

Hurley Patient Participation Group Steering Committee

Minutes of the Steering Committee Meeting on

Thursday 22nd March 2018 at 10.00 am

in the Hurley Clinic Conference Room

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

Apologies for absence: Vonnie Williams, David Pritchard Jones

1. **Minutes of the meeting of 25th January 2018:** Minutes agreed.
2. **Matters Arising:**
 - a. Item 7 – Carers group – Vonnie has been approached about this but cannot assist as yet due to other circumstances, but the Group will ensure that this issue is progressed later in the year
3. **Hurley Clinic developments: update.**
 - a. **Replacement for Simone Williamson (Reception/Admin support)** The meeting welcomed Claudette Wright a new receptionist and the new admin/support person for the group.
 - b. **Waiting times for appointments** are currently still fluctuating between a few days and 3 – 4 weeks.
 - c. **Clinical Pharmacist** – the Hurley Group have employed 3 clinical pharmacists to work at a number of sites. We have been allocated the highest graded Pharmacist, Asha Patel who will be working a number of days at the Hurley clinic (up to 3 mornings per week). She is seeing patients for Medication reviews, medication changes, shared care issues, hypertension and some other aspects of chronic disease care.
 - d. **Staffing:** Noted that Dr Omar Hashmi has now left the Group. Dr James Taylor will return in May, and Dr Sally Godward also returned at the beginning of March. There is a new male Practice Nurse, Vijay, who is full time. Also noted that Dr Kouroumali would be likely to leave due to a change in familial circumstances from July, however she may be able to still do some sessions for us and provide GP support through other mechanisms – such as EConsulting.
4. **Recent and future activities:**
 - a. **Warm and Well held 1st Feb 2018** – Held at the Durning in the afternoon with speakers from AgeUK and South London Cares, plus James Tierney, manager of the Castle Centre (Gym) at the Elephant. The attendance was quite small – around 15 patients plus the Steering Group members. James Tierney has supplied a link to an NHS exercise website about chair exercises - <https://www.nhs.uk/Livewell/fitness/Pages/sitting-exercises-for-older-people.aspx> – In order to publicise more, it was agreed that Pam should put this info on the patient calling screen. **Agreed**
 - b. **Advanced care planning** – Priscilla attended a training session on advanced care plans organised by *Compassion in Dying*. It was suggested that a future event on this should be held to give patients

advice on wills, probate, power of attorney, Finances etc. Suggested date for a public event – 3rd May 2018 at the Durning at 6pm (book for 5.30-8pm)

- c. **Mental Health/Wellbeing** – Noted that Vonnie had volunteered to help with this event. Suggested event at the Durning for 5th July 2018 6pm to 7.30pm (book for 5.30-8pm)

Agreed the events as above to be booked at the Durning by Claudette.

- d. **Digital services** – the group are trying to encourage as many patients to sign up to online services, particularly appointment booking, and repeat prescribing. It was suggested that we should add to the next survey, a question about how patients normally make their appointments: by phone, in person, online?
 - e. **Carers** – the group suggested we should look at an event to raise awareness about what help there is for carers, signposting, and their rights.
5. **PPG Network and Local Care Network.** – Noted that the PPG Network continues to hold bi-monthly Lambeth-wide events and the next one is on 21 March. Priscilla continues to serve on the PPG Network Board and on the north Lambeth Local Care Network Board.

There are discussions about the possibility of creating a single GP Federation for Lambeth and for merging the three LCN boards. That might help to reduce the bureaucracy and frequency of meetings but it has not yet happened. Noted

6. **Visual and hearing impaired patients** - members raised the issue of patients with visual impairment receiving DNA letters and not being able to read them. It was suggested that we should have a register of the visually impaired patients who we can facilitate with regard to services at the practice, plus provide training and advice for reception staff interaction with these patients. **Agreed Pam to arrange search of the clinical system to create a register.**
7. **Improvement areas for 2017/18** – the meeting discussed these as part of the enhanced service on PPG activities that we undertake each year. Following discussion it was agreed that the improvement areas would be:-
- a. **Facilitating services for vision and hearing impaired patients** – risk assessment to be undertaken via contact with a voluntary organisation that provides this service (www.selvis.org.uk)
 - b. **Sexual Health** – a focus on improving signposting and access to family planning to aid better awareness of services
 - c. **Mental Health/Wellbeing** – signposting for services available in NHS and voluntary sector
7. **Date of next meeting: 31st May 2018** at 10am in the Conference Room at the Hurley Clinic.

Meeting ended at 11:55am

