

Hurley Patient Participation Group Steering Committee

Minutes of the Steering Committee on

Thursday 15th November 2018 at 10.00 am

Hurley Clinic Conference Room

Present: Priscilla Barnes, Dilys Cossey, Cortina Henderson, Christine Tan
Hurley Clinic: Dr Satinder Kumar, Pam Elliott, Claudette Wright, and Lucy Harvey

1. **Minutes of the meeting of 15th September 2018 were approved subject to amendment to show Christine Tan as being in attendance.**
2. **Hurley Clinic developments: update.**
 1. **GP recruitment or Locums** - Noted that Dr Simin Hussain has returned as a locum GP doing 6 sessions per week and that she is considering a permanent contract as a salaried GP.
 2. **Appointment wait times** - these have dramatically reduced since September to less than a week's wait for a routine appointment in most cases for GPs and Nurses. Noted that the increase in viral illness, and the impact of the xmas holiday period will most likely increase waiting times once again over the autumn/winter period.
 3. **CQC visit** – Pam indicated that there is likely to be a CQC inspection visit in December and the whole team were preparing for this. It was likely that PPG members would be asked to attend the inspection and would be interviewed as was the case for the last visit. Noted.
 4. **POM applications and interviews** - Pam reported that the first round of interviews for a Practice Operations Manager to work at this site, had resulted in no appointments being made. The second recruitment campaign has seen a poor response. It was therefore decided to extend the number of recruitment agencies and adverts to see if this would yield better results. Priscilla will be attending proposed interviews in December. Noted.
 5. **Hurley Clinic and Riverside Medical Centre merger plans**
Lucy Harvey, (Hurley Group – Senior Service Development Manager) attended the meeting to explain current plans and proposals to merge the Hurley Clinic and Riverside Medical Centre. This would potentially result in a patient population size approaching 30,000.

Lucy explained that her role in the group is as the responsible senior manager at certain Hurley Group sites and the Practitioner Health Programme site. She explained that the basis of the proposed merger was because of suggestions by NHS England that practices should seek to become more robust and have greater resilience. The way to achieve this is to have bigger list sizes under a single contract. With this in mind, the plan to merge our two sites would enable the group to increase services offered to those patients, and for them to undertake more involvement in Federation initiatives in the future. Additional services could include sexual

health/education, as well as more access choices. However, in the immediate short term, the plans would not see any changes to existing arrangements for patients to see clinicians at their respective sites/surgeries. However, eventually they will have the choice to see GPs at either site. The plan is to put in an application to CCG for the merger by December, and this should include the views of patients.

PPG members felt that this would be an ideal topic for the next AGM that is planned to take place imminently. In relation to the proposals, they stressed that if the idea was to improve service provision for patients, this could only be achieved if we could attract more GPs. They noted that the Lambeth Hubs were already offering the opportunity to extend access by offering patient appointments at weekends and evening. They also felt the need to ensure that there was no destabilising of the GP team at one site because of the presence of the other. It was however pointed out, that the Hurley clinic now has a very stable team of excellent, skilled GPs.

Lucy indicated that long term plans would be to increase in the digital platform from which to get access to GP services – currently delivered at a smaller scale via e-consultation, online access to appointments, prescriptions etc. PPG members however felt that online access had its limitations. Currently, you could get appointments online for a short period of availability but could not do so if you wanted an appointment a few weeks in the future. There was also the view that there needed to be sufficient safety netting when it came to e-consulting as not all medical problems could be addressed through advice and access via websites. There was some concern about confidence and guidance in systems of this nature.

Both Dr Kumar and Pam indicated that there is a demand for digital/online access but we are also committed to serving the needs of those patients that are not as digitally 'literate' as some, or unable for whatever reason to access service through a suitable device.

Other members felt that it would be ideal if we could have additional services which prove to alleviate the pressures on secondary care such as more minor surgery. There was also the concern about what would happen if GPs were to work across both sites. Dr Kumar pointed out that this already happens as he sometimes works at Riverside on a Monday, and Dr Jim Rowan-Parry carries out minor surgery procedures for both patient cohorts at the Riverside site. Most of the current GPs at both sites have worked in either place at some point, particularly if they are locums.

