

PPG Network Meeting Notes

Date: 19 July 2017

6pm – 8pm

336 Brixton Road, SW9 7AA

Present:

PPG members from Brixton Hill, Clapham Family, Clapham Park, Dr Masterton, Edith Cavell, Exchange, Herne Hill Group, Herne Hill Road, Hetherington, Hurley Clinic, Knights Hill, Minet Green, Riverside, Springfield, Stockwell, Streatham Common, Streatham Place, The Vale, Valley Road & Vassall Medical Centre and colleague from South East London Vision (SELViS).

Guest: Melanie Francis, Guy's & St Thomas' Foundation Trust (GSTT); Catia Albuquerque, GP Federation.

Apologies:

Palace Road

Meeting commenced at 6.05pm, opened by Sandra Jones (LPPGN Chair)

1.	<p>Welcome & Network Update</p> <p>Sandra Jones (SJ) welcomed attendees and gave the network update:</p> <p><u>Digital Apps event</u> - Successful event held at Health Foundry on 29 June. PPG members, CCG officers and eight exhibitors took part. Apps & web support ranging from fitness to mental health were showcased. Network planning another similar event later in the year.</p> <p><u>Online Access</u> - working with GP Federations to encourage and increase the number of patient's registering to use online access. The Network wants to provide training & meetings for PPG members so they can support their practices to meet NHS targets.</p> <p><u>NHS Primary Care patient rep</u> - Network has been approached by NHS England for patient involvement in a problem solving workshop looking at primary care services in England. They want patient views on the redesign of the patient survey. Lateness of invite meant unable to participate but will be kept informed and included in the near future.</p> <p><u>Referral guidance</u> - CCG redesign service asked for patient input & feedback on proposed letters for patients who are referred by their GP for further healthcare support.</p> <p><u>Back Pain project</u> – Two GSTT physiotherapists have approached the Network about a back pain self-referral programme they are developing. They are keen to offer local support groups as part of the programme and want patient input and feedback. Anyone wanting to get involved let LPPGN staff know.</p> <p><u>STP Event</u> – Public event on 22 June, good PPG representation. Network has concerns about the top down approach, that the event was informative rather than consultative. The Network asked a number of questions on accountability and governance and is awaiting a formal response. Any comments, observations</p>
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	<p>or feedback on STP please refer to the policy sub group.</p> <p><u>Lambeth Country Show</u> – LPPGN present at the show. Huge thanks to the PPG members who came along and supported the Network by helping out on the stall, talking to residents and distributing leaflets.</p> <p><u>LPPGN website</u> – The website is now up and running. www.lppgn.org.uk. We will showcase events, PPG case studies, provide information and link to partner organisation sites. Feedback on the site is welcomed.</p> <p><u>CCG Public Meeting</u> – Network reinforced the messages expressed at STP event. The CCG Governing Body agreed the changes to prescriptions guidance despite concern expressed by the network and Lay Member, Jackie Ballard in particular around anti-malarial medicines. The GPs union representative is opposed to the change as GPs will now have to make the unpopular decision not to prescribe medicines and to tell patients they have to pay for it. Patient views need to be kept uppermost on the decision maker’s agenda.</p>
2.	<p>Reflection & Review</p> <p>Open discussion led by Priscilla Baines & Wai Ha Lam</p> <p>What can the network do to further support PPGs? What does your PPG need help with? What’s good/not so good about your PPG? What have you achieved and what’s worked well. Comments from members in response to these questions.</p> <ul style="list-style-type: none"> ● What is good? Having supportive practice managers and GPs; good steering group; patient attendance at meetings; good health and self care advice and information; good patient engagement ● What is not so good? Low membership; limited patient involvement & lack of interest; need younger patients; setting up development support; PPG not being patient-led, unsupportive practice staff. <u>ACTION</u>: need more patient involvement & help to build relationships with practice staff. ● What is the Network is doing? Click here for details about the support offered by the Network ● What do you need? <ul style="list-style-type: none"> ➤ Core group of organisers; ➤ Better engagement from the practice – they are friendly but uncommunicative; ➤ Training for PPG chairs so they are effective; ➤ Do practice staff have to come to all the meetings? ➤ Better information sharing and communication from practices; ➤ Decisions made at meetings are not being shared; ➤ Informing patients about meetings; ➤ Better collaboration with PPG chair. ➤ The network communications group can look at concerns and ways of addressing some of the communication issues. ➤ Wider publicity of meetings to patients;

	<ul style="list-style-type: none"> ➤ Handy tips on organising successful, well attended meetings; ➤ Rotating meeting times to accommodate and engage with a diverse range of patients; ➤ Space to hold meetings; ➤ To build solid working relationship with practices; ➤ Should PPGs be practice of patient-led? ➤ Include a GP at meetings; ➤ Building team work relationships between patients; <ul style="list-style-type: none"> ● What projects have PPGs done? healthy eating; diabetes awareness; mental wellbeing; themed PPG meetings; carers' support; chair exercises; holding open patient meetings. ● How can the network help? <ul style="list-style-type: none"> ➤ Link and group PPGs together – peer working. ➤ Address collective concerns by locality and then borough-wide so there is a network approach to things. ➤ Remind practices that having a PPG is a contractual requirement, so they need to get on board; ➤ provide good example case studies; ➤ get CCG to get practices to assess PPG effectiveness; ➤ Facilitate PPGs meeting and sharing more widely, enable shared learning, training and development.
	Refreshment break
3.	<p>Expert Patient Programme Melanie Francis (MF) programme co-ordinator, GSTT. Free 6-week programme focusing on people living with a long-term condition and a 5-week programme for those with Type 2 diabetes. Both programmes look at various aspects of life to help manage the conditions like sleep, mental and emotional wellbeing, diet/healthy eating, depression, anxiety, medication, exercise and relaxation. The programmes are run by volunteer tutors, alongside healthcare professionals (for the diabetes programme). Patients can self refer – click here for application form. MF wants to encourage PPGs to publicise the service to patients, in practices, on websites, as the free courses have been beneficial to a number of patients who have gone on to become volunteer tutors.</p>
4.	<p>Self Care, Self Management Members were given definitions of self-care and self-management and asked if there is a difference? Click here for comments. Self Care week planning (13 – 19 November) As part of the GP Delivery Framework each practice has a £1k incentive to work with their PPG on self care. Action plan ideas included:</p> <ul style="list-style-type: none"> ● Address general health and wellbeing of the patient population ● Offer a menu of activities for practices/PPGs to choose from to do ● Practices to release some of the funds to enable PPGs to run activities and events for self care week

- Address physical and mental wellbeing
- Host healthcare talks and events
- Offer activities to target a younger cohort
- Link with local schools to design posters, etc for events/activities
- Look at alternatives to medicines – meditation, holistic approach
- Promote online access

What support do you need?

- Space/ premises/ venues to host activities (community centres, tenants halls, etc)
- PPGs working in collaboration to host events and activities
- The Network to coordinate, facilitate and share information about network – wide activities. Be a notice board and communication channel
- Use the website to share and publicise activities
- Host a network borough-wide event or road show of events during the week
- Use a central venue like the new town hall
- Hold locality based events so PPGs can join forces and plan across each locality
- Have a range of expert speakers to attend events

Members were asked to volunteer to be part of the planning group for activities to bring to the September meeting.

Meeting closed at 8.10pm