

## **301 East Street Patients Participation Group (PPG) Meeting Friday 13<sup>th</sup> September 2019, 2-4 pm**

### **Present**

Facilitator: René Mehta (RM) Practice Manager, Sharon Costello (SC) Reception Manager, Jane Salmon (JS) & Irene Payne (IP) Patients, Yejide Osoteko (YS) Walworth Living Room (WLR)

### **1. Apologies**

Bernard Bain

**Minutes from previous meeting** - agreed to be amended to clarify that Irene Payne will help with and support PPG rather than 'lead'.

### **2. Walworth Living Room (WLR)**

YO explained that the Living Room is a new community facility which has been developed by Pembroke House. The project is currently only open to the public 1 day a week as it is still in its development stages. The intention is to be open for 5 days a week as an informal community space, around the kitchen. There are also smaller rooms suitable for more formal meetings. Activities are being developed with local communities and organisations. Those present agreed that PPG meetings should be held in WLR and that we should investigate the potential for joint activities and meetings taking place at WLR with other local practices.

RM to discuss at the next meeting of practice managers. **ACTION**

Another area of potential collaboration was identified as the green space development project which WLR is involved in.

A previous member of the PPG, Peter Wright, has done a lot of work in this field. RM agreed to put YO in contact with Peter. **ACTION**

### **3. South East London Clinical Commissioning Group (SELCCG)**

RM outlined the NHS plans for CCG mergers. Locally the proposed merger is between Southwark, Lewisham, Bexley, Bromley, Greenwich and Lambeth CCGs, to create a single South East London CCG. Southwark CCG is expected to agree this merger later this month. The expressed aim of this major change is to enable the NHS to commission more effectively and consistently for South East Londoners and in the best interests of patients; to reduce management costs so more resources can go to GP surgeries, community services and hospitals; to plan services at the right population level and better join up health and social care. There will be a GP board at SELCCG chaired by a GP and with 2 GP representatives from each borough. There will be place based boards within each borough, bringing together health and local authority commissioners for decision making, planning and commissioning of local community based care

Some disquiet was expressed about this centrally driven major change which, it was felt, was likely to lead to increasing remoteness from local populations and patients, a potential lack of influence on services and less accountability of decision makers. There were concerns also about complexity of different

structures and the time needed to coordinate, manage and communicate. Such huge change merits wider public discussion. These issues and questions to be raised at forthcoming patient participation forums. **ACTION**

It was reported that a Southwark group of 'Keep our NHS Public', a national campaigning organisation, has recently been set up. IP to e-mail their 1<sup>st</sup> newsletter to those present. **ACTION**

#### 4. Re-establishing & Developing the PPG

There has been turnover of patient members and it has been difficult to attract more people. There is limited time and resource within the practice to develop the group. A first priority is therefore to reach out to more patients and encourage them to join.

Initial priorities for action were identified as:

- To produce a leaflet about the PPG, encouraging people to join - this should be distributed in the Surgery and in the community, for example through WLR. **ACTION**

The Practice:

- to identify potential patients and use the surgery messaging system to contact them and encourage them to join the group.
- to review the existing patient mailing list and add to this
- to update the information about the services available to patients
- produce a leaflet on services to be made available via the Practice internet site, through community groups such as the WLR, and face to face in the Surgery. **ACTION**

Other ideas to involve more patients, such as themed events or online groups for patients, to be discussed at a future meeting.

The terms of reference were not discussed due to time constraints so these will be on the agenda for the next PPG meeting. **ACTION**

#### 5. National Annual Patient Survey

RM went through the results, which were not as good as the very good results last year. The Practice achieved results equal to or higher than the local CCG average in 10 of the 18 areas surveyed. The Practice scored best on phone access, appointment times available, and patients getting to see their preferred GP. Areas for improvement were highlighted as support for long-term conditions, and mental health. There is a need for caution in interpreting and responding to these survey results as the sample is extremely small.

In discussion we identified issues which merit further consideration as: waiting for more than 15 minutes, continuity of care and mental health

It was suggested that the practice might try out longer appointment times alongside e-consult and telephone consultation, for 1 afternoon a week, and evaluate the impact. **ACTION**

## 6. Future Meeting

It was agreed that the next two meetings will be held on 17th January & 17th April 2020 respectively. The venues will be confirmed in due course.

### Summary of action points from the meeting

Ref	Action	Lead	Date due	Comments	Status
13092019-1	Working with Walworth Living Room	RM	30.09.2019	Hold East St PPG meetings at WLR Discuss WLR at Practice managers meeting Connect WLR with Peter Wright	
13092019-2	Raising Concerns about CCG merger	IP	30.09.2019	PPG network meetings	
13092019-3	Circulating Southwark KONP Newsletter	IP	30.09.2019	To e mail newsletter to RM JS YO	
13092019-4	To produce a leaflet about the PPG	IP	31.10.2019	For distribution in surgery and via WLR	
13092019-5	To review patient mailing list and update	SC	04.10.2019	To build a contact list of interested patients	
13092019-6	To identify patients potentially interested in PPG & contact via Practice text	SC	31.10.2019	Message target patients	
13092019-7	To produce leaflet about Practice services and update web site	SC RM	31.10.2019	For circulation in surgery and through community groups and post on website	
13092019-8	To discuss limited trial of 15 min appointments with Partners at the surgery	RM	04.10.2019	Review impact	
13092019-9	Items for next PPG meeting	RM	31.10.2019	PPG terms of reference Other ideas for increasing patient involvement	