

**PPG network**

**Notes of meeting held on Tuesday 15 October 2019 in York House, Twickenham**

**Present:**

<b>Name</b>	<b>GP practice</b>	<b>Name</b>	<b>GP practice</b>
Bonnie Green	Hampton Wick Surgery	Terry Worster (TW)	Park Road
Elizabeth Bowen (EB)	Hampton Medical Centre	Paul Pegden Smith (PPS)	Cross Deep Surgery
Diane Arnold (DA)	Broad Lane	Pat Jones	North Road Surgery
Wilma Vlok (WV)	Parkshot Practice	Sheila Twin	Parkshot Practice
Penny Alexander	York Medical Practice	Maggie Ennis	York Medical Practice
Moira Gould	Acorn Practice	Maureen Chatterley	Twickenham Park
Hugh Rogers	Hampton Hill Medical Practice	Alison Young	Hampton Hill Medical Practice
Michelle Finch	Seymour House Surgery		

Kingston and Richmond CCGs:

Tonia Michaelides (TM), Managing Director; Caroline O'Neill (CON), Senior Engagement Manager (*chair*); Rachael Swan (RS), Engagement Coordinator, (*notes*).

**1.0 Welcome and apologies**

Sue Smith (SS), Lay member for PPI; Dr Graham Lewis, Chair Richmond CCG; Margaret Dangoor, Sheen Lane; Philip Darling, Acorn Group Practice.

**2.0 Notes from previous meeting**

2.1 Minutes accurate.

**3.0 Matters arising**

3.1 PPG reps asked for an update on the status of DoctorLink in Richmond.

3.2 Results of the PPG survey TW organised to be re-shared with attendees for information.

**Action**

CCG to provide an update on DoctorLink for next meeting.  
 CCG to re-share results from TW's PPG survey.

**4.0 Moving forward together in south west London**

TM presented proposals to move to one CCG in south west London and updated on [Richmond's health and care plan](#) recently launched.

**Comments and clarifications**

*Health and care plan*

- Does the plan include actions and timescales? TM stated that some are included in the plan – with others still being agreed.

- How will the plan be funded? Majority of the plan focuses on actions to transform services using existing resources, with some new initiatives.
- Are health and care plans similar across south west London? TM stated that there will be similarities where we have responsibilities to [NHS Long Term Plan](#) and differences to where plan is localised.
- Members questioned why air quality is not included in the plan.

#### *Moving forward together*

- TM confirmed the CCG GP membership had voted to merge to one CCG. Votes for other CCGs will take place by the end of the week.
- Are CCGs funded according to population size? TM explained that funding is influenced by local demographics (for e.g. age, deprivation, etc.) and using a formula. The funding allocation is reviewed every three years.
- It was clarified that 'place' refers to Richmond borough.
- Confirmed that Achieving for Children and Chelsea and Westminster Hospital NHS Foundation Trust (West Middlesex) will be included on the Place Committee.
- Teddington Memorial Hospital (TMH) will be represented by Hounslow and Richmond Community Healthcare (HRCH) that runs the services at TMH.
- How will pharmacies be represented in the proposed structure? It was clarified pharmacies will be involved in Primary Care Management Group.

#### *Place*

- It was confirmed there will be an independent chair for the Richmond Place Committee.
- It was noted there will not be a Patient and Public Involvement lay member on the borough committee but there will be at SWL CCG governing body. Healthwatch will be included on the borough and Place committee to provide challenge as part of its statutory role but will not be there to represent any particular groups.
- Who will be responsible for commissioning services? It was noted that most services will be commissioned at Place i.e. within the borough.
- How do you guard against subsidising other CCGs as part of SWL CCG?
- How much influence do local people have in decisions? TM suggested that proposed borough engagement group could be set up to review proposals before decisions are made at borough and/or place committee. More work needs to be done to think through what PPE is needed to support new ways of working.
- It was highlighted that primary care networks (PCNs) will involve community services.
- PPG network role may feed into the new local Primary Care Management Group – this needs to be explored further.

PPG reps were asked if they were interested in being involved in developing a patient and public engagement approach to support place in Richmond with the CCG and health and care partners.

#### **Action**

PPG reps to email CCG if interested in being involved in project to develop a patient and public engagement approach to support place in Richmond.

## **5.0 PPG survey**

CON highlighted results from the PPG survey undertaken in June 2019. PPG reps disappointed with low response.

Some PPG reps highlighted that their practice manager had not seen the survey and asked if this could be circulated again and also to the PPG network to follow-up. It was suggested if PPGs could reflect on the results from the survey once re-shared.

