumar will bring extra stability to the practice and give help and advice to the GPs who need it.

- 3. Recent and future activities:** The Healthy Eating event originally arranged for 18<sup>th</sup> October 2017 unfortunately had to be postponed at the last minute to 9<sup>th</sup> November. That meant that no dietician could be present which was a pity as it was well attended, with quite a few people who would have welcomed more professional advice than committee members could give and were expecting a talk of some kind. Text notifications clearly do work. A few leaflets were handed out.

The PPG could apply for a grant from Age UK for a Warm and Well event. It was agreed that the event will be held on 1<sup>st</sup> February 2018. Priscilla will sort out the application for the grant and Pam will try to get a dietician to attend the event.

At the next AGM meeting we may get Dr Badial or Dr Dyer-Smith to discuss online access and online consultations.

Priscilla will try to get Sinead from the Health Foundry to talk to patients about online access at a separate event to the AGM meeting.

Dr Kumar would like to do a talk on sexual health and contraception aimed at people of all ages ("sexual health across the ages"). STIs can affect people in a wide range of ages. Other ideas that could be talked about are parenting, hypertension or chronic diseases i.e. diabetes. Dr Kumar would like to talk to a wide range of patients.

- 4. 2017 Annual general meeting.** Simone has booked the Durning for 27<sup>th</sup> November. Doors open at 6.15pm. Simone will get Toni (administrator) to send out a text message to let patients know about the event. Dr Kumar will speak for the Hurley and update patients for about 15 minutes. There will be a Q&A. As we agreed that the theme should be self-management/self-care as that is part of a national agenda. Leaflets should also be provided.

Priscilla will also invite Karman from Hills Pharmacy to attend the meeting. He could be a joint discussant with Dr Kumar. Karman may discuss medications that patients can no longer get on prescriptions i.e. certain malaria tablets, certain painkillers and some emollients. At the next AGM meeting we may get Dr Badial or Dr Dyer-Smith to discuss online access and online consultations.

The surgery is trying to stop wastage of medications, as some patients may hoard their prescriptions. The Hurley has to look into only giving patients medications that they have asked for.

Christine suggested bringing registration forms for patients to join the PPG steering group.

- 5. Patient's survey for 2017.** The survey was completed on 20<sup>th</sup> October and although there were fewer on-line responses than in previous years, there were 150 paper responses, so the total (340) was higher than in 2016 (300). On a preliminary look at the results, there are no surprises and many fewer adverse comments than in some previous years. Although some of the surveys were incomplete, it doesn't invalidate the questions that were answered. The results should be written up in time for the AGM.

If the PPG group do the survey next year, the amount of questions asked may be shortened. Dr Kumar will re-design the survey for next year. A question on awareness of the PPG could be added to the survey.

- 6. PPG Network and Local Care Network.** There is the usual story of problems with getting quite a few practices to establish properly functioning patient-led PPGs but things are gradually improving with help from the Network's development officer. The CCG has agreed to work with the Network to

persuade the practices without PPGs that they should do more. The PPG Network's AGM is probably now on 24 January 2018 when Priscilla will stand down from the board but has agreed to carry on for the time being on the North LCN Board. The Local Care Networks are gradually establishing themselves but the LCN Board is still not in a position to take over an oversight or management role, partly because it has no authority to commit the participating organisations to anything.

The Hurley should try to get a varied amount of patients to join the PPG group. Priscilla resigned from the Network PPG board, but will still be on the PPG steering group.

**7. Any other business:** None

**8. Date of next meeting.** 18/01/2017

**9. Meeting ended:** 11:30am