

Barnet West PPGs Local Network Project

Notes of Meeting

Tuesday, 30th January 2018

12.30pm

Millway Medical Centre

Present: NAMES REDACTED AS NOT YET APPROVED FOR PUBLICATION

[REDACTED]

By Invitation:

[REDACTED]

1. Welcome and introduction – HO welcomed all, followed by individual introductions

2. Apologies:

[REDACTED]

3. Notes of meetings held on 21st November 2017 – Minutes were approved.

4. Matters arising not on the agenda

- AY mentioned that a few PPG members had been in contact looking for help and she was happy to offer it. She had asked the Exec Partner Dr Hall of Millway to speak to these particular practices GP partners before AY got in contact directly but AY hasn't had any feedback yet from Dr Hall.

- CP mentioned the directory of services and that at the last meeting it was mentioned that Millway wanted to start their own, she wondered to save starting from scratch to share resources.
- BJ mentioned if there was a way of accessing the south practices as her practice is based that side and she would like to make contact with the PPGs. RC suggested he could send the current list across to BJ.

Action: RC to send BJ list of practices in the south of the borough

5. Brief report from individual PPGs on current and projected activities

- HO briefed all about sharing and listening to other PPGs. He opened the floor for discussion amongst the group.
- HO began by discussing what his practice had achieved. They meet 3/4times a year they have a subcommittee. They produce a newsletter which gets distribute to all patients and to a 1/3 by email. They have hard copies in the surgery and local pharmacies agree to hold copies.
- SB stated he has no GP buy in at his practice. He tried to kick-start things with a newsletter but he hasn't got anyone to do it. AY mentioned how Millway do their newsletter. SB said he will try to engage pts at his PPG meeting that week. Discussions continued around the issues SB faces at Heathfield.
- HO commented it is an issue across the country not just locally. HO mentioned CP being a director of the Barnet Federated GPs and that they had a discussion about joint working with PPGs. HO mentioned that he has been invited to the federation meeting next week.
- CP commented that it's a struggle to get patients to form a group - she has had better luck with the health champions.
- HO said some practices are looking to combine PPGs and Champions, it is important the PM's engage.
- CP commented PM's often haven't got the capacity and are not necessarily being reluctant.
- HO observed practice size is a consideration too.
- CP explained her practice is part of the health wellbeing programme and they are thinking of combining this with their PPG.
- BJ raised are we having a network of networks? – HO commented on how other networks such as Harrow work quite well. He explained that there are some outstanding practices, some that are a 'work in progress' and some barely existing. This is a common pattern around the country. Barnet is much larger with three recognised areas but only West has developed a network. A pan Barnet network could be very effective but local networks should be encouraged.

- BJ raised she has emailed PM for help but no response she is in the North of the borough. CP offered to share the list of chairs for the PPG's.

Action: CP to send list of PPG chairs to BJ

- SMC shared that Millway have created a newsletter which is quarterly, we have created the 3C's – Comments, Compliment and Complaints online and in the surgery for patient to be able to communicate their concerns as well praise for the surgery. Their health champions are setting up self-help groups for diabetes and they have a Dementia coffee afternoon. We had an AGM where we elected 8 members to the committee board. We have merged both the PPG and Health Champions as of this year. They help with the weekly ENT and baby clinics held at the surgery, as well at winter flu clinics and when any surveys need conducting like the recent Healthwatch one. She mentioned we have over 18,000 patients yet our core is only 50.
- MB shared that he is from one half of a shared practice. Have the support of 2 senior partners and a virtual PPG of 250. They have a newsletter which is distributed and emailed to patients. They would like a volunteer group for reception (similar to RFH) for signposting patients. His colleagues Chris and Peter have discussed starting this and have finalised an appropriate application form for recruiting etc the stumbling block is we need an agreement from the other side of the practice to try and get them on board, as it is a common waiting room. They are concerned if they went ahead it would cause issues between the practices, trying to get them to support each side. They need a mix of people for it to happen. They also aren't getting any positive feedback for the hard work they are doing, though they have achieved some minor practical changes. MB raised about sharing each other's newsletter

