



Watling Medical Centre

Patient Participation Group

WMC PPG Ordinary Meeting

Minutes of the meeting held

Thursday 5th July 2018 6.30 pm, at WMC Stanmore Surgery

Present

Patients: HO (Chairman), BH, SL, LG, DW, MG, HR

WMC staff: Dr Milen Shah, Sanja Todorovic, Avril Sheehan, Lynn Brown, Marcella Okekeh

1. Introductions

2. Apologies: AM, LG & SS.

No reply received from BO, BA.

Most members knew that TR had passed away. Tony was a towering figure in local matters, actively involved in many organisations. This committee will miss his wise input and members send their sincere sympathy to MR.

3. Chairman's opening remarks – Hugh wished Happy 70th Birthday to the NHS.

Hugh fed back on participating in 'Dying Matters'- Last Phase of Life working party with a broad membership of GPs, social workers, charities, a priest representing the inter-faith forum, all working together to encourage families to make preparations for end of life. Meetings have been organised at North London Hospice, Jewish Care and at Brent Cross where use of a shop was donated for one day, enabling presentations - plus free tea and coffee contributed from neighbouring shops. A North London Hospice staff member made a specific brochure for the Brent Cross event (copy attached).

There have been a lot of initiatives starting with CEPN (Community Education Provider Network). MS emphasised the importance of end of life care which usually is a difficult topic to broach. At the surgery we have quarterly palliative care meetings about the palliative patients on our list and talk to palliative care nurses from the hospices about the patients who have around 3 months to live. We have 'care plan patients' who are flagged up so they can be accommodated if needed even if we are fully booked. HO said it is nice to know we have such a safety net.

4. Minutes of ordinary meeting held 8 March 2018: no comments. Minutes were approved.

- 5. Matters arising from minutes not covered in this agenda:** There are no matters arising.
- 6. Minutes of committee meeting held on 3rd May 2018:** no comments. Minutes were approved.
- 7. Matters arising from the minutes, not covered in this agenda:** BH and MG accepted to become vice chairmen. They looked at what might be implemented, ways of working and the newsletter.
- 8. Newsletter:** HO did the original draft; MS said it flows nicely and thank you to ST and to Ben for the editing and completion. 1000 copies have been printed, financed by the practice and printed with no adverts. A copy will be emailed to patients but first it will be sent to committee to test how it looks. Committee members were asked to check and read it and notify if any changes are needed. It is on our website, in the surgery. Discussions were led around how to get copies to our housebound patients - maybe on home visits.
- Action: AS to e-mail a copy of the Newsletter to Committee members before it is e-mailed to the practice's e-mail distribution list.**
- 9. Report and update from the Practice:**
- (i) **Overview:**
- MS said we are thinking about changing our catchment area to expand to include the new Stonegrove estate.
 - ST said we have a new practice nurse Rute Ferreira who has previously worked in a hospice, in a hospital and as a district nurse. She is being trained. Our nurse Andrea has left. Paula and Sonal are our main nurses.
 - We also have a trainee nurse for 1 year called Theresa.
 - We now have a Clinical Pharmacist called Janki who works 2 days a week; Tuesday at Burnt Oak and Friday at Stanmore. She is with us for 3 years and has begun seeing patients. She is starting a course in January to become a prescriber. After 3 years we will decide whether to continue her post. This initiative is happening all over the UK, helping doctors with their workload. At the moment Janki deals with long term conditions, asthma reviews, etc
- (ii) **CQC inspection 21 June:** ST said we had our CQC visit which was booked as a follow up, but ended up being a full visit, lasting all day across both sites. They spoke to ST, Hugh, doctors, nurses and admin staff members. Their feedback was that they had not found anything inadequate and that we all got on well. We will receive a draft report in 6 weeks.
- (iii) **Carers:** ST said we are quite poor at identifying our carers. We have around 2-300 patients coded as carers. A GP practice on average should have around 5% of its patient list on a carers' register which in our case would be 7-800. Carers can be helped with advice and referring them to services for carers. We have posters up and have

amended our new patient form to ask if patients are carers to aid increase in identification. Folders have been made and placed at both receptions with details of local services useful to carers. Health Champions can also use the folders. We also need to try to identify children who are carers since this cohort needs most of our support.

(iv) Care Closer to Home (CC2H) and Social Prescribing: MS explained that we will have more facilities at practices in the next 5 years and more information on what is needed locally. MS wants to work with local pharmacies and improve communication.

(v) Proposed expansion of Burnt Oak site: The practice would like to apply for 2019/20 NHS England Improvement Grant in order to extend Burnt Oak site with 2 new consulting rooms. There are currently some days in a week when we cannot accommodate all of our clinicians to be able to see patients. The deadline for the application is 25.7.18.

PPG Committee unanimously supported the application for the project.

10. Coordinate My Care (CMC): Coordinate My Care is an NHS clinical service sharing information between healthcare providers (ambulance, GP's, hospices and LAS), coordinating care, and recording wishes of how patients at the end of life would like to be cared for. They designed a new system, now upgraded which healthcare providers can access 24/7. MS is taking a lead to look into it. It takes 4-5 minutes to upload each patient's details.

11. Health Champions: Marcella said Michael had started his training (ST thanked Marcella as we are 1st surgery to make a Harrow directory) who is doing well and had his first day working Monday AM at Stanmore site. Michael said he spoke to 5 different patients; 1 patient wanted to do social walking, 3 more he spoke to and 5th didn't want to talk. MS said we are on the border of Harrow and Barnet and lots of Harrow services have been lost for our patients as we are a Barnet practice.

Action: PPG Committee members to let Michael know of any useful service in Harrow so the directory can be updated

Marcella said she has done recruitment and has 2 or 3 Stanmore patients interested in becoming Health Champions. She had 15 applications and said some things may change with how Health Champions work in the surgery i.e. introducing referral forms. Health Champions give 2 hours per week at a regular time.

12. The Barnet Network, BPPN: HO said it has grown and is well thought of within other PPG's who are very enthusiastic. It is recognised by the CCG and Healthwatch and consulted as a key partner for their patient Engagement strategy. CCG has funded renewal of the contract – originally a 1-year trial - for the PPG Engage project officer working out of Healthwatch. The last meeting set up a patient support network. It has given HO a lot of work and they ask for lot of feedback from him. The next meeting is on 5.9.18 and he will share information as it comes up.

13. Any other business:

- (i) Hospital Transport:** ST said Royal Free commissioned DHL to manage patients' transport. Criteria has been tightened, making it harder for patients to have transport approved. She has raised her concerns with the CCG, PALS, Healthwatch and DHL.
- (ii) Receptionist training:** ST asked PPG Committee members if anyone would be willing to help in organising receptionists' customer relation training. HR, with his expert training experience, agreed to help devising the training. Dee and Ben are also prepared to offer their help if needed.

Dates of next meetings:

Thursday 18th October
Thursday 7th March 2019 (with AGM)