

Patient Participant Group Minutes of 21/05/19 meeting

Attended: Dolores Tyers, Halima Patel, Jenny Phillips, Mark Burgess (Practice Manager), Mavis Wilson, Saby Ghosh (Chair), Sandra Gilliard.
The Chair welcomed new member Dolores Tyers to the committee and introduced Kara Lee (MENCAP) and Lotta Hackett (CCG Engagement and Involvement).

Presentation by Kara Lee followed by Q&A

Kara outlined MENCAP's services. Bexley MENCAP is based in Bexleyheath.

- Supports people with learning difficulties and their families, providing services and activities so they can lead a meaningful life.
- Varied service with a team of 9, mainly part-time
- 4 self-advocacy groups a week to allow people to be heard.
- 3 weekend holidays per year, supported by team and volunteers
- Personal support e.g. if assessed by Social Services as needing support such as looking after money, cleaning etc..
- Help for carers whether they are parents or other carers, with practical activities and emotional support
- Projects such as healthy lifestyles
- Fitness group runs on Monday evenings
- Support for people with health appointments from booking to accompanying.
- "Safe Place" stickers – diamond-shaped, found in shop windows for areas where someone with learning difficulties can go for help if they are in distress.
- Raising awareness of learning disabilities in general, how they affect people and the support they need. Awareness training can be provided and is being rolled out to non-clinical staff as well as clinical.
- Work with surgeries etc. to convert their documents into "easyread".

Q&A:

- Q: Have the Safe Place stickers been put into Bexley Village yet? *A: Not yet but this is due.*
- Q: Crossover with Carer Support? *A: Yes, but the focus is those with learning disabilities. Some members may present as more able than they actually are.*
- Q: Are things like cooking skills covered? *A: Yes, this is sometimes offered with activities such as compiling favourite recipes, making smoothies etc.*
- Q: In the borough of Bexley, we are not very good at diagnosing; who actually gives the diagnosis to MENCAP? *A: Formal diagnosis is not always required.*
- Q: Is there more that can be done e.g. a membership card to make clinicians aware the person may need help? *A: Not yet but this is something that can be fed back.*
- Q: Do conditions such as ADHD fall under MENCAP's remit? *A: No, neither does Autism, unless there is a learning difficulty as well.*
- Q: What about dementia? *A: This is more difficult.*
- Q: What is the number of people affected in Bexley? *A: Approximately 3-4,000.*
- Q: How many members does Bexley MENCAP have? *A: Around 65 core members.*
- Q: What happens at a weekend if someone has a crisis? *A: There isn't routine support in place but in an urgent situation there is help available.*

- Q: Re Safe Spaces, a lot of libraries seem to run community help, are they included? A: *Blackfen is not; the council-run libraries are signed up but not all community libraries.*
- Q: Is there an age restriction? A: *Minimum aged 18.*
- Q: Is the support by paid staff or volunteers? A: *Both.*
- Q: How are volunteers recruited? A: *Role descriptions, application forms and interviews. Policies for volunteers exist.*
- Q: Would you take volunteers e.g. young people at university who are available when not at university? A: *Probably not as it takes a long time for members to trust people so continuity is important.*

Presentation Lotta Hackett

- Lotta congratulated the PPG on the recent public event. Photos taken will be added to the website but she emphasised that consent must be obtained from people who are featured in the photos.
- Lotta is now the dedicated point of contact for all PPGs in Bexley and is working across Bexley to get all PPGs up to a similar high standard.
- Two practices in Bexley historically without a PPG - now only one may need support.
- PPG Network Meeting has been established, quarterly, and held at the Civic Offices in Bexleyheath. Next meeting 6th June 10am-12pm. It was raised that this time is difficult for those who work. Lotta said that meetings will alternate between during the day and evening to allow those who work to attend some meetings.
- EPEC - Engagement Patient Experience and Equality Committee Meetings are being held monthly. 4 public posts will be available.
- Mystery Shopper – facilitates feedback about services
- Emerging Priorities for Bexley – handout. As part of the NHS Long Term Plan, CCGs will work more closely together (system review) as well as focusing on their own areas. NHS wants to focus on three main areas of people's lives – start well, live well, age well. Concern was expressed about the end of life aspect with one private nursing home in the borough.
- PCN – Primary Care Networks. These are currently being formalised and set up.

General discussion took place around the experiences of using a Pharmacist for advice and the difficulties encountered.

Review minutes from last meeting, action log, matters arising and approval

- Mavis 'Wilton' should be Mavis 'Wilson'. Otherwise approved.
- Answerphone music has not been checked yet but Dr Ralf's introduction volume has been increased.

Update of virtual members and any comments from Patients

No update to report.

Share information from meetings attended by committee members

Nothing to update.

Chair to share information of meetings attended

The Chair had attended EPEC but this was covered by Lotta.

The Practice Manager to inform committee of proposed Primary Care Networks (PCNs) to be implemented in Bexley borough and the impact on Plas Meddyg Surgery.

- The PM talked through the Primary Care Networks in Bexley.
- Albion and Lyndhurst are Plas Meddyg' s preferred network partners.
- Q: Are clinical directors likely to be biased towards their own surgeries? A: *This would not be the case, Plas Meddyg would not be disadvantaged by the PCN's Clinical Directors being based at Albion and Lyndhurst Surgeries.*
- Extended hours will be in the network contract so if one surgery decided not to put on appointments outside core hours (8am – 6.30pm), the other surgeries would need to cover those hours.
- However...the CCG is not currently supporting APL's application. NHS England has not stipulated that surgeries must join with others in the same locality and have stated that CCG involvement should be limited to intervening only where there are gaps in the network - therefore the three surgeries are fighting to go ahead with their preferred plan.

Any other business incl. lessons learnt at Surgery Open Evening

a. MB Practice News

- Dr Sarah is now using her married name and is now Dr Botchway.
- New nurse starting tomorrow – Apryl-Marie Russell. Susan is reducing her hours.
- Dr Mousa has joined for 4 months.
- TV screen will be installed for healthcare education.
- Clinical system is being changed at the beginning of September. Help may be required to inform other patients of the changes.

b. PPG Event was very successful. Thanks went to the Chair's wife Barbara for the refreshments and to all who helped.

c. Speaker for July meeting: Nisha Wheeler, Director Primary Care, ICT & Information Governance

Date of next meeting Tuesday 23rd July 2019.