

## Patient Participation Group Meeting

**Tuesday 29 October 2019**

**The Argyle Surgery (Waiting Room)**

**19:00-20:30**

# AGENDA

1.	<b>Welcome and Apologies for Absence</b>		19:00-19:05
2.	<b>Minutes of PPG Meeting 13 August 2019</b> <b>Matters arising not on the main agenda</b> <ul style="list-style-type: none"> <li>• CCG PERF Membership</li> <li>• Proposed move of Moorfields Eye Services</li> <li>• PPG Self Care Week (November 2019)</li> </ul>	Attached	19:05-19:10
3.	<b>PPG Work Plan</b> <ul style="list-style-type: none"> <li>a) <b>The Argyle Surgery Building</b> <ul style="list-style-type: none"> <li>• Update (AG/FF)</li> </ul> </li> </ul>	Verbal	19:10-19:30
4.	<b>Surgery News (FF)</b>	Verbal	19:30-19:45
5.	<b>Engaging the wider membership of the PPG/Patients</b> <ul style="list-style-type: none"> <li>a) Review Patient Leaflet (FF/TB)</li> <li>b) Autumn 2019 Newsletter (AG)</li> <li>c) Patient Event 22 November 2019 (FF/TB)</li> </ul>	Verbal Verbal	19:45-20:15
7.	<b>Any other business and agenda items for future meeting</b> <ul style="list-style-type: none"> <li>a) 2020 dates (AG)</li> </ul>	Verbal	20:15-20:30
8.	<b>Dates of next meetings:</b> 10 December 2019 – 19.00-20.30		

**Minutes of Patient Participation Group  
Meeting held on  
Tuesday 13 August 2019  
at 19:00 in The Argyle Surgery (Waiting Room)**

**PRESENT:** Alex Gerlis (Chair) (AG)  
Anne Costello (Secretary) (AC)  
Rani Atma (RA)  
John Rushton (JR)  
Philip Sindall (PS)  
Jas Gill (JG)  
Beverley Everett (BE)

**In Attendance:** Tom Bewes (PA Argyle Health Group) (TB)  
Farid Fouladinejad (COO, Argyle Health Group) (FF)  
Meg Edwards (Practice Manager) (ME)  
Boba Rangelov (Ealing Clinical Commissioning Group CCG) (BR) for  
Item 5

The pre-read circulated was taken as read.

Min No	Minute	Action
38/2019	<p><b>1. Welcome and Apologies for Absence</b></p> <p>AG opened the meeting and welcomed BE to her first meeting and Boba Rangelov from Ealing CCG.</p> <p>AG advised that item 5 CCG Patient &amp; Public Engagement would be taken first and BR was welcome to stay for the meeting.</p>	
39/2019	<p><b>2. Minutes of 2019 AGM and PPG 4 July 2019 and Matters arising not on the main agenda</b></p> <p><b>AGM mins inc chairs report</b></p> <p>It was noted that formal approval of the 2019 AGM will be approved at the 2020 AGM. There were no proposed amendments to the minutes.</p> <p><b>PPG 4 July 2019 Minutes</b></p> <p>The minutes were agreed as an accurate record of the meeting.</p> <p><b>Matters Arising</b></p> <p>There were no matters arising that were not covered on the main agenda</p>	AC
42/2019	<p><b>5. CCG Patient &amp; Public Engagement:</b> (Boba Rangelov, CCG PPE Manager)</p> <p>BR gave a brief introduction to her patient and public engagement role with Ealing CCG. BR works with 76 GP practices in Ealing. At present there is no representative from the Argyle Surgery PPG on the CCG's Patient Engagement Reference Forum (PERF) and BR invited us to nominate a member. The Forum has members from the</p>	

