

PPG Network Meeting Notes

Date: 21 November 2018

6pm – 8pm

336 Brixton Road, SW9 7AA



Present:

PPG representatives/patients from Brixton Hill, Clapham Park, Corner Surgery, Dr Masterton, Herne Hill Group, Herne Hill Road, Hurley Clinic, Palace Road, Paxton Green, Springfield, Stockwell, Streatham Common, Streatham Hill, Streatham Place and Vassall.

Guests: Rosa Parker, Lambeth & Southwark Strategic Partnership and Alex Silverstein, NW London CCG.

Apologies:

From representatives/patients of Brixton Hill, Dr Masterton, Herne Hill Group, Hetherington Group Practice, Hurley, Riverside, and Valley Road.

Meeting commenced at 6.05pm, opened by Nicola Kingston (LPPGN Co-Vice Chair)

1.	<p>Welcome</p> <p>Nicola Kingston welcomed attendees. There were two new members attending for the first time.</p> <p>Sharon Hudswell (LPPGN board member) gave the network update:</p> <ul style="list-style-type: none">• Good News - LPPGN awarded £2k from Community Education Providers Network (CEPN) to for focused PPG training by end March 2019. PPGs will get details of the training and dates once the programme is finalised.• Date for diary - The Network's AGM will be on Wednesday, 16th January 2019. Formal notification will sent in the coming weeks. A reminder that nominations to become a Network trustee are now open. Nomination packs are available on the LPPGN website or you can contact Cheryl for an email or hard copy. Nomination deadline is 5th December 2018.• PPG successes – Network is developing communications to promote and highlight how PPGs made a difference in Lambeth. We want PPG stories, ideas and input to make this real and relatable. Contact Cheryl or Elaine.• PPG Update – there are currently 41 practices in Lambeth, with 30 having a PPG. The Network, working with CCG will be actively addressing the 11 practices without a PPG through doing joint visits with CCG colleagues, developing communication to highlight the benefits of having a PPG (aimed at GPs and practice staff) and providing one to one support to establish groups. Reminder to all, if your PPG needs any support contact Wai Ha or Cheryl.• Accounts – The 2017/18 accounts are awaiting final approval. As requested at last year's AGM, copies of the accounts will be available to PPGs/members in advance of the January 2019 AGM.• Get Involved – The Network is working with Age UK, Carers Hub and the GSTT team working on the Local Care Record (LCR) programme. The LCR will be
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	<p>extending in January to include social care records and the LCR team want to hear from patients, carers and people with lived experiences of using health and social care services and their opinions about data sharing. Invitations will be sent out shortly. Places are limited.</p> <ul style="list-style-type: none"> • Communities of Practice – are forums for local people and organisations to come together to develop relationships for collaboration and co-design. Each Local Care Network locality will run three sessions between December and February (see attached). You must register to attend - details are on the information sheet. <p>The SE Local Care Network (SE LCN) recently had a presentation to get more professionals and staff involved and to change the way they work. Employers are being asked to release staff to attend the sessions as there needs to a balance of attendees.</p>
2.	<p>Integrated Care – What does it mean for you?</p> <p>Nicola Kingston introduced Rosa Parker, Partnership Coordinator for Southwark & Lambeth Strategic Partnership, based in Healthwatch Lambeth and Southwark and Alex Silverstein, working across eight CCGs in north west London. Click here for the presentation delivered by Nicola.</p> <p>All consultation so far has shown that people want Integrated care to be person centred; addressing the individual’s needs and also look at self-care and prevention. People with multiple health and care needs interact with a variety of providers and in many cases there is little continuity or integration of their care. Family members do much of the integration for those they care for.</p> <p>The national NHS plans being developed are proposing Integrated Care Systems (ICS) providing care via a single contract with money for services being provided through an organisation or alliance to provide integrated care. This model was originally called an Accountable Care system, based on the US model. There have been two judicial reviews regarding these contracts, one is still under appeal.</p> <p>Questions which are relevant were discussed: Are there contracts delivering the expected outcomes? How are these being set? Is this something the LCNs should be doing? How will the move to working in clusters and neighbourhoods impact on the integration agenda?</p> <p>Rosa Parker (Partnership Coordinator) is working for Healthwatch Lambeth and Southwark, commissioned to support the Lambeth & Southwark Strategic Partnership workstreams, which include Local Care Networks, Mind & Body, Local Care Record and Children and Young People’s Health Partnership. The partnership includes Lambeth and Southwark CCGs and councils, the GP Federations, GSTT, SLaM, and Kings. Some workstreams also include the voluntary and community sector and residents from Lambeth and Southwark.</p>

The priorities of the Strategic partnership are being revised, and will be influenced by the NHS 10 year plan. The plans will include looking at accountability, and the programmes and making engagement more transparent. The plan is to join up the engagement work of the partnership agencies, link the voluntary and community sector to people and have a dialogue with the least heard groups within the community.

