



Barnet Patient Participation Network

Minutes

Tuesday 4th September - 12.15 pm

Millway Medical Practice

2 Hartley Avenue, Mill Hill Broadway, NW7 2HX

Members in attendance:

REDACTED

Non-members in attendance by invitation:

REDACTED

In the Chair: Hugh Ogus **Minutes by:** Sanja R. Todorovic

1. Welcome and introduction

Introductions by the group were exchanged.

2. Apologies:

REDACTED

3. Review Minutes of previous meeting

Minutes of the meeting were approved as a true record.

Action log: summary of previously agreed actions

ACTION	STATUS
1. Everyone to exchange newsletters (30.01.18)	Watling & Millway MCs distributed copies of their newsletters Ongoing
2. Everyone to have a look at the BFG website (30.01.18)	https://barnetfederatedgpsorg.uk/barnet-federation-and-our-patients
3. All Members to contact Mike Baker with regard to ToRs and proposed/possible/outside scope activities as per MB's paper (27.03.18)	Some replies received.
4. SMD to draft a short piece about the activities of Millway Patient Support for Mike Baker (27.03.18)	Completed
5a. A volunteer for the role of Secretary 5b. Volunteers for minute takers (27.3.18)	Outstanding ST volunteered for this meeting/CP said that an admin staff member from Federation might be able to help.
6. MB, RC, BJ & IB to meet and review ToR (27.3.18)	Discussion postponed to the next meeting
7. HO to organise someone from Federation to talk to BPPN (27.3.18)	CP is BPPN member and attending current meeting
8. JT to report back with Selina Frater's comments on LPoL poster (27.3.18)	Current meeting
9. SB's feedback about referral management process trialled at 5 practices (27.3.18)	Ongoing
11. Social Prescribing – Action HO/KM Links were circulated in the minutes of the meeting.	The link for Bromley by Bow, who have done social prescribing for a number of years, is https://www.bbbc.org.uk/ What they have done is quite impressive. https://www.bbbc.org.uk/services/get-support-for-issues-affecting-your-health The reference to Reading is about the system developed by Reading University – http://www.intelligenthealth.co.uk/

4. Matters arising

4.1 **Federation website** – Barnet GP Federation website is up and running.

www.barnetfederatedgps.org.uk

4.2 **BPPN minutes taking** – as per above in action points

4.3 **Sharing e-mail addresses** – for the e-mails for those attending the meetings to be shared, attendees will need to 'opt in' in order to comply with GDPR requirements. Without this, all circulations are Bcc; only a couple of replies have been received and HO asked everybody to send him their assent.

4.4 **Last phase of life** – item is on the agenda.

4.5 **PPGs' Newsletters** – as per above in action points

5. Volunteers for Secretary - Nobody has yet come forward.

6. CCG Steering Group 'Last Phase of Life'

6i. Review by Debbie Usiskin (North London Hospice)

DU was welcomed and spoke about the role undertaken by the voluntary agencies. She gave details too of her Compassionate Neighbours work (within North London Hospice). Compassionate Neighbours is a social movement working with local volunteers to reach out to those in the neighbourhoods living with life-limiting illness, who may be lonely or socially isolated. The service is open to Barnet, Enfield and Haringey residents and it is free at the point of delivery. Volunteers are given two day training (next training dates details are available on North London Hospice website), undergo relevant DBS and safeguarding checks and are given ongoing support. The idea of the service is to enable and empower participants to become more autonomous. Participation is by referral only (usually from patient's GP but also for e.g. Cancer UK and Age UK) and the referral form is available on North London Hospice website. Some of the services offered are:

- Complimentary therapy
- Drama and music therapy
- Counselling support
- Clinical nurse specialists
- Chair based exercises

The project will be funded until February 2019. It has been noted that the project has been less successful in Barnet than other participating boroughs. DU noted that unfortunately nobody from Barnet joined Compassionate Neighbour steering group. There is lack of referrals from Barnet practices (CP – lack of awareness?) but there are volunteers interested in participating and helping. SMD suggested that DU attends Healthfair planned for 13th September to raise the awareness of the service. JT suggested linking the group with Dementia Cafe and Barnet Carers. It was also noted that Winchmore Hill where the service is based might be too far away for some of Barnet patients. DU mentioned that some of the volunteers are drivers that would be able to help in terms of transport and that benefits of the service outweigh the distance as a downside.

ACTION: AP to find out why there was a lack of engagement on behalf of Barnet CCG.

6ii. Coordinate My Care - HO had sent power point presentation yesterday. As much as it sounds really good in theory (providing coordination of care for patients at this stage of their lives) the system has severe limitations. The idea of the system is for each clinician looking after the patient to be able to update on their conditions and wishes for treatment and preferred place for dying. Ambulance services are provided with iPads to be able to access the system, but the software often does not work. In addition, due to the clumsiness of the system clinicians fail to update it regularly. It is currently available only in the London area within the M25.

Actions: ST to check whether there is a CCG lead on the roll out of CMC.
AP to check whether there is a pilot planned.

