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**Patient Participation Group Forum**

**Minutes of meeting Thursday 5th of December 5-7 pm**

**Waltham Forest GP Federation ,** [**500 Larkshall Road, London, E4 9HH**](https://www.google.com/maps/place/WF%2BFederated%2BGP%2BNetwork/%4051.6083183%2C-0.001316%2C19z/data%3D%214m13%211m7%213m6%211s0x48761e02b6708aff%3A0xa14b9bf26e4449df%212sLarkshall%2BRd%2C%2BLondon%2BE4%2B9HH%213b1%218m2%213d51.6093846%214d-0.0013634%213m4%211s0x48761e0299fab97d%3A0xe3de3c86baa74d2c%218m2%21)

Attendees

Andy Agathocleus (AA) – SMA Chair

Dave Dibble (DD) - Dr Dhital’s Practice

Marilyn Gould (MG) – The Ridgeway

Sharon Hanooman (SH) – Kiyani/Public Health Social Prescriber

Patrick Morgan (Addison Road)

Gail Penfold (GP) – Penhryn (online 1st hour)

Sharon Scott (SS) -

Karen Sobers (KS) – Sinnott

Dianne Barham (DB) – Healthwatch Waltham Forest (Chair)

David Hastings (DH) – Healthwatch Waltham Forest (Secretary)

Dr Sheraz Younas (SY) – WF GP FedNet Medical Director

Suzia Riasat (SR) – WF GP FedNet Operations & Service Development Manager

Sarah Mann – (SM) WF GP FedNet

Apologies: Lesley Finlayson (Old Church), Sue Kofi (Walthamstow Central Social Prescriber) Ann Korner (Old Church), Catherine Mears (Old Church), Roisin Reilly (Walthamstow Central PCN Social Prescriber)

**Welcome and introductions.**

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

**GP Access for patients with Learning disabilities (LD)/Special Education Needs Disability (SEND) Project**

SM gave an update of a project investigating access to GP care for patients with LD/SEND working in conjunction with NELFT’s LD team. Each GP practice will be visited (15 of 39 so far) to complete an audit of services offered. Working with Waltham Forest Parents Forum (GP is a member and offered to be a liaison). A Reception Training Pack is being drafted. Easy-read information for those with LD.

PM asked SM if there was any existing GP guidance. The Addison Road PPG would like to get involved with the visit to their surgery.

**ACTION**: DB said she would look at the Healthwatch Waltham Forest data on LD/SEND patients.

SM added that only a few GP websites actually have pictures of the surgery which is necessary for LD/SEND patients. One GP is adding a tab for carers of LD/SEND patients on e-consult. Also asking the GPs about their PPG.

ACTION: SM to present this data at next meeting.

**General discussion on benefits of GPs having a PPG**

AA asked if the CQC look at whether GPs have PPGs as it’s part of the GP contract.

SY asked how do we persuade the GP practices to have a PPG.

DB said that no one is responsible for ensuring that they do but also that there is no specific funding. SY said there is some non-activity funding available.

PM said that some PCNs have a PCN-wide PPG e.g. Walthamstow Central and E4 Network. An entry point might be to contact each PCN clinical director to ask if all the practices within their PCN has an active PPG.

DD asked if there was a list of what a PPG should do as he had just become chair of his surgery’s PPG.

AA suggested setting your agenda with your practice’s issues e.g. appointments.

DB said we have a PPG toolkit. Indeed, there are quite a few PPG toolkits around.

**ACTION: DB to send PPG toolkit to DD.**

AA asked about PCN reports. DB responded that we published quarterly reports for each PCN on the Healthwatch Waltham Forest website as well as one for the whole borough.

PM said that a 90-page report on the Addison Road practice website had been produced. As a result, the complaints process had been rewritten.

DB explained the NHS complaints procedure. AA said that some patients write to the PPG who asks the Practice Manager to resolve the issue. PM said Addison Road has a Patient Advocate who helps patients.

DH informed the group out that the latest NHS complaints data shows that Addison Road had received the most complaints amongst the borough’s GPs with 85 for 23/4. This is only the complaints received directly by the GP not those that the ICB receives. Allowing for patient numbers, this was still the second highest behind the Firs. About two-thirds of complaints were upheld or partially upheld. However, Handsworth rejected all 44 complaints in the period. Claremont did not resolve any of their 12 complaints during the year. The ICB are only resolving about half of the complaints they receive due to lack of resources.

**Events**

SH said that the Forest 8 PCN had organised a successful Winter Wellness health and wellbeing day at South Chingford Library on 19th November.

AA added the SMA practice had also organised an event.

**Item 2: Provide useful information/guidelines on GP services for patients across Waltham Forest**

**Blood testing in the borough**

DH said he was producing an advice and information page on how to get a blood test in the borough for the Healthwatch Waltham Forest website. Timings and locations for services run by NELFT, FedNet and E4 Network.

SY said it should be possible to have electronic blood test forms as systems can talk to each other. He recommended taking the issue of electronic blood test forms to the Barts Health Pathology Primary Care team.

SH took the opportunity to say how good it was to get a quick appointment at the new Comely Bank Clinic.

**Texting services and the NHS App**

DB stated that GPs use the Accurx text service but it is now quite expensive. The ICB has a limited budget for this service. GPs will have to pay for texts themselves if they exceed the limit. The NHS App is being promoted instead but many people do not have smartphones.

PM said it was estimated that only 10% of Addison Road patients had the NHS App.

DB said that one large group of patients would be keen to use the app but another large group would prefer texts.

AA said one drawback with the NHS App is that GPs had disabled the appointment booking function as they prefer patients to book via Econsult.

SH said that the cost of texts has had an effect on attendance at wellbeing events as GPs stopped texting details of the events to patients to save money.

AA asked why he could not text his GP.

*Econsult*

KS said that GPs should not cap the number of Econsults. PM replied that GPs do not have enough staff to look at all the Econsult messages. PM said Addison Road tend to close their Econsult portal around lunchtime after 300 messages. They did employ staff to look at all the 600 they were getting a day but this proved to be uneconomic.

**Safer Surgeries**

DB said that the latest Healthwatch Waltham Forest report had shown that the situation had worsened rather than improving. The ICB primary care should be monitoring that just because the surgery has the logo on the website it does not mean they are actually implementing it. The report will go to the Borough of Sanctuary and the Wellbeing groups.

**Same Day Access**

DB said she had given the group’s feedback at the ICB workshop. Patients are bounced around as the pressure on Whipps Cross A&E increases.

SY said that there was a figure of 28% of A&E patients should have gone to their GP. Another group should have seen other services like mental health.

AA said there were thousands of new flats were being built in the borough. He asked if a new GP surgery was planned to allow the system to take the additional patients from these new builds.

DB said that the Locality Hub would take Leyton Healthcare and one other GP practice. The Healthwatch Waltham Forest survey suggests the community want to see mental health services rather than GP services.

**The effects of the Edmonton Incinerator on health**

DH said that a Waltham Forest Echo article from 2007 contained some infant mortality data from 2003-5 that indicated that the Chingford Green ward had the second highest rate in London.

There should be guidance to GPs in areas affected by the incinerator to look out for various conditions that could be affected by the incinerator.

ACTION: DB to find out if there is any information available from Population Health data.

**Item 3: AOB**

KS asked SH who made social prescriber referrals. SH replied that it was the GP.

The group agreed that the next meeting will be held on Thursday 20th February at the same place - Waltham Forest GP Federation offices at 500 Larkshall Road - from 5.30pm to 7pm.