

## PPG Network Meeting Notes

Date: 31 May 2017

6pm – 8pm

336 Brixton Road, SW9 7AA

### Present:

PPG members from Beckett House, Brixton Hill, Clapham Family, Clapham Park, Corner Surgery, Deerbrook, Dr Masterton, Edith Cavell, Herne Hill Group, Herne Hill Road, Hurley Clinic, Paxton Green, Springfield, Stockwell, Streatham Common, Streatham Place, Valley Road, Vassall Medical Centre & Vauxhall.

### Guests:

Therese Fletcher, Managing Director Lambeth GP Federations & Helen Newick LCN & CMDT Administrator

### Apologies:

Riverside, Exchange

Meeting commenced at 6.00pm, opened by Sandra Jones (SJ, LPPGN Chair)

1.	<p><b>Welcome &amp; Network Update</b></p> <p>Sandra Jones (SJ) welcomed attendees and guests. Four, first time attendees made themselves known.</p> <ul style="list-style-type: none"> <li>• <b>Carers Week</b> Attendees reminded about Carers Week 12<sup>th</sup>-18<sup>th</sup> June. PPGs planning events were asked to let Cheryl know so that they can be publicised via Independent Living &amp; Carers Partnership (ILCP). Members were directed to displays in the room where PPGs had hosted events to identify and engage with Carers in the past few months.</li> <li>• <b>PPG Awareness Week</b> 19<sup>th</sup> – 24<sup>th</sup> June. PPGs planning activities should let Cheryl know so they can be publicised in the June Newsletter. The Network is planning a drop in during the week for members to network and share light refreshments. Details to be circulated.</li> <li>• <b>Prescription guidance</b> Deadline for the consultation has been extended to 23 June. Members were reminded to discuss the proposals in the PPG meetings and ensure the practice feedback comments to CCG. Individuals were encouraged to complete the online or paper survey by the deadline.</li> <li>• <b>Training, Events &amp; Workshops</b> SJ reported that PPG members have attended various events to help in their development, including Minding Health workshops, NHS online training, online access review workshop, alcohol treatment provision seminar, Equality Commission groups and Integrated Care leadership meetings.</li> <li>• <b>STP Public Meeting</b> Meeting to take place on 22 June (4.30pm-7.30pm), Karibu Education Centre,</li> </ul>

	<p>Brixton). Members encouraged to attend the market place event to find out what is planned, ask questions of commissioners and decision makers. Register to attend or simply turn up on the day.</p> <ul style="list-style-type: none"> <li> <b>Volunteers needed for:</b> <ul style="list-style-type: none"> <li><u>Lambeth County Show</u> – Network hopes to have a presence over the weekend. Members able to volunteer an hour or two to talk to show goers along with side network staff, about PPGs and the network most welcome.</li> <li><u>Online Access project</u> – to support practices initially in six practices to increase the number of patients registering for online access, by end June 2017. This will be an ongoing project rolled out to all practices to increase online registration and use by end of the financial year.</li> <li><u>Sub Group Membership</u> – Network’s three sub groups keen for new members, Communications, Policy and PPG Development.</li> <li><u>Digital App workshop</u> – Network in partnership with The Health Foundry will be hosting an event on 29 June, where patients can talk to and try out health apps being developed.</li> </ul> </li> </ul> <p>SJ introduced Kate Damiral (KD), Healthwatch Lambeth</p>
2.	<p><b>Healthwatch Lambeth (HWL)</b></p> <p>KD attended meeting to talk to members about two recent HWL projects which focused on people with learning disabilities and mental health concerns and their experiences of going to see a GP. Click <a href="#">here</a> for the reports.</p> <p>The reports looked a number of areas within practices that impact them including the physical environment; signage around the building; information displayed in waiting areas and having a quiet waiting room or space.</p> <p>Recommendations include PPGs working with practices to:</p> <ol style="list-style-type: none"> <li>organise and display information in waiting areas, so it is linked and clear; uses fewer words, simple language and using more pictures.</li> <li>review practice websites. How easy is it to find information? What can be changed or improved to make using the site easier. HWL have a suggested structure which could be considered</li> <li>improve the environment. How comfortable and welcoming is the reception/waiting area? Can plants, pictures, back ground music be used to improve things?</li> <li>determine what services practices offer people with learning disabilities/mental health issues? E.g. can patients be offered a double appointment? Can individuals be accompanied or not?</li> </ol> <p>GP Federations are supporting practices to provide a minimum standard and PPGs can help define what that standard is.</p> <p>Questions and further information can be directed to Kate at Healthwatch Lambeth (<a href="mailto:kate.dimiral@healthwatchlambeth.org.uk">kate.dimiral@healthwatchlambeth.org.uk</a>)</p>

