

East Twickenham Primary Care Network

Patient Participation Group Meeting

Date: Monday 26th June 2023 – 12:30pm

Venue: York Medical Practice

Chair: Peter Henderson

Minutes: Seamus Gray

In Attendance: Peter Henderson, Jeff Woodling, Maggie Ennis, Lauren Hoadley, Penny Alexander, Stephen Alexander, Paul Pegden Smith, Roger Williams, Sylwia Ferguson, Lacy Van Der Sloot, Seamus Gray, Barry Bennett

Apologies: Linda Hamilton, Christine Berry, Eleanor Thomas, Joyce Jacobs

1. **Approval of Minutes – 28th November 2022**

Minutes from last PCN PPG Meeting agreed

2. **Matters Arising**

Group informed that it was not cost effective to create a website for East Twickenham PCN but information regarding PCN has been added to individual practice websites

3. **Enhanced Access**

Lauren explained that York Medical Practice have taken on the contract for Enhanced access which currently run most week nights and on Saturdays, during the week it offers additional appointments for Richmond GP Practices from 6.30pm – 8pm and Saturdays it offers both GP and Nursing appointments between 08:00am and 04:00pm.

There are 2 other sites Essex House Surgery and Hampton Medical Centre, Sundays and bank holidays are only provided at Essex House Surgery, Clinical Staffing is provided by Richmond GP Alliance where admin staffing is provided by York Medical Practice, the times provided are good for the working population and currently is being used to its full capacity.

4. **Uniformity of Approach**

Discussion on content on website, and that the information should be consistent throughout the PCN; it was raised that York Medical Practice have included information regarding Enhanced Access on their website but other practice haven't, also spoke about possibilities of having information that relates to all practices to be updated centrally through website provider.

Action:

Lacy to discuss with PCN Members to agree uniform approach

Lacy and Seamus to update Cross Deep website with information and this to be relayed back to Woodlawn and Crane Park.

Seamus to contact website provider (SurgeryWeb) to see if it is possible for information to be updated for all practices where relevant.

5. Patient Awareness

Discussed how information relating to PCN are communicated to patients – whilst information is on our websites, it was brought up that not all patients are IT literate and how we might communicate with this group of patients – suggestion of poster or noticeboard explaining what services are available and how to access them.

Richmond GP Alliance run the majority of these services and have a say in all GP Practices in Richmond they should have some information regarding this, also could utilise Healthwatch to communicate with patients.

Action:

To contact Richmond GP Alliance to ask for poster/leaflets that can be displayed and given to patients.

CDS PPG to contact Healthwatch to see if they are able to publicise leaflets and information

6. Joint Activities

Was brought up that Dr Kudra provides minor surgery and what service do other practices provide, while this is not PCN contracted service there are possibilities for services like this to be provide, Spirometry for example as York Medical Practice will have staff able to do this.

There was discussion if we would like to hold joint events similar to the Carers Event held recently at York, it was agreed that this would be beneficial but would require input from PPG members of all practice

Action:

To find out what services each surgery can provide at next PCN Board meeting and to feedback to clinical team to raise awareness.

7. Clarity of Messages particularly on the websites

Information to be shared with PPG groups to ensure that is relevant and understandable before being published on website and Information should be published on all websites

8. Wider Participation

Unsure if Crane Park has an Active PPG but will encourage to participate and send minutes of PCN PPG meetings

9. PCN Contract Requirements including Tackling Health Inequalities

Funding for staff employed by PCN has been continued, the current end date for PCN contract is March 2024

Part of the PCN contract requirements is Tackling Health Inequalities, last year the PCN focused on housebound patients and patients that don't have mobile phones, email addresses or internet access, this project was completed alongside our social prescribers from Ruils.

This year we will be focusing on carers as it has been noted that the number of register carers is low across the PCN. It has been noted that some people may not know that they are a carer.

Each practice will be contacting all of their patients asking if they are a carer with information on what defines a carer and once identified will be followed up with services and help available to them and a view to host a larger carers event for the PCN at a later date in which the PPG group would assist.

There was also a discussion of using external resources to identify carers i.e. contacting Richmond Carers to see if their list differs to the practice one, possibly schools to help identify young carers and Richmond Council as they are also focusing on carers at this time.

Action:

The PCN PPG group have been asked to review wording of any communications and questionnaires from a patient's perspective prior to being sent to the practice population.

10. AOB

Discussion around access to MRI's and the existing contract being removed. The group asked if a practice or the PCN be able to secure funding for direct access MRI. It was decided that this was not practical from a space or cost perspective. There was further discussion about how certain services are funded.

Lacy shared that Cross Deep Surgery's ultrasound service is at risk of being decommissioned in January, Cross Deep Surgery are appealing the decision and have asked for support from the PCN PPG.

Lauren raised the Community Pharmacy Consultation Service (CPCS) and that as a PCN we should be signposting/referring certain problems and ailments to local pharmacies. This is a target in the PCN Contract, LH has received some documentation regarding this and has asked if the PPG will review the information and feedback from patient's perspective.

Cross Deep Surgery have started to create a signposting document that included CPCS services which we will share with other practices in the PCN.

The Out of hours service contract has been changed and currently only offers services between 7pm and 11pm. On weekends and overnight patients will be referred to Kingston Hospital or Central London, this has not been communicated with practices or staff.

Action:

Seamus to share signposting document with other practices.

Lauren to share CPCS documents with PPG.

Sylwia to clarify what services the Out of hours service are providing.

11. Date and location of next meeting

Monday 20th November 2023 @ 12.30pm - Location: TBC