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Healthwatch Waltham Forest Patient Participation Forum (PPG) Forum

Notes from meeting Tuesday 6th February 6pm-8pm

**Attendees GP Practice**

Patrick Morgan Addison Road

Lesley Finlayson Old Church

Ann Korner Old Church

Marilyn Gould The Ridgeway

Norah Sennett The Allum

Gillian Grennan The Allum

Ghazala Majid Higham Hill (staff)

Mareen Hussain Higham Hill (staff)

Andy Agathocleus SMA

Catherine Mears Old Church

Sharon Hanooman Dr Kiyani's Practice

Karen Sobers Sinnot Road

Sally Dench Claremont Road

Dianne Barham Healthwatch Waltham Forest

The main issue discussed at the meeting was what would be the purpose of a Waltham Forest PPG Forum? This led to the development of three key areas of potential work.

1. **Share best practice and learning on how to develop a strong PPG and what decide what it should do?**

* How to build stronger PPGs in Waltham Forest. What has worked in Waltham Forest in terms of getting people involved?
* What are GPs obliged to do in terms of running a PPG?
* What is a PPG and what it is not?
* What have been some key successes in your PPG which could be replicated.
* Why should someone become a PPG member?
* Why is a PPG good for a practice? Would it be possible to find a GP to explain why they think a PPG is useful?
* Designing simple surveys that PPG members can conduct, and results could maybe be shared across the Borough.

1. **Identify common themes/concerns that should be escalated.**

* access to face-to-face **appointments**.
* issues around **estate**, some GPs have very little control over their own buildings administration, lack of access to patient and community groups.
* lack of service **integration**, poor referral processes.

1. **Provide useful information/guidelines on what the basic GP service should be for patients across Waltham Forest?** 
   * understanding any inequalities in GP services.
   * is there a standard offer that patients should expect no matter what practice they are in? What is the minimum – patient charter or something. Are there rights re face-to-face appointments – why it so different from practice to practice?
   * What works efficiently for people and which people. eConsult, phone, face to face

**How you might want a PPG Network to work moving forward:**

* Agreed that the Network should be every two months.
* Move around the Borough, hopefully GP practices can host starting with Addison Road.
* Increase membership/representation by asking all PCN leads to identify someone.

**Actions**

* Locate the PPG Guide that was developed under the old Healthwatch.
* Link to the Patients Association support.
* PCN Ask Clinical Directors of PCNs for a list of your PPG leads as Clinical Director who is your PPG lead – who should we contact, have an item on PCN agendas.

**Issues raised by members (Andy):**

* Patient medical records
* GP appointments
* GP text messaging services
* E-consult
* Blood pressure monitoring
* Pharmacy services