<p>3.</p>	<p><b>GP Delivery Framework (GPDF)</b></p> <p>Click <a href="#">here</a> for presentation. Therese Fletcher (TF) spoke to attendees about the work of the two GP Federations – Lambeth Practices (representing practices in North and South West Lambeth) and South East Lambeth Health Partnership (for SE practices).</p> <p>The Federations are currently discussing the Personal Medical Services (PMS) contract, which many of GPs in the borough have. The contracts outline the essential and additional services they offer, in addition to the GPDF.</p> <p>The Federations have been commissioned to provide the framework over the next two years. All 44 practices have signed up to the framework, which will afford full population coverage, reduce inconsistencies and inequalities and underpin sustainability.</p> <p>The Federations are looking at how practices can work more closely together, i.e. by sharing back office resources, doctor and nursing services. The framework has key focus areas.</p> <p>The two areas of the framework where PPGs can become involved and support practices are Self Care/Management and Carers Screening.</p> <p><b>Self Care</b> – is about individuals having greater control of their health and wellbeing. Encouraging people to seek advice and guidance from a range of providers including pharmacists, NHS 111, NHS Choices, etc. Having the information will give individuals confidence to look after themselves when they can, only visiting their GP when they need to. Self Care week is in November and is an opportunity for PPGs to help promote the messages. Members can collaborate with practices as they develop their action plans and be involved in monitoring and evaluating success.</p> <p><b>Carer Screening</b> - involves identifying carers and ensuring that the practice carers' registers are up to date, accurate and that plans to support carers are in place and updated. Signposting carers to the range of resources and support open to them in Lambeth is also important. PPGs can support practices to help identify carers and provide information about the resources and local organisations that can support them.</p>
<p>4.</p>	<p><b>Q&amp;A</b></p> <p><b>Question:</b> What is the start date of the framework?  <b>Answer:</b> The GP Feds have been in discussion with CCG for the past five months. Although the framework is effective from 1<sup>st</sup> April, the actual “go live” date will be 1<sup>st</sup> July. This also fits with the discussions on the PMS contract which has a live date of 1<sup>st</sup> October.</p> <p><b>Question:</b> Is carer screening fully inclusive for both adults and child carers?  <b>Answer:</b> Yes. Unfortunately there are not enough known resources to support young carers, so identifying them and their needs is important.</p>

**Question:** What is QIPP?

**Answer:** Quality, innovation, productivity & prevention programme aimed at moving forward quality improvements in NHS care, redesigning services, whilst offering value for money. For example, issuing generic drugs, instead of branded ones and having an effective means of measuring productivity.

**Question:** There is a contradiction around patients having well stocked medicines cabinet, but not over ordering medication on prescription. Please explain the rationale?

**Answer:** pending response

**Question:** The term carer screening suggests “vetting” carers. Are you asking for personal information?

**Answer:** What we want to find out is do we know who the carers are, do we know their profile and the resources available to them. This is about gathering the Intelligence, to identify carers and knowing about those who are isolated. We may need to rethink using the word “screening”.

**Question:** There is an incentive attached to this framework for practices. Will this mean there are additional resources for practices and/or PPGs and how will success be measured?

**Answer:** This is an opportunity to support what is measured in order to move things forward. We want practices and PPGs to work collaboratively to make things happen, which may enable proposals to be put forward for additional funding. There are key performance indicators (KPIs or targets) attached to the framework which are being discussed, which means payment or incentives are linked to the outcomes. Having data is key to making sure the targets are right. We want to see the impact. Each practice will have a digital dashboard. This will show the targets and services being provided and collect information about how they are performing. We are happy to circulate the KPIs once they have been finalised, so PPGs can see what the expectations are for each practice.

