

## MINUTES OF SUPPORT GROUP MEETING

DATE: 30<sup>th</sup> November 2018

Attending: See list at the end of Minutes

<u>ITEM</u>	<u>Action</u>
1. <u>Apologies:</u> Fiona Brandman; Susan McDonnell.	
2. <u>Approve Minutes from last meeting (21st September):</u> Done.	
3. <u>Explanation of new app by representative from IPLATO</u>  Luke from IPLATO described the medical smartphone app “ <i>myGP</i> ”. This is an alternative to the app version of <i>Patient Access</i> that sits behind our Practice website for such functions as appointment booking and prescription renewal. While the two apps have much in common, Krishna explained that an advantage of <i>myGP</i> , apart from some features not available on <i>Patient Access</i> , is that it permits easier and free texting to patients who adopt it. After a lengthy discussion, the meeting voted to promote <i>myGP</i> to patients, with one dissenter. An opportunity to do so will arise in the forthcoming Winter Newsletter that will feature the new website.	AR, RD
4. <u>Feedback/comments/concerns from supporters.:</u>  a) Tanya reported that The Wellbeing Hub wishes to have a 2-weekly ‘slot’ at the Surgery. After discussion, it was agreed that they should be invited to interact with our Contact & Inclusion Social Prescribing (SP) team should the opportunity arise i.e. when a suitable patient is referred to the C&I team. Penny will liaise with the Hub.  b) Roz raised the support available from Barnet Carers. Krishna agreed to contact them.	PG KM
5. <u>Social Prescribing update from Krishna/Dr. Hall</u>  Krishna reported that the Practice is ready for roll-out; indeed a few referrals have already been made. The referral & follow-up forms are complete, the emailing system is in place and the doctors have been briefed.  Catriona displayed on screen the NHS emailing procedure by which SP Team Leaders will receive referral notification – see the explanatory instructions attached to these Minutes.	

6. Social Prescribing – are our teams ready?

Concurrently with the previous item, there was a lengthy discussion about the processes by which the 5 SP teams will operate. It was finally agreed that they will operate approximately as follows:

- When a referral is made by the GP, the Practice will send a text to the SP Team Leader;
- The team will have chosen a day & time in the week for regular follow-up of texted referrals and any required action in the form of phoning the patient and arranging contact;
- All contact will be done using the Surgery's computers (for email) and telephones (for contact);
- All face-to-face contact will be either at the Surgery or at a public venue such as the NW7 Hub or e.g. a café.
- The Teams will refer the patient on to specialist assistance from the local and national charities and other bodies that have already been identified for the 5 SP topics.

Krishna announced that he and other Practice staff will be available to assist SP teams with using the email referral system.

We will review the processes in two months' time.

7. Organising upcoming Awareness Events

Richard asked for volunteers to come forward to assist the Practice in upcoming national Awareness Events, including:

- *Dementia and Carers* at the end of May 2019;
- *Diabetes* in June 2019;
- *Walking under the Walk and Talk banner* would be organised for May 2019;
- *Keep Warm* which included packs for GPs - run by Barnet Council.

8. Volunteers to demonstrate new website

Roz (ENT Clinics - Tuesdays) & Lynne (Mother & Baby Clinic – Wednesdays) both volunteered to demonstrate the website to attendees, using the Practice's tablet.

RJ,  
LW

Richard will devise a schedule when he and ANO will be available in the Surgery to demonstrate the website. This schedule will be announced in the Winter Newsletter and on the website.

RD

9. A new Committee and 'Team' structure for the future.

Richard briefly outlined the thinking behind a new structure for the PPG/Supporters that Susan and he had developed. This seeks to bring the Group and Committee together and to assign responsibilities. The structure is shown in the attachment and he asked members to give their views and to add their names wherever they wished.

All

10. AOB

- a) Krishna reminded members of the invitation to join the Practice staff in their festive celebrations at 1.00 pm. on 14 December, after the Committee meeting at 11.00 am.

He envisaged a couple of brief presentations outlining the achievements of the Group as seen from their and the Practice's perspective.

