

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

Minutes of the Steering Committee Meeting on

**Thursday 25 January 2018 at 10.00 am**

in the Hurley Clinic Conference Room

**Present:** Christine Tan, Priscilla Barnes, Dilys Cossey, Jo Hykin, Cortina Henderson  
Hurley Clinic: Simone Williamson, Pam Elliott

**Apologies for absence:** Vonnie Williams, David Pritchard Jones

1. **Minutes of the meeting of 18<sup>th</sup> November 2017 and matters arising:** Minutes agreed.
2. **Hurley Clinic developments: update.** Waiting times for appointments are currently fluctuating between a few days and 3 – 4 weeks. Dr Rowan-Parry has joined as a salaried GP. Dr Godward will be returning in March/April. Dr Patel will no longer be working at the Hurley Clinic. Dr Taylor will be returning in May. Both senior nurses will be going on Maternity leave in March. Two nurses have been interviewed to join the nursing team.

There has been a drive to have a clinical pharmacist on site. There was a pilot scheme at the Lambeth Hub Service to book appointments with a clinical pharmacy. A new full time pharmacist will start at the end of February. There were concerns that this will drive away business from Hills Pharmacy across the road. As we aren't a dispensing practice this won't affect Hills Pharmacy. The clinical pharmacist may see patients and will help with making sure patients only order when they need medication. When booking appointments reception staff can let patients know the skillset of the pharmacist. A clinical pharmacist may be able to prescribe. Having a clinical pharmacist may help with continuity of care. The clinical pharmacist may come to a PPG meeting in the future. At a future public meeting the PPG could invite the clinical pharmacist, to introduce what she does.

Self-care needs to be promoted i.e. patients also taking responsibility for their own care. Young people's clinics are being closed down and some are being amalgamated in with family planning clinics. The health visiting team are being restructured and recentralised.

3. **Recent and future activities:** we got funding from AgeUK for a Warm and Well in Winter event that is happening on 1 February in the Durning in the afternoon. AgeUK are supplying a speaker and there will also be James Tierney who is the manager of the new Castle Centre at the Elephant which has a lot of exercise and sports facilities, as well as organising events for local people. James Tierney from the Castle Centre will be having a talk at 3.30pm. Someone will be giving a talk at 2.45pm. A text will go out to patients over aged over 55 or over 60. Cakes and fruit will be brought for the event. We also need to discuss other events. Healthy Eating always goes down well and is easy to organise but what else? We have several times discussed a mental health/wellbeing event and Vonnie has volunteered to help with that. It could be discussed what services are offered for patients with mental health. We could try to get someone from the Living Well Network Hub come to give talk. Priscilla will email Dr Kumar in regards to the mental health event. A

company called Compassion in Dying are trying to engage with PPG networks. The mental health event will be held on 3<sup>rd</sup> May 2018. Priscilla would like someone to go round to patients to help them book appointments online. There is also the follow-up to the continence event that we held last year. Priscilla will discuss with a lady named Ingrid about having a session on chair exercises for the elderly. A venue for this need to be discussed and the event could be held in March.

4. **The 2017 annual general meeting** was held in the Durning on 27 November. Simone was on leave but Pam agreed to do the minutes when she could. The attendance was fairly small – around fifteen patients – but they raised some issues that Dr Kumar undertook to follow up with Pam. There was an issue with prescriptions. Now it is a bit easier what to track the prescription. Pam and Dr Kumar are liaising with the GPs to get them to put an explanation as to why they reject prescriptions. Kar Man Chung from Hill's pharmacy also addressed the meeting about self-care and the medicines that are no longer available on prescription. There were few complaints of the sort we heard at one time and one or two new faces but the weather was not good, which may have accounted for the small attendance. Thanks to all the practice staff who came as well.
5. **Patients' survey for 2017.** The survey was completed and reported to the AGM on 27 November 2017. There are some points that need to be followed up (the summary of the analysis is attached) and we need to discuss what to do in 2018. The response was adequate but we should accept Satinder's offer to revise the questionnaire and see whether we can get more useful information from it. Questions about new developments may be included.
6. **PPG Network and Local Care Network.** The PPG Network development officer has reported that just over half the practices in Lambeth now have a functioning PPG although activity levels are very variable and some are still struggling. Things are gradually improving with help from the Network's development officer but it is a long haul with too many practices reluctant to accept the value of PPGs and therefore reluctant to put any effort into setting one up. The CCG has agreed to work with the Network to persuade the practices without PPGs that they have to do more in order to comply with their NHS contracts. The PPG Network's AGM is on 24 January 2018; Priscilla had originally said that she would stand down from the board but in view of two other departures from the board she has agreed to carry on for the time being, as well as staying on the North LCN Board which she had previously agreed to do. Lambeth and Southwark boroughs are both in the process of bringing together their health and social care systems and a lot of effort is being put into that, with the newly-named Lambeth Together project. 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.
7. **Any other business:** Dilys will discuss with Vonnie starting a carers group to help give carers information. As part of the GP framework Pam needs to get a register of carers. She will be sending out a questionnaire to patients who are deemed as carers to update the register.
8. Meeting ended: 12:05
9. Date of next meeting: 22/03/2018