**Question:** Is there any guidance on the scale of the problem and does it fit within the framework on self management? Does population coverage mean anyone who is registered at a practice?

**Answer:** Yes, we are expecting full population coverage and there are specific conditions that are being targeted as part of the framework. It is difficult to define the scale as different things attract different patients. We need to gather the stats to know who is in need of the services.

**Question:** Will the KPIs give an understanding of the baseline stats? How will patients know about the services being offered?

**Answer:** The Federations will have a service level agreement (SLA) with practices to provide the services they are being asked for within the framework. This is not about performance management, but about ensuring collaboration to make it

	<p>happen.</p> <p><b>Question:</b> Do you know the number of carers there are per practice?</p> <p><b>Answer:</b> There is baseline information on the numbers, but in reality the numbers are likely to be higher.</p> <p><b>Question:</b> What input did carers have in developing this element of the framework?</p> <p><b>Answer:</b> The scheme has been developed by the CCG who we know have had conversations with Carers Hub &amp; Rob Hill of Mencap.</p> <p><b>Question:</b> How can PPGs understand the targets and how practices are performing against them?</p> <p><b>Answer:</b> The federations want to share the data and see this as an opportunity to join forces. We want to provide PPGs with the right information so you can ask the right questions of your practice to be able to work together.</p> <p><b>Question:</b> Why can't we get the information by asking a FOI question of our practices?</p> <p><b>Answer:</b> Practices do not have to share the financial element, although they should share their KPIs. Having an open dialogue with your individual practices might encourage greater collaboration.</p> <p><b>Question:</b> Some services are not being offered. A recent report indicated a piece of equipment costing £1,100 could detect whether an infection was viral or bacterial. This could have helped determine the right treatment needed to deal with it.</p> <p><b>Answer:</b> Unless a practice pays for this type of equipment themselves, it is not a standard service being offered. In order to decide whether to buy the item practices would have to evidence there is a need for it. There should also be equity in what is offered across practices.</p> <p><b>Question:</b> How do GPs currently hold and send information?</p> <p><b>Answer:</b> Many use MJog (an SMS, email and voice patient messaging service) to send text reminders for appointments, etc.</p> <p><b>Comment:</b> GPs are operating at different levels so they need to try to work together locally particularly when looking at the prevention agenda.</p> <p>SJ thanked TF and reminded members that if they had further questions they could be posted on the PPG Corner notice board.</p> <p>Refreshment break</p>
5.	<p><b>Announcements</b></p> <ul style="list-style-type: none"> <li>• Gay Lee (Keep our NHS Public, KONP) - The NHS 69<sup>th</sup> birthday on 05 July 2017. Unions &amp; staff will be celebrating. There have been a number of suggestions about how to mark the day. GL will circulate the plans to members so PPGs</li> </ul>

	<p>who wish to can mark the day in their own way.</p> <ul style="list-style-type: none"> <li>• Nicola Kingston (Southwark &amp; Lambeth Strategic Partnership, Citizens' Forum) – the next meeting is on 14 June 2017 at International House, SW9 7QE discussing integration links between NHS and social care. What information should or should not be shared as part of the Local Care Records agenda. Members are encouraged to attend so that they impart lived experiences which can inform decisions. The Strategic Partnership has a new independent chairperson – Suzanne McCarthy.</li> <li>• Our Healthier Lambeth – STP public event on 22 June 2017. Members are encouraged to attend to ask questions about how the STP will work, what closures and staff reductions are expected. The Network had indicated it wanted to be actively involved in the event, but had no reply. The event is now being hosted by Our Healthier South East London (OHSEL). KONP were to have a stall, but have been told they will not any longer.</li> <li>• Free self Management courses – Guy's &amp; St Thomas' Trust are offering two free courses on self management for people living with <a href="#">long term conditions</a> and <a href="#">diabetes</a>. Members were asked to display the leaflets on PPG notice boards.</li> </ul>
6.	<p><b>Open Discussion</b></p> <p>The meeting was open to members to discuss GP delivery framework and how PPGs might get involved with carer screening and self management. Click <a href="#">here</a> for comments from members.</p> <p>Self care week is 13-19 November. The network can develop central resources with the GP Feds, which PPGs can use during that week.</p>

**Meeting closed at 7.55pm.**