**Action**

CCG to re-circulate PPG survey to GP practices.

**6.0 Feedback from Primary Care Commissioning Committee (PCCC) and next steps for review of network representation at PCCC**

ME updated members on the PCCC held on 1 October. Items included:

- [Social prescribing](#) – discussions around population groups this initiative would benefit for e.g. patients with long term health conditions.
- GP workforce – highlighted issues around recruiting and retaining of GPs.
- Discussions and data reporting on Do Not Attends (DNAs).
- Future steps on delivering primary care at scale.

PPG reps raised issue of not being able to cancel weekend hub appointments as a contributory factor for DNAs.

It was questioned whether the social prescribing pilot in Barnes would inform social prescribing in PCNs for e.g. recruitment process and job descriptions. It was noted that the [Richmond General Practice Alliance \(RGPA\)](#) was managing the recruitment process for social prescribing link workers for PCNs. It was raised whether there would be enough people with the skills to cover new posts. There was concern that additional training for new roles would add pressure to GPs.

PPG reps discussed the suggestion to merge PPG groups within a PCN. It was felt that this may be premature at this stage. However, PPGs working together to share ideas (in events etc.) could be explored.

PCCC papers are available to view on the CCG's website [here](#).

**Action**

Social prescribing agenda item for the next meeting.

**7.0 Information sharing**

**7.1 Cross Deep Surgery**

Published latest practice newsletter which promoted the flu vaccination to patients. PPG is discussing ways to help their practice promote immunisation.

**7.2 York Medical Practice**

PPG has postponed patient events until PCN has been established, latest patient newsletter included information on flu and [Healthwatch Richmond's signposting guide to NHS, Care and Support](#). It was noted not all practices/PPG were aware of this guide. Also opening health walks to other practices.

ME provided positive feedback on the support received from practice manager.

### 7.3 Hampton Medical Centre

PPG has postponed organising patient events until PCN has been established. Currently discussing plans for a therapy garden at the practice which will be open to patients one day a week. Recent PPG meeting included discussions on social prescribing and PCNs.

### 7.4 Parkshot Practice

PPG has decided to include notes on PPG meetings on their practice website and recent PPG meeting included discussions on social prescribing.

### 7.5 Hampton Wick

PPG held a patient event on mental health resilience with speakers from Richmond Wellbeing Service, Bushy Park 5K and a fitness/nutrition expert. Around 40 people attended with positive feedback. PPG reps suggested to keep a log of recommended guest speakers.

BG highlighted Royal College of General Practitioners (RCGP) has collaborated with [parkrun UK](#) to promote health and wellbeing of staff and patients. Under this initiative, practice is organising for staff and patients to take part in the Bushy Park 5k run/walk on a monthly basis. Promoted via posters in the practice and on the website.

### 7.6 North Road Practice

Practice is planning move to new location in December and has also merged with Dr Jezierski & Partners practice at Sheen Lane Health Centre. North Road Practice will be known as Richmond Medical Group at Kew and Dr Jezierski & Partners will be known as Richmond Medical Group at Sheen.

### 7.7 Hampton Hill Medical Centre

Highlighted PPG group currently only meet virtually. Meetings have included discussions on IT systems and DNAs. PPG is looking to recruit more members to be representative. HR saw a role of PPGs in helping practice to promote new initiatives for e.g. NHS App. He asked if attendees had used the app.

### 7.7 Acorn Group Practice

PPG has attended a few meetings and group is going through considerable membership change. Found hearing from the PPG network helpful and respected how much input they receive from the practices.

## Actions

CCG to share Healthwatch Richmond's guide to NHS, care and support.  
CCG to keep a log of recommended guest speakers for PPG events.

## 8.0 Any other business

8.1 The CCG will be sharing winter materials to practices over the next month.

Highlighted as an opportunity for PPGs to help promote winter campaign which will run until March 2020.

8.2 BG highlighted report from Nuffield Trust about winter pressures on the NHS. To read the article click [here](#).

8.3 TW commented he is reviewing joint strategy for dementia and are discussing how this could be improved. Keen to feedback to Council/NHS.

8.4 CON informed that Philip Darling (previous PPG at Acorn Medical Group) had published a paper on young carers.

8.5 MC wanted to feedback having positive feedback on West Middlesex University Hospital. Encouraged to share positive feedback to the service.

**9.0 Agenda planning**

- Update on urgent care from PPS
- Social prescribing
- Digital programmes
- How to use social media to recruit PPG members
- Primary care networks and including patients

**10.0 Date of next meeting**

Tuesday 10 December 2019, The Salon, York House, Twickenham, 6.30 – 8.30 pm