	<p>CCG, Healthwatch and other multi-disciplinary groups and meets quarterly. The next meeting is on Tuesday 10 September, 5pm to 7pm at Perceval House.</p> <p>BR agreed to share the CCG PPG newsletter and also the Healthwatch newsletter and offered to share our newsletter with their members.</p> <p>BR briefed on other initiatives and events:</p> <p><b>Cancer Screening</b></p> <p>PPGs are asked to raise awareness around cervical and bowel cancer screening – BR circulated information cards and more information can be found here:  <a href="https://www.nhs.uk/conditions/bowel-cancer-screening/">https://www.nhs.uk/conditions/bowel-cancer-screening/</a>  <a href="https://www.nhs.uk/conditions/cervical-screening/">https://www.nhs.uk/conditions/cervical-screening/</a></p> <p><b>Self-care week (November 2019)</b></p> <p>Self Care Week is an annual national awareness week that focuses on embedding support for self care across communities, families and generations. The PPG could hold open sessions in the surgery and provide information on various health topics. The CCG provides health material and a pack will be delivered to the practice. PPG to discuss at future meeting.</p> <p><b>CCG AGM – 18 September 2019 (1630-1830hrs)</b></p> <p>RB extended an invitation to PPG members to the CCG AGM. There will be information stalls followed by presentations and Q&amp;A session. To book a place call 020 8280 8080 or <a href="https://www.eventbrite.co.uk/e/nhs-ealing-ccgs-annual-general-meeting-tickets-66459645589">https://www.eventbrite.co.uk/e/nhs-ealing-ccgs-annual-general-meeting-tickets-66459645589</a></p> <p><b>National Association of Patient Participation</b></p> <p>TB confirmed that we are a member of the NAPP. Useful information and resources available from their website: <a href="https://www.napp.org.uk">https://www.napp.org.uk</a></p> <p><b>PPG Awareness Week</b></p> <p>RB suggested that in 2<sup>nd</sup>/3<sup>rd</sup> week of June, the PPG could hold a PPG awareness week with planned activities such as a questionnaire about services in the practice, access/services information and general communications with the practice. FF advised that after each appointment, patients receive a SMS with various questions and further SMS depending on answers e.g. PPG involvement.</p> <p><b>Flu Jab – 2019 Campaign</b></p> <p>The August CCG Newsletter will contain information about the winter campaign and accessing services.</p> <p><b>a) Proposed move of Moorfields Eye Services</b></p> <p>Moorfields Eye Hospital is proposing to build a new centre bringing together excellent eye care, ground-breaking research and world-leading education in ophthalmology. The proposal is called Oriol and further information is available here: <a href="http://www.oriel-london.org.uk/">www.oriel-london.org.uk/</a> - the proposed new centre is at the site of St Pancras Hospital. A public consultation is underway and concludes on 16 September 2019. BR suggested inviting representations from Moorfields to attend one of our meetings to discuss the proposed move.</p> <p><b>b) NHS Winter Campaign and ‘Choosing the Right Service’</b></p> <p>BR briefed on the campaign to raise awareness about choosing the right services e.g. not going to A&amp;E for minor ailments, how to use 111, pharmacy services, GP out of hours clinics for evenings and weekends. Ealing CCG has published a helpful information leaflet which can be found here: <a href="https://www.ealingccg.nhs.uk/media/130867/nhs-ealing-ccg-gp-access-service-flyer.pdf">https://www.ealingccg.nhs.uk/media/130867/nhs-ealing-ccg-gp-access-service-flyer.pdf</a></p> <p><b>c) GP Extended Hours Survey – circulated to those present</b></p> <p>RB circulated hard copy questionnaires on ‘Access to the GP extended services in Ealing’ for completion by those present.</p>	<p>BR</p> <p>AC</p> <p>AG</p>
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43/2019	<p><b>3. Engaging the wider membership of the PPG/Patients</b></p> <p>d) <b>Review patient leaflet</b></p> <p>This item was deferred and FF/TB assured the PPG a final version of the leaflet would be presented to the next meeting.</p> <p>e) <b>Autumn 2019 Newsletter</b></p> <p>AC took the PPG through the various topics for articles for the next 2 to 3 newsletters and agreed who would be writing articles. AC is planning the Autumn edition and hopes to circulate in September and requested articles sooner rather than later.</p> <p>MB agreed to speak with Dr Abas about answering questions for the 'In the Know' section. MB also agreed to provide a photo of Catherine McCarthy.</p>	<p><b>TB/FF</b></p> <p><b>AC</b></p> <p><b>MB</b></p>
40/2019	<p><b>4. PPG Work Plan</b></p> <p>a) <b>The Argyle Surgery Building</b></p> <ul style="list-style-type: none"> <li>• <b>Update</b></li> </ul> <p>BR was present for this item.</p> <p>AG provided a brief background to the proposed move for the surveyor. Dickens Yard is no longer a viable option and we are currently in discussions with two proposed residential developers: A2 Dominion (Hastings Road) and Southern Grove/Thames Valley Metropolitan (Manor Road). Discussions are progressing well with the Manor Road developers with the prospect of the surgery taking over the ground floor. AG reminded the PPG that this was discussed at the July 2019 AGM and it was unanimously agreed to progress discussions.</p> <p>FF added that we are in the pre-planning stage and the developer is consulting with the local community. Once agreement is reached regarding the space, we then start discussions about costs. This will need to be agreed before the planning application is submitted. The aim is September 2019 but FF is not sure this is viable. If all progresses well, the site would not be available until end of 2022/beginning of 2023.</p> <p>FF briefed on the interim solution and making the current premises habitable for the next 3 years. Builders have been engaged to provide estimates for any works needed and architects are proposing designs. There will be little change for patients as what is proposed will benefit staff with improved office space.</p> <p>Despite extensive research, no other alternative sites are viable. AG added that the developer is keen as it will be attractive to have primary care services on site. AG added that there are valid objections by the community. The development will provide affordable homes for key workers including NHS staff.</p> <p>FF added that like with Dickens Yard, the entire process needs to be repeated. We lost time with Dickens Yard because of the bureaucracy around the move and all the internal NHS processes to follow and it is hoped the new developer will not lose patience.</p> <p>With the proposed move, there will be an opportunity to improve the back-office functions, phlebotomy and pharmacy teams but also provide the opportunity for extra services to be offered such as screening.</p> <p>FF updated on the current phlebotomy service in place in Castlebar Parade/The Avenue – more rooms are being explored to run satellite clinics.</p>	
41/2019	<p><b>5. Surgery News</b></p> <p>BR was present for this item.</p> <p>FF reminded the PPG that the Argyle Surgery is a teaching practice for doctors, nurses and pharmacists. 12 pharmacy registrars are currently in training to qualify as registered clinical pharmacists, believed to be the largest cohort in the country</p> <p>For GP registrars we provide practical training time and FF was pleased to advise that one of the current registrars, Dr Abas, is now employed by the surgery.</p> <p>ME updated on the nurse triage service and advised that more patients are aware of the service and using it which has resulted in more appointments for true emergencies</p>	

