

## Patient Participation Groups' Network Meeting

### Minutes

<b>Date</b>	30 <sup>th</sup> April 2019	<b>Time</b>	10:00 – 12:00
<b>Venue</b>	Room 3, North West Surrey CCG, 58 Church Street, Weybridge		

### Members/ Attendees

<b>Name (initials)</b>	<b>Title</b>	<b>Attendance (✓) or Apologies (A)</b>
<b>Convener</b>		
Liz Patroe (LP)	Head of Engagement, Diversity & Inclusion Surrey Heartlands CCGs (Guildford & Waverley, North West Surrey & Surrey Downs)	
<b>Members</b>		
Colin Jolly	Vice Chair, Chertsey Health Centre	✓
Catherine Brunton-Green	Chair, Chertsey Health Centre	✓
Janet Sleep	Nominated Representative, St David's Medical Centre	✓
Steve McCarthy	Nominated Representative, Church Street Practice	✓
Paul Thompson	Vice Chair, Sunbury Health Centre	✓
Louise Clubley	PPG Member, Madeira Practice	✓
David Clubley	PPG Member, Madeira Practice	✓
Clive Husselbury	Chair, Crouch Oak Surgery	A
Doug McDonald	Chair, Southview Medical Centre	A
John Bowden	Chair, Fort House Surgery	✓
<b>In Attendance</b>		
Michelle Harcus	Locality Interface Manager, NWS CCG	✓
Chimé Carlin	Wellbeing Adviser, Runnymede Borough Council	✓
Jacintha Bennett (JB)	(Minute-taker) Patient Experience Coordinator	✓

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**Freedom of Information:** Those present at the meeting should be aware that their name will be listed in the agenda and action notes of this meeting, which may be released to members of the public on request under Freedom of Information requirements.

Item No.	Discussions and New Actions	Who	When
1	<p><b>Welcome, Introductions and Apologies</b></p> <p>The Committees confirmed Liz Patroe as Convener for this meeting.</p> <p>The Convener welcomed members and attendees; apologies were received as detailed above.</p>		
2	<p><b>Declarations of Interest</b></p> <p>There were no Declarations of Interest</p>		
3	<p><b>Quorum</b></p> <p>As the required quorum was met, the Convener declared the meeting open.</p>		
4	<p><b>Social Prescribing</b></p> <p>Chimé Carlin, the Wellbeing Adviser from Runnymede Borough Council reported that there is a joint social prescribing group which works to connect to services across all of the NWS boroughs. The service currently takes referrals from Adult Social Care, GPs, Housing, Alarms and other local community groups. There is no self-referral system currently in place, unlike Surrey Heath. The Wellbeing Advisers can meet with the service user at the GP practice or in their home and can meet several times to address non-medical needs. A personalised care plan is drawn up and the service user is referred on or signposted to other services (i.e. voluntary sector).</p> <p>The Wellbeing Advisers are able to identify gaps in services, i.e. patient transport. Chimé raised an issue that Chertsey Health Centre currently has 2 codes and when PTS was called there was confusion as to where the practice was.</p> <p><b>Action:</b> Check coding for Chertsey Practice and confirm</p>	JB	

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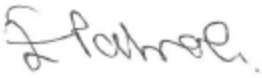
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	<p>merger of Abbey &amp; Bridge Practices with PTS.</p> <p>Social Prescribing is part of the NHS long term plan and funding has been guaranteed until 2020. The Borough Councils are currently bidding for future funding.</p> <p>CC provided some posters for distribution to the GP practices.</p>		
5	<p><b>Patient Access</b></p> <p>Michelle Marcus was asked about what patient information was accessible online. She explained that currently it is up to the individual practice to decide what patients can see. There are plans for greater access including blood test results and eventually GPs will need to make all patient records available (this will be coded information only, not additional free text).</p> <p><b>Action:</b> MH will check the GP contract to clarify what has been agreed.</p> <p><b>Action:</b> Group asked for data on extended access/online bookings.</p> <p><b>Action:</b> Suggestion to develop a guide for logging on to access services.</p>	<p>MH</p> <p>MH</p> <p>MH</p>	
6	<p><b>Minutes from last meeting on 28/01/2019</b></p> <p>A minor spelling error was corrected and the minutes from the previous meeting were agreed as an accurate record of the meeting.</p>		
7	<p><b>Action Log</b></p> <p>No actions outstanding from previous meeting.</p>		
	<p><b>Updates from Patient Participation Groups</b></p> <p><b>Madeira Medical</b> - nothing to report. A newsletter is produced by an individual from the practice which does not mention PPG.</p> <p><b>Sunbury Health Centre</b> – PT shared the link to the practice’s patient survey. PT asked if other practices have blood pressure machines available in Reception</p>		