7. Update and brief reports from:

7i. **ToR task group** – item postponed to the next meeting

7ii. **CCG** – IB was present at the meeting as a link between this group and CCG's Governing Board. IB confirmed that update from this network has been added as a standing item on the CCG PPE Committee agenda and BJ of the PPE committee will represent it at BPPN meetings. IB also reported on last week's event at Finchley Memorial Hospital, 'Magic table,' a series of interactive games that are projected on a table and can be played independently or with friends and family aimed to help people with dementia as well as those with learning disabilities.

It was good to see AP back as Public & Patient Engagement manager; he has recently returned, having been seconded elsewhere and will be forming a team of five. The aim of the group, which will be closely working with third and community sectors, is to increase communication activity as well as have a strategic input in commissioning decision making.

ACTION: AP to send contact details of his group.

Future dates:

CCG Governing body – Thursday, 6th September 2018

CCG AGM – 20th September 2018 at Hendon Hall Hotel. JT noted that it would be good to have PPG representation again (as at the last AGM). IB emphasised the legally required format of the AGM as it may not be an appropriate forum for PPG's presentation. However, a public engagement meeting has been planned for 22nd November 2018. AP will take this feedback to CCG.

7iii. **PPG Support Project** – RC was very pleased to note that communication processes have improved with AP re-joining the team. AP was able to help with publicising of 12th September public event. Upcoming public engagement event is planned for 22nd November. JT suggested opening the agenda for public suggestions. AP to take this feedback to CCG.

7iv. **Healthwatch Barnet** – SB confirmed that Lisa has resigned from Healthwatch Barnet since the last meeting (joined Age Concern). Healthwatch Barnet is currently working jointly with NHS England on reviewing Friends and Family questionnaire. The idea is to try the new system with several surgeries in order to evaluate how the services can be improved. HO suggested for the new format to be presented to this BPPN group.

7v. **Barnet GP Federation** – CP gave an update on Federation developments (membership of around 60 Barnet practices). The Federation is currently working on: building joint resources model (staffing support, support with policies, building leadership); provision of enhanced access service – 8am to 8pm and weekend opening hours for membership practices' patients, with static and satellite hub practices to allow full Barnet coverage. The service has consistently achieved high satisfaction rate (98%); research network – rolled across Barnet from January 2018 and working jointly with

NOCLOR (North Central London Research Consortium). Nurse Paula McLaren is leading on the project. The research opens opportunities for patients to receive new therapies, treatments and assessments if they are interested; providing leadership role in developing QIST (Quality Improvement Support Team) through number of CHINs (Care closer to Home Integrated Network). There are several areas CHINs are currently working on – diabetes, asthma etc.

AP enquired whether Federation would be a good medium to take the roll out of CMC through Barnet practices. CP replied that, as with any service provision, this would depend on CCG's commissioning intention.

CP also underlined importance of patients' engagement with Federation. However, Federation will not be looking into having a separate PPG group but will be linking with BPPN and Healthwatch.

8. Any other business – Reports from individual PPGs.

- **St Andrews, BJ** – Next PPG meeting planned for 15th Sep. By setting it up on Saturday the practice is trying to increase numbers attending their PPG. Communication in the practice is improving. The group is trying to improve both medical and non-medical staff engagement with PPG. The group is working on e-newsletter. At the practice's suggestion the group worked on improving prescribing process.
- **Woodlands MC, AR** – Practice's GP team is very keen to get the PPG going. There is not much PPG is doing but practice is responsive to patients' suggestions.
- **Millway MC, SMD** – PPG have undertaken several activities: providing refreshments during NHS 70th Birthday celebrations; organising two very successful diabetic awareness evenings and having talks from an optometrist, a clinical pharmacist and a tester of Chair Aerobics; several members are working to provide a service for lonely patients (action as coordinators and signposting to other services); supporters have met with practice's doctors to inform them of their social prescribing work; a newsletter has been produced and the group is planning a health fair on 13th September followed by AGM. This also be their launch day for their social prescribing.
- **Watling MC, HO** - in a discussion about the 'Dying Matters'- Last Phase of Life programme, one of the partners had emphasised the importance of what usually is a difficult topic to broach. Within WMC 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 as needed even if we are fully booked. The committee was reassured to know of this safety net.
WMC has appointed a Clinical Pharmacist helping doctors with their workload. This follows an initiative throughout the UK.

We had a CQC visit which was booked as a follow up, but ended up being a full visit, lasting all day across both sites. The report awards 'Good' in all areas. The practice has concerns about identifying carers. We have around 2-300 patients coded as carers, whereas a GP practice on average would have around 5% of its patient list on a carers' register, which would suggest actual could be 7-800. We also try to identify children who are carers since this cohort needs most support.

PPG Committee members, one of whom brings professional training experience, have been helping in receptionists' customer relation training.

The most recent Newsletter is a multi-page compendium of relevant information. Published in print form as well as pdf, it is intended to be kept by patients for reference.

9. Dates for future meetings:

- Tuesday, 4th December 2018
- Tuesday, 12th March 2019
- Tuesday, 11th June 2019

Thanks were expressed to Millway and KM for hosting the meeting.