

Network meeting notes - 27th August 2020

Meeting attendees from the following PPG/practices:

Brixton Hill, Clapham Family, Clapham Park, Dr Masterton, Herne Hill Group, Hurley/Riverside, Paxton Green, Springfield, Streatham Common and Valley Road.

Guests: George Verghese (GV), GP, North Lambeth Clinical Director and Clinical Cabinet member & Therese Fletcher (TF), Managing Director GP Federation and Clinical Cabinet member.

Apologies were received from PPG members from Brixton Hill, Grantham, Northwood and Valley Road.

Nicola Kingston (NK, co-chair LPPGN) welcomed attendees and guest speakers to the online meeting and all attendees introduced themselves.

Network update

The Treasurer and board have been monitoring the budget closely and can confirm that the organisation will continue to operate until the end of September. The office space at 336 Brixton Road will be permanently vacated on 31st August and the office number discontinued. Staff will continue to work from home and can still be contacted by email or mobile phone during September.

The network has a Zoom account, which will be maintained for a short while and groups can be supported to hold meetings. Contact Wai Ha for more details or to schedule support.

The organisation accounts have been agreed and finalised and will be made available to members shortly and posted on the website.

Engagement: The SEL CCG task and finish groups will shortly end their work. Details of the outcome of the groups will be shared in due course.

Upcoming meetings: Details of upcoming meetings in September and October will be circulated shortly. Lambeth Together are hosting a listening event on 4th September on the draft Covid recovery plan. Members are encouraged to attend.

1. Primary Care Networks (PCNs) - One year on, priorities & working together

GV thanked the network for the opportunity to return to talk about PCNs. He explained that the Clinical Cabinet is made up of 15 members – 9 PCN Clinical Directors, GP Federation reps and lay members who come together to strengthen provider relationships and to work more closely together.

With 1200 PCNs in London, unfortunately engagement has not yet been fully realised or considered a priority, mainly due to PCNs having other priorities and tasks they have had to carry out during this past year.

It is expected that there will be 20 more staff within PCNs by 2023. Funding is in place until 20233 to support this. PCNs are at different levels of maturity in both Lambeth and south east London, with differing relationships with their respective borough based boards.

Link workers have been working closely with practices over the last 6 months to support shielding and vulnerable patients.

TF reported that there has been massive change and challenges in the short space of time with the development of PCNs, emergence of Clinical Directors, coming together of the Lambeth GP Federations, along with the South East London CCG merger, and tackling the pandemic. The Clinical Cabinet will be meeting next week and want to move things forward. A positive has been that relationships have been developed during the pandemic, which have enabled things to happen quickly – including delivery planning and listening to local people to develop pathways.

Question: Are there any patient representatives on the Clinical Cabinet

Answer: No, members are GPs and from the GP Feds.

Question: Where is the patient voice and the dialogue with practices? Who will monitor the exchanges of engagement taking place and will something be put in place?

Answer: The aim is to become fully integrated locally. At the moment, not all PCNs are at foundation level. How do you show that you are engaging? Could the funding be linked to delivering engagement?

GV outlined his belief is that engagement should be at a neighbourhood level and that there is representation at all levels and the ideal is for this to be done locally and that things are shared and the tips for success are known. Having neighbourhood PPGs, as opposed to practice-led PPGs is, in his opinion and that having a neighbourhood voice makes the unit stronger and be more inclusive.

Question: Is the funding being increased or reallocated?

Answer: We need to fight for funding. The Lambeth Together alliances do not have a community voice, which has always a been dominated. GSTT charity should support that strong neighbourhood-led voice. PCN funding is secured.

Comment: Local people should be able to influence local engagement plans. People are encouraged to attend an upcoming listening event on the draft Covid recovery plan. However, if patients are not kept informed or receive communication about these events, they cannot participate and get involved.

Question: Who is doing community consultation? It seems that Compassion in Dying are asking for volunteers to support the End of Life planning, but this needs to be more open and sharing. It seems there is little coordination and things are dispersed.

Question: How does engagement in Lambeth rate compared to other SEL boroughs?

Answer: Lambeth is doing ok. Lambeth was the first to do a patient survey which the Network is assisting with analysing the comments. As a result, many other boroughs have adopted the survey although in some instances it is probably too late.

Comment: The survey should feed into the recovery plan. There is a disconnect in engagement but is Lambeth really ahead of the game? This is an opportunity to rethink how things have been done and do it right.

GV & TF agreed to raise these points at an upcoming Clinical Cabinet meeting and to ask what each PCN is doing around engagement and to push it up the priority list and set a timetable for improving engagement. They were open to the idea of having patient reps on the clinical cabinet having a collective PPG with common standards for local delivery.

Question: patient representation is different from patient engagement, there are varying levels of patient engagement, and there is less clarity on what is expected.

Answer: PPGs are not the best tool for patient representation, but they are good for engaging with patients. They are not representative of the patient population and there are better ways to get this, like through local care partnerships, which will be doing the representation.

Question: The consensus is to recruit people from diverse communities and having someone that looks like you to represent that community

Answer: Agree. The CCG itself does not have the most diverse make up.

Comment: Not all practices are interested in having a collective PPG. They are interested in practice level priorities.

Question: How do you get PCN agreement for collective engagement? What do PCNs expect? PPGs cannot do much and the initiative needs to come from PCNs.

Comment: The Health Innovation Network is doing a lot, engaging fully, and have a communication system to use this intelligence.

Comment: Brixton & Clapham PCN is made up of three practices working together within the PCN. They came together to address the issue of notices on practice doors during the lockdown and how to get messages out to non-digital patients. The PCN listened to their concerns and recommendations, which led to an improvement plan and principles going forward.

General Comments

- Address some of the challenges
- Contact Clinical Directors get them to buy into patient engagement
- Get Clinical Cabinet, GP Feds & CCG to agree with the approach – there are people willing to engage
- What level of engagement have the Clinical Directors been involved in?
- PCNs need to reach out and there needs to be genuine investment
- What are the roadblocks, sticking points and challenges to moving this forward?
- Why is engagement not on the priority list?
- Patients feel undervalued
- Patients should be part of the PCN board so they can be kept abreast of priorities and what is happening within each **(ACTION)**

- GV & TF will raise the question of having two patient reps on the Clinical Cabinet
- With 30-50K patients in each PCN engagement should be part of the planning and consideration
- There needs to be support for patients within PCNs to ensure it keeps moving forward
- PPGs are willing partners who understand the system where things can progress quickly.

Next Steps

Action:

Send joint letter to Lambeth Together, pulling together the main points and feedback from today's discussion.

Meeting closed at 6.35pm