

PPG network

Notes of meeting held on Tuesday 18 February 2020 in York House, Twickenham

Present:

Primary Care Network	Name	Practice
Teddington Primary Care Network	Hugh Rogers	Hampton Hill Medical Centre
	Alison Young	Hampton Hill Medical Centre
	Bonnie Green	Hampton Wick Surgery
West Twickenham Primary Care Network	Moira Gould	Acorn Group Practice
	Philip Darling	Acorn Group Practice
Hampton Primary Care Network	Diane Arnold	Broad Lane
	Chris Manning	Park Road
	Terry Worster	Park Road
	Elizabeth Bowen	Hampton Medical Centre
	Tony Briggs	Hampton Medical Centre
Sheen and Barnes Locality	Polly Bishop	Richmond Medical Group
	Margaret Dangoor	Richmond Medical Group
East Twickenham Primary Care Network	Maggie Ennis	York Medical Practice
	Penny Alexander	York Medical Practice
Richmond Primary Care Network	Wilma Vlok	Parkshot Medical Practice

In attendance: Ashley Hayward (AH), Primary Care Transformation Manager, SWL Health & Care Partnership.

Kingston and Richmond CCGs:

Dr Graham Lewis, Chair Richmond CCG; Caroline O'Neill (CON), Senior Engagement Manager (*chair*); Rachael Swan (RS), Engagement Coordinator, (*notes*).

1.0 Welcome and apologies

Sue Smith, Lay Member for PPI; Maureen Chatterley, Twickenham Park Surgery; Pat Jones, Richmond Medical Group Kew; Paul Pegden Smith, Cross Deep Surgery.

2.0 Notes from previous meeting

2.1 Minutes agreed.

3.0 Matters arising

3.1 Social prescribing: CON provided an update since the last meeting including that six link workers had been recruited by [RUILS](#) which proposed start date of early March 2020. It was noted there will be a soft launch in March and as part of link worker induction two engagement events planned for link workers and the voluntary community sector (VCS) in March and April 2020. Social prescribing steering group is currently developing the communications for this work.

It was confirmed that the Social Prescribing steering group is aware of the issue capacity and funding for voluntary and community services to manage additional referrals as a result of social prescribing.

3.2 It was noted that when NHS 111 and 999 are ready to be recommissioned - the plan is to commission both services together.

4.0 South west London digital initiatives

AH presented on the NHS England digital plan and local digital initiatives (NHS app, DoctorLink & video consultations).

Questions and comments from PPG reps:

- What is the timeline for the digital first accelerator pilot in Merton and Wandsworth? It was noted pilot will run for a year once planning has been confirmed with primary care networks (PCNs).
- It was clarified that this pilot includes video consultations, NHS App, and work streams to manage the demand in capacity in secondary care. Members questioned whether there is capacity for primary care to support secondary care. This was confirmed for Merton and Wandsworth.
- There was concern that patients unable to use online services will be left behind. It was clarified that online services are being offered to enhance rather than replace current services.
- How will patients be educated on how to use digital initiatives? Noted information will be available online (including 'how to' videos) and available in practices. Training for PPGs to support patients with new digital services is also an option.
- Members asked which practices have implemented or are scheduled to implement DoctorLink. **CCG to share this.**
- **PPG representatives agreed to check how their practice would be promoting DoctorLink to patients and if there was a role for the PPG in supporting this. BG offered to draft questions for practices to use.**
- It was noted practices are required to offer online consultations by 1 April 2020 and video consultations by 1 April 2021.
- How will DoctorLink be monitored and evaluated? Evaluation includes quality checks on algorithms, clinical audits, clinical review of service outcomes and an overall evaluation by the Health Innovation Network (HIN). It was noted that the original DoctorLink pilot had been evaluated. **CCG to share this.**
- Members asked for more information on how the HIN will be using patient experience to inform the DoctorLink evaluation.
- PPG reps questioned how NHS App connects with other digital initiatives. It was noted that digital initiatives once online are planned to be accessible through the NHS App.
- Would offering online consultations reduce the number of face to face appointments available to patients? It was clarified that practices will decide how best to allocate online and face to face appointments.
- What happens if there are no appointments available online when patient has gone through the process? The practice will be notified via email of this and will contact the patient to book an appointment.
- PPG reps raised the issue that practice IT systems needs to be functioning effectively to enable digital services to work.

- Concerns raised about LIVI marketing in the borough as it is causing confusion for patients. It was noted that LIVI has been commissioned by a small group of GP practices in Surrey. The CCG has raised these concerns with Surrey Downs CCG where these GP practices are based. **PPG representatives were asked to make CCG aware if they receive more marketing materials.**

Actions

AH to:

- Share DoctorLink pilot evaluation.
- Share list of practices which have implemented and are scheduled to implement DoctorLink.
- Clarify whether patient experience will be included in HIN evaluation of DoctorLink.
- Share link to DoctorLink training videos.
- CCG to share questions for PPGs interested in checking how practice is promoting DoctorLink and if there is a role for PPGs to support this.

5.0 Information sharing for PPGs

5.1 York Medical Practice

PPG newsletter will include information on measles, smear tests and, what the changes to the practice IT system means to patients. PPG has decided not to run information events for the time being to see how its local PCN develops.

5.2 Hampton Medical Centre

PPG held an information event on type 2 diabetes including a well received talk from Helen Church, Lead Diabetes Specialist Nurse, at HRCH. Practice is building a therapy garden and is looking for volunteers to supervise when in use.

5.3 Hampton Hill Medical Centre

The PPG plan to have their next meeting in the evening to hopefully attract some younger people to attend. Flagged incident of comments posted about their practice on social networking platform and asked PPGs to be aware.

5.4 Broad Lane

Next newsletter will include Connecting My Care, power of attorney, living wills and blood donation. Noted newsletters are available on the practice website and in practice. Looking at supporting the practice to redesign the website.

5.5 Richmond Medical Group (Sheen Lane and Kew)

The Sheen Lane PPG held an information event on Sepsis and are planning another event on skin care in May. The next PPG newsletter will include social prescribing and information on local services. Highlighted that the practice is working with FiSH neighbourhood care group to run sitting exercise sessions at the practice.

6.0 Any other business

6.1 PPG representatives were interested in receiving an update on what will change if anything when the CCGs merge on 1 April including the role of the PPG network. Planned for the next meeting.

6.2 PD has received positive responses from his young carers article including young carers section in Healthwatch's carers brochure.

7.0 Agenda planning

- Impact of becoming one CCG
- PPG feedback on implementation of DoctorLink in practices
- Update on primary care networks and the role of PPGs within a network
- Update on urgent care from PPG rep
- Update on social prescribing
- Update SWL digital initiatives
- How to use social media to recruit PPG members

9.0 Date of next meeting

Tuesday 21 April 2020, The Terrace Room, York House, Twickenham, 6.30 – 8.30 pm