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**Patient Participation Group Forum**

**Tuesday 14th of May 6-8 pm**

**Addison Road Medical Practice** (46 Ravenswood Road, London, Greater London, E17 9LY).

Attendees

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| Patrick Morgan | Addison Road |
| Karen Sobers | Sinnott Medical Centre |
| Ann Korner | Old Church |
| Gillian Grennan (Staff) | The Allum |
| Andy Agathocleus | SMA |
| Catherine Mears | Old Church |
| Sharon Hanooman | Dr Kiyani's Practice |
| Sybil Fergus | St James Health Centre |
| Sue Kofi (Social Prescriber) | Dr Dhital Practice |
| Dianne Barham | Healthwatch |
| David Hastings | Healthwatch |
| Suzia Riasat | GP Federation |

Notes

**Presentation from** Waltham Forest GP Federation. Suzia Riasat, Operations and Services Development Manager. slides circulated but attached again.

**Comment from members**

* Very difficult for patients to navigate the system
* Practices change their appointment processes but don’t tell patients or explain why.
* Patients have a right to be seen face to face but not sure how you bypass a total triage system to do that.
* On Sundays, patients have to call 111 as there is no out-of-hours service. GP’s answerphone message should mention this.

**FedNet have a quota of appointments for each PCN.**

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

We agreed

* that we should ask Leilla (from the ICB Primary Care team) for the PCN Clinical lead for each PCN. That we ask each of the PCN leades to provide us with a link to their PPG and/or how they obtain the voice of, and engage with, their practice population.
  + the attached PPG Guide should be used as the primary support document but that elements of the longer version could be used as an additional resource/appendix.

Patick outlined some work he had done with the Patients Association in and NHS Hertfordshire and West Essex ICB. Copy attached. Suggested we might be able to approach North East London ICB to do something similar.

Lack of funding/resources/support is a problem.

Healthwatch to put an option to indicate whether you’re interested in joining your PPG on the Healthwatch Community Influencers Sign up form.

1. **Identify common themes/concerns that should be escalated.** 
   * The running costs and service charges for GP Practices is high and increasing.
   * Often Practices can’t use empty rooms and property management is complex
   * GPs are leaving the service/closing/ or going bankrupt
   * fragmentation of services, lack of integration.
   * Top-down pressure on access is impossible to deliver and no matter what you do in terms of over delivering practices can’t meet demand
   * Pharmacy First – are pharmacist skilled enough to be doing ear examinations and prescribing antibiotics?
   * Waiting lists/times for mental health/neurodivergent referral/testing are far too long. Putting people at risk. Independent hospital won’t take people with anxiety, comorbidities.
   * Referrals are being rejected without anything in the notes to say why.
   * Concern about accuracy of digital patient records
2. **Any other business**

If pharmacist takes a person’s blood pressure and it’s too high so they call an ambulance, does the patient’s GP get charged?