Action: - Everyone to exchange newsletters

- MS shared her PM is very helpful but only part-time at the practice. They have produce their 1st newsletter which was distributed through the surgery and also shared amongst their virtual PPG. Self-care week they handed out leaflets and chatted to patients. MS wants to help the GPs and staff with their workload.
- BJ is new to her PPG. They are a small group who meet quarterly but there is no structure; they have a new chair in place. PM used to attend but has now left the practice. One GP does attend but it's not always the same one. They are trying to get health champions on board but not successful yet.
Concerned the practice's list size could be increased due to the housing development close by this has been raised with the MP and CCG as this will impact the surgery and over stretch the GPs. BJ needs to make contacts and get better organised in order to help the practice.

- JT shared that they had a PPG for a while but are restarting up in the next couple of weeks. Trying a number of ideas and to gain support from lead GP who has different views from them. RC is supporting them at the moment.
- CP shared her PPG have not been working for last year and not doing much, few issues and mainly practice led. Focused on health champions which she is not thinking of merging both groups together. MO and MAA are part of the health and well-being programme shared by 5 practices. MO co-ordinates all the volunteers and she tries to keep them at the same practices although sometimes people have to switch around. They do 2hrs a week navigating non-medical help to patients. MAA has seen a difference in helping in the surgeries as it takes the pressure off the GPs on the non-medical issues if they can help or sign post the patients.
- TM asked what training did you do? MO said they did a RSPH course or Community health champion
Action: - TM to exchange details with MO and MAA
- SM shared they are a small practice though they were doing well have now lapsed. There is another meeting scheduled tomorrow to try and restart again as well as try and set up a virtual PPG, they are struggling to get members.
- HO expressed that this had been very valuable having everyone share their experiences.
- BJ wondered if we could have group communication between us all so we can support and shared ideas electronically
- MB/PO commented that having terms of reference and constitution has helped and recommends this to others as a starting point.
- SB commented that outside issues needs to remain outside when you meet as a group.
- HO mentioned aims and objections to be done asked if MB would consider making a terms of reference for our network group? – MB agreed.
Action: -MB to draft a ToR and share with HO and then group
- MS asked do you send your agenda out beforehand. SB commented yes we do or at least try to agree items beforehand.
- BJ commented she has asked the GPs for feedback but has not had a response.

6. Update on PPG Engage project though the community

- RC feedback from a Barnet Healthwatch perspective, he is impressed with today's attendance. He expressed the value of PPGs; he has been putting together a short case study. – Millway agreed to be one of those cases. He has been having conversations with other PPGs for case studies to get ideas

on how to help other groups. RC is going to publish the case studies in the next newsletter. RC explained he is from CommUNITY Barnet and commissioned by the CCG for public engagement altogether, this is due to finish in March 18'. CCG want a summary of all the practices what has worked and what hasn't he is in talks with the CCG to continue supporting practices. Ian Bretman is supporting this and has spoken to the CCG as well so we are waiting for a response from them.

- RC mentioned he has draft term of reference that you can use to create your own and discuss amongst your group he is happy to send to anyone who would like a copy.
- They also have an E-Newsletter every 6 weeks, which he recommends all to subscribe to.
- MS commented is there anything they could as a group to get the CCG to keep RC available to the PPG's. RC commented back that you can contact the chairperson and give your views.

HO thanked RC and we all hope he will continue, in the meantime he still has a few weeks to go so don't hesitate to contact him if you need help.

