

East Twickenham Primary Care Network

Patient Participation Group Meeting

Venue: The York Medical Practice

	DATE	Monday 20 November 2023	
	ATTENDEES	Peter Henderson (Chair) Dr Christopher Lambert (YMP) Seamus Gray (CDS) Geoff Woodling (Woodlawn & Oak Lane PPG) Barry Bennett (CDS PPG) Gillian Gibbs (YMP) - minutes	
	APOLOGIES	Dr Sylwia Ferguson Paul Pegden Smith Lacy Van Der Sloom Maggie Ennis Lauren Hoadley Richard Bedwell	
			ACTIONS ARISING
1.	Minutes of Previous Meeting	Approved.	
2.	Matters Arising		
a.	Uniformity of Approach	Explanation of Enhanced Access to be 'uniform' across PCN Practice websites. Woodlawn/Oak Lane and Crane Park do not have messages on Practice websites regarding Enhanced Services. Dr CL to liaise with Woodlawn/Oak Lane and Crane Park regarding same.	CL
b.	Enhanced Access	PH enquired if the significant utilisation of appointments at the HUB continues. Dr CL explained that there were multiple PCN sites across Richmond with YMP being 'nominated' HUB for East Twickenham PCN. GW asked if all Practices can access HUB appointments and Dr CL confirmed that this is the case – either via Practice Reception teams, online, or via 111 service.	
c.	HUB Service Website Link	SG advised that he contacted website provider regarding putting a 'uniform' link across all PCN websites. Regrettably the website provider advised that each individual Practice must input any changes to their own individual websites.	
d.	Patient Awareness of PCN	Discussion around patient awareness of PCN. Not viewed as a high priority currently. Ways of raising patient awareness around PCN services to be reviewed/discussed at next meeting.	ALL

e.	Shared Services	<p>Dr CL explained that the PCN practices are constantly looking for opportunities to work together collaboratively, an example of which would be the COVID vaccination roll-out.</p> <p>GW advised that GPwSI Minor Surgery is running successfully with input of referrals by PCN Practices.</p> <p>Dr CL advised potential collaborative PC project regarding improving safety netting on FIT testing. Further details awaited.</p> <p>SG advised that the ultrasound facility at CDS has been discontinued.</p>	
f.	Pharmacy Referrals	<p>Awaiting PPG feedback.</p> <p>Dr CL advised PharmacyFirst scheme likely to be actively rolled out.</p> <p>Current IT issues across borough with microsuction referrals.</p>	
3.	PCN Projects	<p>Dr CL advised that Dr Ferguson is relinquishing her role as Clinical Director of PCN and he would be assuming the role from January 2024.</p> <p>Dr CL advised that the Carers Project, identifying patients who are Carers has been successful.</p> <p>SG/GG advised that both YMP and CDS reported an increase in the number of patients identified as carers and are actively working on offering support to this cohort of patients.</p> <p>Whilst not the objective of the project, the question of how a Carer is recorded on patients medical records was raised. Currently there is no designated area in the patient records to show who the Carer is for individual patients.</p> <p>PH/GW gave examples of patient carers not being able to order medications on behalf of patients who they are carers for.</p>	
4.	Patient Involvement	<p>An agenda item from Dr Fergusson who was concerned at the lack of local patient involvement in provision of services.</p> <p>PH asked Dr CL what patients can do to help. For discussion at next meeting.</p>	CL/PH to review
5.	Out of Hours Care	<p>Discussion around ICB provision of clear pathways during in and out of hours clinical time.</p> <p>Out of hours service falls into two elements – before and after midnight.</p> <p>GW advised poor service under new provider (as discussed at Woodlawn & Oak Lane PPG meeting).</p> <p>Dr CL explained that this is not a PCN service and is commissioned by NHS SWL ICB.</p> <p>Agreed each Practice should raise inadequacy at Richmond Joint PPG meeting.</p>	

6.	Any Other Business		
a.	Patient Appointments DNA	<p>GW advised Woodlawn & Oak Lane reporting number of DNA patients. Discussion around potential common PCN source for PCN surgeries to contact.</p> <p>SG/GG reported no particular issues with numbers of patients who DNA appointments and no uniform approach on same.</p> <p>PH suggested Woodlawn & Oak Lane could potentially flag up as Social Prescriber project for contacting of vulnerable patients who frequently DNA appointments.</p>	Woodlawn
b.	PCN Funding	Dr CL advised likely to be continued in next financial year.	
c.	Crane Park Surgery	<p>Currently no PPG in place.</p> <p>Dr CL confirmed Crane Park active in PCN.</p>	
d.	PPG Recruitment	All Practices confirmed difficulties recruiting new PPG members. For further review at next meeting.	ALL
7.	Date/Venue of Next Meeting	<p>11 June 2024 – 12.30pm</p> <p>The York Medical Practice</p>	