An engagement network will be established holding bi-monthly meetings for partner organisations to share the learning and make links. There will be defined plan of engagement, with a bi-annual People's Assembly meetings, the next will be in February 2019.

Click [here](#) for Rosa's notes.

Alex Silverstein

Works across eight CCGs in NW London. He has been involved in developing the 'My Care, My Way' programme in that STP area. They worked with local people and organisations to provide what mattered most to people when it comes to their health and wellbeing, and want integration to be outcomes led, where the result shows an impact. 'My Care, My Way' is about prevention and care planning for over 65s.

Click [here](#) for promotion video.

An individual's care plan and self-care plan is developed jointly with them and the team, around their needs and focuses on what matters to them. The programme was designed with local people as partners, and their input was an important part of designing what went into the service.

Patient Activation Measures (PAM) is a measurement to determine a person's skills, knowledge and confidence in managing their multiple long-term conditions. There are a list of 13 questions, each given a score of one to four. The individual's needs are scored and provision and support is tailored accordingly. The scoring is then used to determine what difference the service had made to the individual over time.

The way forward:

In discussion, attendees felt that current LCN meetings are very NHS organisation focused and people want to see more patient focus and a more holistic approach to health and wellbeing, which is based on listening to people.

Attendee Comment:

The judicial review is a legal enquiry into the contract proposed, which was created to restrict the money put into these ICS. How will this affect GP services? Will the GP Federations be part of any contract? There is a suggestion that individual practices will lose their patient lists resulting in a less patient-centred service. It would be good to have a wider debate about this to put things into context and we ask for the Network to organise a future event.

Attendee Comment:

There are changes in arrangements in place for paid carers. Allied Health are no longer operating and there is no openness about what is happening.

Nicola agreed that the Network would look into holding a focused discussion on integrated care in the near future for members who are interested.

Break

3.

Fully functioning PPG

Wai Ha introduced the [draft definition](#) of a fully functioning PPG. The definition is a one page, simplified summary of the Gold Standards developed in 2015. The purpose of reviewing this definition is to inform a more robust structure from which to monitor practice compliance.

Click [here](#) for presentation.

Table discussion feedback

Suggested alternative words to describe the document:

- Instead of using 'fully functioning', use active or effective or fit for purpose
- Instead of using 'definition', use characteristics or description of

General comments about the definition:

- the eight listed points are appropriate
- the practice and PPG should have shared terms of reference
- additional suggestion is to include a ninth point – 'Feed back to LPPGN in order to develop a bank of best practice'.

Concerns about the definition:

- There needs to be continuous training for PPGs
- Several practices do not engage at an appropriate level. There is sometimes no input from the practice manager only junior level staff.
- Change the order of the bullet points (1 should be 2, 2 should be 1)
- Some PPGs don't have a set chair but have a partnership in taking chair responsibilities
- Some PPGs might struggle to meet all these criteria

What support is needed to meet the definition?

- Resources and funding
- Do PPGs/practices need to be incentivised?
- CCG backing in terms of accountability and reinforcing these messages
- Making real links with other PPGs
- There should be a minimum level of support from practices (i.e. at least a GP or Practice Manager should be involved/attend all meetings)
- Making links within the wider community for support, advice and information on what is going on in the area

	<p><u>General comments?</u></p> <ul style="list-style-type: none"> • Our PPG is doing well, so why the need to change? • Keep this simple, don't make it too complicated • It would be useful to have a scoring/rating system to determine how PPGs/practices are doing against the criteria- Red/ Amber/ Green ratings are understood. • What does CCG expect from PPGs? What outcomes do they feel are desirable?
4.	<p>Monitoring Criteria</p> <p><u>How would we know that the criteria has been achieved?</u></p> <p>Click here for feedback from the table discussions.</p> <p>The general feeling of attendees was that more time was needed to discuss the definition and criteria in detail. The Network agreed to arrange another focused meeting as soon as possible to continue the discussions. Date to be confirmed.</p>

Meeting closed at 8.05pm