3. AGM arrangements

As the patient survey completion has been delayed it was agreed that the AGM be postponed from 26th November to 3rd December at 6.30pm. Agreed the new date for the AGM, and that Dilys would organise posters, Pam would text patients who have agreed to receiving non clinical SMS texts, and leaflets on self-care, e-consults, along with tea and coffee refreshments would be provided. The main topic for discussion would be the proposed Hurley Clinic and Riverside Medical centre merger. Dr Kumar would be in attendance along with Lucy Harvey, and

the team would also ask Clare Gerada if she is available.

In conclusion, the group agreed that the AGM would indicate the following points in the discussion of the merger –

- **Publicise what improvements to services the merger can offer**
- **Point out that there is no change to existing provision or set up in the immediate future – and at the moment it is about strengthening continuity rather than change.**
- **The merger would provide a more powerful patient service and voice at local delivery level**
- **Opportunity to extend or enhance digital services**
- **Possibility of working to invigorate the participation and effectiveness of both sites' PPG groups.**

Agreed that Pam would review online booking availability for GPs to ensure it was available for all suitable sessions.

Also agreed that the item of the merger would be on the agenda for the AGM meeting. It should be publicised with a poster (provided by Dilys) and leaflets attached to prescriptions (Claudette to organise).

4. **Communications with patients:** Noted that Pam had managed to resolve this issue by creating a new database of patients who have agreed to receive non-clinical SMS texts about PPG events, public meetings, surveys etc. Currently at 150+ and this will increase as all newly registered patients will be asked about giving their permission on this. Also, a promotional leaflet on the PPG was attached to paper copies of the surveys to capture this info. It was noted that there is also an email group via the PPG email address that can be contacted for the same purposes. However, the Chair would look at ways to maintain an email list.

There was also some discussion on how we could extend the membership of the PPG. It was suggested that meetings may have to be in the evening. Also, it wasn't always necessary for them to attend all steering group meetings, but we could have contact via email and send out tasks for them to do.

5. **Self Care and Medicines Waste:**

Pam reminded the PPG members of the self care promotion going on in the practice. Lambeth CCG had produced further information on OTC medicines (as discussed at the Public meeting where Karman Chung – Community Pharmacist – had attended to raise the issue with patients at the meeting. Noted that leaflets were being put in the waiting area for patients, as well as a promotion on the calling screen. It was **agreed that leaflets should be distributed by the Group at healthy eating events throughout the year.**

Dr Kumar reminded the Group about Asha, who is the practice pharmacist who assists us with medication reviews, reducing wastage through reviewing over usage with patients and is available for help on some minor ailments. Noted

6. **Recent and future activities:**

1. **Mental Health Meeting** – suggested that Dr Sean Ross from KCH be invited to attend as well as Dr Clare Gerada. Proposed for 21st February 2019 at 6pm
2. **Health Eating Event** – proposed for 29th January 2019 at 4-5.30pm. Pam to invite community LEIPS service dietician, Agiatu to attend.
3. Warm and Well event – Dilys to apply to via Age Concern for funding.
4. **AGM meeting:** 3rd December 2018 from 18.00-20.00pm

Dilys and Christine organised a healthy living event on 23 July that as usual got a good response. They seem always to be worth repeating. There is also the follow-up continence event to consider. Noted

5. **Patient survey** - ends on Friday 16th November. Approximately 300 responses so far.

Agreed PPG members would sort amongst themselves, inputting the responses and Priscilla would produce an analysis for the AGM accordingly.

6. **PPG Network and Local Care Network.** Work is going on with regard to care co-ordination in particular. The network is also working with the CCG to persuade practices that do not have a functioning PPG to make plans to do so. Noted that Pam had put our PPG group in touch with that of Lambeth Walk. Their members wanted further information to help develop their functionality.

Our PPG members thought that it would be useful if someone from the Local Care Network could attend the next meeting to talk about what it is doing and how this is affecting local care. There was also a suggestion that Dr Arvind Madan is invited to a steering group meeting to discuss the increase and enhancement of digital access to services.

7. **Date of next meeting.** 24th January 2019 at 10.00am in the Hurley Clinic Conference Room