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	<p>for patients to use and if they were worth it. Some practices did – there was a general discussion on the value of these machines. PT said that the PPG would fund one if worthwhile. He asked if other practices had problems with car parking issues and most did. Advised that he would need to speak to NHSPS to arrange for a no parking sign to be erected.</p> <p><b>Fort House</b> – JB reported that the planning application to relocate Fort House had been turned down and that they were now awaiting the outcome of the appeal which will take around 6 months. Approximately £500k funding has been lost as a result of the rejected planning application. If the appeal fails, Plan B is to restructure within the current footprint but the implications are that there will be no new patients for at least 3 years and no extra services will be added. A note is going out to the patients explaining the current plans (available on NWS CCG website). Fort House is trialling Dr Live, a self-assessment tool, which appears to be going well.</p> <p><b>Chertsey</b> – CBG reported that there has been a CQC inspection, one year on from the merger, which went well. AGM was held on 4<sup>th</sup> April – CBG stood down as chair but no new chair came forward. She will still attend PPG Chairs meetings as a member. DNAs remain a big problem at the practice and there was general discussion about how to manage these. CJ said that they are trying to get a breakdown of how appointments are booked and how many DNAs had left telephone numbers for reminders. The practice plans to publish information re the impact of DNAs via newsletter and electronic screen in practice.</p> <p><b>St David's</b> – JS recently took part in a finger print test for plod pressure/pulse. She recently met with Dr Oberai who thanked her for attending the meetings and said he would look at trying to attract new members. Meeting was scheduled for April but did not take place.</p>		
8	<p><b>PPG Audit</b> There is a contractual requirement for all practices to audit their PPG arrangements. The Audit document with the proposed parameters across Surrey Heartlands was</p>		

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	shared and amended slightly. Liz Patroe will be meeting with Helen Snelling, Head of Primary Care Network, shortly to start the process.		
9	<p><b>Monitoring of the Accessible Information Standard</b> It is a legal requirement that every provider should implement the AIS but this is variable. St Peter's is not compliant. CBG is currently working with the Trust.</p> <p><b>Action:</b> AIS document to be sent to PPG Chairs</p>	JB	
10	<p><b>360 Degree Stakeholder Survey Report</b> PPG Chairs to look at the survey online and get back to Liz Patroe with any comments.</p> <p><b>Action:</b> JB to re-send Stakeholder Survey Report to group.</p>	JB	
	<p><b>AOB</b> No other business was raised.</p>		
	<p><b>Meeting close</b> Meeting closed at 12 noon.</p>		
<p><b>Future meeting dates:</b></p> <ul style="list-style-type: none"> <li>• 30 July 2019 10-12</li> <li>• 29 October 2019 10-12</li> </ul>			
<p><b>Signed and agreed by:</b></p> <p></p> <p style="text-align: right;"><b>Date: 30 July 2019</b></p> <p><b>Liz Patroe, Head of Engagement, Diversity &amp; Inclusion Surrey Heartlands CCGs (Guildford &amp; Waverley, North West Surrey &amp; Surrey Downs) (Convener)</b></p>			

\***Quorum** shall be

Four members:

- a) The Chair or designated deputy
- b) Three PPG representatives (Chair, Vice Chair or nominated representative)

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