

## Network meeting notes - 5<sup>th</sup> August 2020

### Meeting attendees from the following PPG/practices:

Vassall Medical Centre, Hurley & Riverside, Springfield, The Exchange, Paxton Green, Clapham Park, Clapham Family, Streatham Common, Brixton Hill, Valley Rd Surgery & Herne Hill Group.

Nicola Kingston (NK, co-chair LPPGN) welcomed attendees to the first online (Zoom) network wide meeting. Attendees introduced themselves and were asked to take a moment to remember the 287 Lambeth residents who had been lost to Covid-19.

### Network update

LPPGN staff continue to work from home and can be contacted by email of phone ([info@lppgn.org.uk](mailto:info@lppgn.org.uk) or 07427 873090 / 07340 805027). The board continue to review the financial position and the organisation will cease to operate in its current form after the end of August. Staff will be made redundant, but Cheryl will remain on one-day a week for a short while to carry out the winding down processes.

The new South East London CCG is now operating linked into the new CCG Borough based Board, working closely with the Lambeth Together Strategic Board (LTSB). Attached is a [structure chart](#) showing the new arrangements and relationships. NK offered an opportunity for a short online meeting to explain the new structures in more detail if members felt it would be useful.

### Engagement plans

South East London CCG engagement team is running four short term task and finish groups looking at engagement across the six boroughs. LPPGN representatives are involved in each of the four groups:

- Engagement Assurance Group
- Digital engagement
- Non digital engagement
- Recovery planning

The borough-based boards (i.e. LTSB) will be carrying out local engagement events in the coming months to develop local plans. Members will be informed of how and when they can get involved.

### Patient Survey analysis

The GP Federation and Clinical Cabinet have commissioned LPPGN to do some qualitative analysis on the recent Patient Survey. This work will be carried out during August with a final report being prepared by the GP Feds in early September and available publically. So far, Lambeth is the only borough in SEL to have carried out a patient and practice survey during this period of Covid, although others are now doing so

## **Discussion and Listening**

### **PPG survey**

Wai Ha (LPPGN Development Officer) shared the main points following a telephone survey with nine PPG Chairs. Most indicated that they have been able to remain in contact with their core/ steering group by phone or online meetings. Just over half of those spoken to had held online PPG meetings, with some having had meetings with the Primary Care Network, Clinical Directors.

Main reasons for not having PPG meetings over this Covid-19 pandemic period includes members either not having the online facilities or technical skills to join an online meeting. In addition to meetings, some PPGs have carried out the following activities: produced PPG newsletters, delivered shopping/prescriptions, had telephone contact with patients in discussion with their practices to collect patient stories and feedback.

### **Open discussion**

Questions posed: What has your PPG experience been over the past few months?

Attendees shared their experiences:

- We have created our own WhatsApp group to keep in touch and are doing our own engagement. Our PCN clinical director is open to facilitating PPG activities
- We have kept in touch with our practice and have helped with simple jobs to support shielding patients and have had an online PPG meeting.
- We offered PPG support to the practice at the start of lockdown, but were directed to volunteer via the NHS Good Sam scheme. We have held a virtual PPG meeting with support from the practice, produced a newsletter and made links with the social prescribers to share local intelligence
- Kept in touch with GP, had an informal online meeting and worked with them on the redesign of the website, which will now include a dedicated PPG page
- Trying to keep people engaged through a newsletter, sharing minutes of the last PPG meeting and doing a patient questionnaire following our online meeting
- Had an online meeting with practice staff present and discussed PCN priorities, a newsletter and how to continue to connecting virtually
- Tried to contact Clinical Director twice and have had no reply at all
- A lack of interest, motivation and energy in PPG activities at the moment from both the practice and PPG members
- Have had two emails from my PPG since the lockdown, but there was no suggestion of holding a meeting
- Our practice is a Covid hub so has disrupted the way our practice normally works, plus staff are either shielding or working out of different premises
- Voluntary organisations are doing a lot, so there is little that our PPG can do to help

### **How can we shape things going forward?**

Attendees discussed the practical things that can be done now to turn things around

NK shared the work of the Brixton & Clapham Park PCN PPG who have met online with their Clinical Director to discuss general updates, plan future meetings, and have set up a sub group to discuss concerns about inequalities and the digital divide. The group also worked up a plan to improve communications and suggest some principles, to review the wording of I notices on the practice doors, telephone messages focusing about doing things digitally, with no mention of personal contact. Following this meeting, the surgeries responded very positively, and made changes and the group intends to continue to work in conjunction with the practices using a shared set of principles, and improve notices for practice doors and are working with the practice to redesign their webpages.

Some attendees shared their concerns about having no contact with the practices; approaches have been ignored, and others reported difficulties using eConsult making accessing services complicated.

### **How can we turn things around?**

Main points:

- Ensuring we remain connected to information and remaining involved. How will this happen if LPPGN not there?
- Want to stay informed by getting regular newsletters and updates
- The use of digital technologies will become a big part of engagement but there are concerns about 'leaving people behind' and inequalities is a worry, which we could assist to address.
- Clinical leads are making a difference locally - we should link with them.
- Building the relationships with local PCN leads so as to remain updated, in touch and with the ability to share and learn from each other
- Embrace new ways of working
- Build on the outcomes from the patient survey
- A recent [NHSE letter](#) to practices outlines that face-to-face consultations should be re-introduced, when many staff have indicated they have benefited from working from home.
- There needs to be a promotion of choice – i.e. you can see a GP in the practice rather than having an online consultation. Patients should not be forced to use digital platforms
- Have peer support forums
- Collaboration to get PPGs reenergised again in every PCN area.
- PPGs should make contact with PCN Clinical Directors – we could ensure these have been set up if they have not already to start the dialogue and relationship building.

It was suggested that a letter addressed to the Health and Wellbeing board, and LT Board is drafted, signed by PPGs/patients which outlines that PPGs want to work with PCNs, that together they can effect change and asking them to be proactive in their support by providing a mechanism for patients to talk to and with their practices and to have an

effective voice – in building collaborative communities with surgeries and clinicians, particularly once LPPGN ceases to exist.

Date of next meeting: 19 August 2020, 5.30pm