7. Liaison with Barnet Federation of GPs

- HO mentioned that the BFG website has gone live and has endorsed what they do and he recommended everyone having a look.
- CP explained background of BFG and its service provisions, they are a large voice to help keep services in Barnet but also recognise that they need patient engagement. HO and MG have been invited to the next event to hear the business structure and current contracts they providing in the community
- CP explained current project such as care closer to home for secondary care in the community, CHINS are a pilot and development service.
- CHIN 1 DQIST is quality improvement project of diabetic patients , how this is being managed in practices
- Explained they will be reaching out for volunteers for the services and ensure patient experience, having focus groups ensuring feedback and interaction with patients on their journeys. They will also be reaching out to PPGs for feedback and interaction.
- Workshops where they can all attend, they are also currently running the out of hour's enhanced service which has hubs across the borough for patients to access at evenings and weekend.
- They are GPs influencing pathways to ensure better care is provided for patients
- HO to feedback to all re the federation event that he is attending next week

Action: HO to feedback to all

Action: Everyone to have a look at the BFG website

- MB commented amongst these various doctors' groups around is there a real champion of PPGs that could talk to their GP colleagues?
- HO shared how he got the network group going after presenting at the CCG. We should try to get more PPGs on board
- SB commented he feels this group is very good and supportive
- MB said it's important as CQC are testing the strength of PPGs and they want to talk to patients
- SB comment that the CQC have marked down practices for not having a PPG
- BJ commented do you all have you meetings at the same time? - Various responses given to BJ

KM and AY made apologies and left meeting at 2pm

8. Barnet Community Education Provider Network (CEPN) – Dr Rakhee Shah leading 'Last Phase of Life Programme'.

- HO outlined what he had been told of the ongoing programme. He has been invited to a meeting at the end of the month. Promotion need amongst the practices, not clear at the moment what is required, he referred to his email sent to all yesterday. HO asked for consideration to be given on how do we deal with various requests for cooperation, for discussion at next meeting
- CP commented to HO to scope out the project, find out does anyone want to represent them and how can you help?
- HO to feedback from meeting, publicity week is 2nd week in May as far as he knows; it could be similar to 'self-care week'.
- SMC –Suggested meeting in March so we can plan and be ready for May

Action: HO to feedback to all from Last Phase of Life meeting

9. Any Other Business

- HO asked if all are members of NAPP? – They issue bulletins, have events etc. Discussion around NAPP, their website and costs.
- CP commented that CCG has paid for first year membership for all Barnet practices. Subsequent subscription is roughly £40-50 per year
- BJ commented about practices affected by merging and taking on additional patients she is concerned for her practice as a new development is being built. There is no additional money out there, the CCG aren't looking to put another practice in place so there will be pressure on those ones surrounding the development, maybe the council can help? May the group as a network can help?
- Noted that regarding the Mayor's "London Plan" - Theresa Villiers has flagged her concern about the proposals of additional homes but not additional funding for health services.

- CP commented to fact find across the borough, what is the plan? Target the development
- SB will raise at next Healthwatch meeting and feedback
- SB wondered whether the group, with the support of the health champions, could bring about a peer support group for Prostate Cancer patients, a disease that affects 1 in 8 men. Suggested that it be discussed at the next meeting in the context of how we deal with other requests for cooperation as raised earlier.

The meeting closed at 2:15pm

**Next meeting – Tuesday 27th March, 11.30 am at
Millway Medical Practice, 2 Harley Avenue, Mill Hill, NW7 2HX**

Summary of actions from today's meeting

Action	Name
RC to send BJ list of practices in the south of the borough	[REDACTED]
CP to send list of PPG chairs to BJ	[REDACTED]
Everyone to exchange newsletters	[REDACTED]
TM to exchange details with MO and MAA	[REDACTED]
MB to make a term's of reference and share with HO and then group	[REDACTED]
HO to feedback to all	[REDACTED]
Everyone to have a look at the BFG website	[REDACTED]
HO to feedback to all from 'Last Phase of Life' meeting	[REDACTED]
SB to feedback from Healthwatch meeting	[REDACTED]