11. Date of next meeting

**Friday 18<sup>th</sup> January 2019 at 10.30 am.**

LIST OF ATTENDEES

John Gumpright - <i>Chair</i>	Penny Gluckstein
Richard Driscoll	Suzy Zack
Krishna Moorthy	Rohit Patel
Simeone Salik	Dr Hall
Lynne Wolfson	Nila Patel
Sarah Adler	Dr Jeffery Rosenberg
Rohit Patel	Tanya Midgen
Alison Ramsey	Roz Jacobs
Michael	Ruth Shenker
Suzy Zack	Catriona ??

## MPSG Social prescribing Groups

When contacting the patient please do so while on the Millway Medical Practice premises.

When you arrive at reception please make sure you have signed yourself into the visitor book and reception will open the door for the room you will be using.

### **LOGGING ONTO THE COMPUTER**

After turning on the PC you will have a blue log in screen. User must follow the instructions to log in and use the following log ins :

Username: Sam.Smith

Password:

### **LOGGING INTO THE EMAILS**

Once you are in the computer to access the emails you need to open a web browser Press the start button, all programs and select either Chrome or Internet Explorer then

1. Go to [www.nhs.net](http://www.nhs.net)
2. Click on Access Email which is the bottom middle icon
3. Then enter the username and password for the appropriate account

For the Dementia advice for patients & carers group the email address is [mpsg.dementia@nhs.net](mailto:mpsg.dementia@nhs.net)

For the Diabetes Self-Help Group the email address is [mpsg.diabetes@nhs.net](mailto:mpsg.diabetes@nhs.net)

For the Children and adolescents with emotional and behavioural problems (ASD / ADHD) group the email address is [mpsg.asdadhd@nhs.net](mailto:mpsg.asdadhd@nhs.net)

For the Contact & Inclusion group the email address is [mpsg.inclusion@nhs.net](mailto:mpsg.inclusion@nhs.net)

For the Prostate Cancer Support Group the email address is [mpsg.prostate@nhs.net](mailto:mpsg.prostate@nhs.net)

The Password for all email addresses is Millway2018

### **USING THE TELEPHONES**

All telephones have a log in otherwise you are unable to call an outside line. If your phone is not logged in please do the following:

Press the speaker button followed by 285 258011\*\* and then the OK button.

To dial an outside line please select 9 followed by the rest of the telephone number

## TROUBLESHOOTING

Please ask anyone on site who will be happy to help you if you are having any difficulties,.

If you find the email address becomes blocked you can use the Unlock Account function, where you will be asked the following information to verify the account:

Telephone number: 0208 959 0888

Mobile Telephone: 0208 906 6085

Security Question 1	
<b>Question</b>	Who is the Executive Partner from April 2018?
<b>Answer</b>	Dr Justin Peter

Security Question 2	
<b>Question</b>	Who is the newest partner in January 2018?
<b>Answer</b>	Dr Nick Dattani

Security Question 3	
<b>Question</b>	What does MPSG stand for?
<b>Answer</b>	Millway Practice Support Group

CURRENT  
STRUCTURE

GROUP

- Surgery duties;
- Event support;
- 5 SP functions.

COMMITTEE

- Strategy;
- Oversight

## NEW STRUCTURE

Social Prescribing					Other Volunteer activities	Strategy	Oversight	Secretarial duties & Newsletter	Event support
<i>John Gumpright</i>					<i>ANO</i>	<i>Susan McDonnell</i>	<i>Krishna Moorthy</i>	<i>Richard Driscoll</i>	<i>Alison Ramsey</i>
<u>Dementia</u>	<u>Diabetes</u>	<u>Children with learning difficulties</u>	<u>Contact &amp; Inclusion</u>	<u>Prostate Cancer</u>	Carers Ros Jacobs	Jean Gaffin	Dr Hall	Alison Ramsey	
<u>Team Leader</u> John Gumpright	<u>Team Leader</u> Rohit Patel	<u>Team Leader</u> Tanya Midgen	<u>Team Leader</u> Penny Gluckstein	<u>Team Leader</u> Michael Rustomji	<u>Baby Clinic</u> Lynne Wolfson; Kim Dacombe				
<u>Team:</u> Fiona Brandman	<u>Team:</u> Ruth Shenker	<u>Team:</u>	<u>Team:</u> Simeone Salik Ruth Shenker Lynne Wolfson Suzy Zack	<u>Team:</u> Richard Driscoll	<u>ENT Clinic</u> Ros Jacobs; Suzy Zack  <u>Website teaching</u> Richard Driscoll Roz Jacobs Lynne Wolfson				

*Committee Member responsible*