	<p>FF briefed on another initiative called Self Care which is yet to be explored within the surgery. Patients would go online, ask questions and they would receive a response – this would be an alternative to face to face/telephone appointments.</p> <p>ME circulated DNA statistics for the Surgery. 160 patients do not attend appointments per month which equates to 45 hours of doctor and nurse time at a cost of £8000 per month. This issue will be included in our newsletter to help educate our patients.</p> <p>BR left the meeting</p>	AC				
44/2019	<p><b>6. Any other business and agenda items for future meeting</b></p> <p><b>CCG PERF Membership</b></p> <p>AG asked for a volunteer for the PERF – AC commented that the timing is early for those PPG members who work. No one came forward and it was agreed to keep on the agenda.</p> <p><b>Argyle Surgery Choir</b></p> <p>FF updated on the idea by Dr Downs to set up a choir. After researching the idea, there are a number of regulation issues to be addressed which is delaying progressing this and more work needs to be done to formalise the idea. FF added that we want to involve schools as well. It is hoped that there would be progress by Spring 2020.</p>	AC				
44/2019	<p><b>7. Date of next meetings:</b></p> <table border="1"> <tr> <td>19 September 2019 – 19:00-20:30</td> <td>29 October 2019 – 19:00-20:30</td> </tr> <tr> <td>10 December 2019 – 19:00-20:30</td> <td></td> </tr> </table>	19 September 2019 – 19:00-20:30	29 October 2019 – 19:00-20:30	10 December 2019 – 19:00-20:30		
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10 December 2019 – 19:00-20:30						

There being no other business the meeting ended at 20:45



## Argyle Surgery Invites You To Its Preparing for Tomorrow Event

Our patients and their families are often unprepared for the final years of life. This is a meeting for patients from Argyle Surgery to learn and discuss with experts.

### Who ?

- ✓ Patients
- ✓ Families
- ✓ Friends
- ✓ Carers

### What ?

- ✓ Listen
- ✓ Learn
- ✓ Discuss
- ✓ Question

### Why ?

- ✓ Preparing for the final stages of life is difficult.
- ✓ Many complex issues to consider
- ✓ A lot of advice, help & support available for you
- ✓ Meet Doctors, charities, organisations who can help

### When ?

- Friday 22<sup>nd</sup> November 2019
- 1.00 to 4.00 p.m.

### Where ?

- St Stephen's Church and Centre
- St Stephen's Road
- Ealing
- London
- W13 8HB



Let us know if you are coming, so that we get the teas and biscuits ready.

Register online: <https://bit.ly/2Mx2Xl3>

