

MASWELL PARK PATIENT PARTICIPATION GROUP COMMITTEE

Minutes Saturday 19th October 2019

SERIAL	MINUTE	ACTION															
	<p><u>Present:</u> <u>Apologies:</u></p> <p><u>Elected Members</u></p> <p>David Loftus (DL) Arun Chopra (AC)</p> <p>Roger Smith (RS) Chris Durkin (CD)</p> <p>John Cooper (JC)</p> <p>Charanjit Ajitsingh (CA)</p> <p>Anton Smith (AS)</p> <p>Pam Harris (PH)</p> <p>Evelyn Dannie (ED)</p> <p>Sarah Herdman (SH)</p> <p><u>In Attendance</u></p> <p>Weiwei Mao (WM) - Practice Manager (Kingfisher and Willow)</p> <p>Bala Basudev (BB) - Practice Manager (Redwood)</p>																
20191019/01	<p>A welcome was extended to Pam Harris who joins the Committee as a representative from the Kingfisher Practice. This leaves 2 vacancies both for representatives from Kingfisher Practice.</p> <table> <tr> <td><u>Kingfisher</u></td><td><u>Redwood</u></td><td><u>Willow</u></td></tr> <tr> <td>Evelyn Dannie Loftus</td><td>John Cooper</td><td>David</td></tr> <tr> <td>Pam Harris Smith</td><td>Sarah Herdman</td><td>Roger</td></tr> <tr> <td>Vacancy Chopra</td><td>Charanjit Ajitsingh</td><td>Arun</td></tr> <tr> <td>Vacancy Durkin</td><td>Anton Smith</td><td>Chris</td></tr> </table>	<u>Kingfisher</u>	<u>Redwood</u>	<u>Willow</u>	Evelyn Dannie Loftus	John Cooper	David	Pam Harris Smith	Sarah Herdman	Roger	Vacancy Chopra	Charanjit Ajitsingh	Arun	Vacancy Durkin	Anton Smith	Chris	
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20191019/02	With the addition of John Cooper having tendered apologies for being in absence the Minutes of 14 September 2019 were accepted as being accurate.																
20191019/03	GDPR – use of Mjog: in the absence of Chris Roger reported that at the Network PPG (formerly the Locality PPG) Hounslow CCG endorsed that there is no reason why Mjog should not be used to publicise/communicate with the patients of the 3 practices details of PPG events/activities. A document had previously been issued by Hounslow CCG to all practices that contained relevant details and information on the use of Mjog in matters such as																

	<p>this. Thanks were expressed to Chris for having taken the investigation of this matter on.</p> <p>The Chair expressed the opinion that this item is now closed and we look forward to again having the use of Mjog through the Practice Managers.</p>	Practice Managers
20191019/04	<p>Item 5 on the Agenda – Review of the Terms of Reference was deferred as it was reported that there are changes to be made in the way in which PPG's operate. The Chair stated that it was frustrating and incredulous that no consultation with the PPG had taken place. With no knowledge of the changes that are to be implemented being shared it was difficult to know how the governance would be managed. The efforts that had been made, and were being made, to expand the membership of the PPG were done so with no indication of any changes. It was said the earliest were likely to know would be in December.</p> <p>It was pointed out that revision of the TOR was being made as presently a substantial number of the PPG Committee – over 50% - would be required to stand down at the AGM in March 2020. If this were to happen replacements would need to be recruited and an election prepared were there more applicants for the available vacancies. The time frame would be limiting.</p> <p>A significant and substantial discussion ensued with the salient features and summary:</p> <p>A PPG is required by each Practice and is managed by the representative Patients for the Patients being a link for events and activities sitting between the Patients and the GP's.</p> <p>It was considered that the method in which this process had been managed was not conducive to a good working relationship with the GP's as the implication was that it was a GP decision and deliberation that was being enacted,</p> <p>The Chari said he would discuss this matter outside of the Committee. (After Meeting Note: The Chair will also take this matter up with the National Association of Patient Participation Groups to seek their advice both from a Governance and Legal perspective insofar as the operating of the PPG is concerned and externa. Influences being forced upon it,)</p>	David
20191019/05	Review of Recruiting for the PPG in the Health Centre	

	<p>The net result of this had been to almost double the Facebook membership and all 3 practices had, through the GP's, agreed that the leaflet being inserted into the booklets issued to new patients. The GP's had also endorsed the leaflet and expressed their support for it.</p> <p>Jay at Ram Pharmacy had agreed to allow the leaflets to be available at his pharmacy. Maswell Park Pharmacy will be asked as will Minal Pharmacy.</p> <p>Aspects that became apparent whilst in the Health Centre:</p> <p>Outreach Clinics – so a number of non-Maswell Park patients present</p> <p>Language – a significant number of patients whom it was difficult to explain to, so they understood, what the PPG is and why it is of interest</p> <p>Not interested – a minority dispelled the idea of, and interest in, the PPG in totality; others were focused on their appointment</p> <p>Time – patients arriving and being called in for their appointment almost immediately</p> <p>Overall it was felt the experience had been positive and encouraging. (We had attracted a new Committee Member as a result of the activity)</p> <p>Further opportunities will be sought with consideration given to morning sessions. Dates to be discussed and volunteers to fill slots sought. (2 present seems to work)</p> <p>Discussions took place about how new patients could be encouraged to sign up when they join any of the practices.</p> <p>It was emphasised that joining the PPG is voluntary and there must be no indication of coercion to join as an automatic action.</p>	<p>Practice Managers/Reception Staff</p> <p>Anton</p> <p>John David</p> <p>David</p> <p>All</p> <p>David Practice Managers</p>
20191019/06	<p>Event Sunday 8 December 2019</p> <p>It was agreed this would run from 14:00 – 16:00hrs and be a “Drop-In” event – similar to the NHS 70th Party.</p> <p>Anton is the lead on this and he was encouraged to ask others to fill any gaps for information. Evelyn offered to help Anton.</p>	<p>Anton</p> <p>All</p>

	<p>Wellbeing Hounslow have shown interest in attending the event. Papers explaining their activities were circulated and an explanation of their method of operation shared. They will be contacted to see if any of their staff could be available.</p> <p>Other suggestions were: Fall Avoidance and Chair Yoga/Chair Exercising</p> <p>Suggested refreshments as it is a Christmas focused Social Event included coffee/tea plus seasonal elements such as Mulled Wine/Mince Pies/Stollen Cake. Bala will contact Tesco's for donations with Wilco suggested as another possible source.</p> <p>A discussion also took place regarding activities for children. The outcome was that we want to keep the event simple whilst enjoyable but without too great an involvement with aspects such as Face Painting.</p> <p>The event will be open to all Maswell Park patients with advertising making that clear. An announcement will be put on the PPG Facebook page.</p> <p>Everyone was encouraged to consider the aspects discussed and make their input to Anton ASAP.</p> <p>Thanks were expressed to Anton for taking the lead on this event.</p>	<p>David</p> <p>Bala</p> <p>David</p> <p>All</p>
20191019/07	<p>Any Other Business:</p> <p>Charanjit brought attention to the meeting of a recent Hounslow Healthwatch survey report. (The report is available on their website) https://www.healthwatchhounslow.co.uk/ The results generally score 4 out of 5 for the aspects surveyed across the 3 practices but as with all surveys cautioned was expressed in interpreting based on the small sample of patients canvassed. Thanks were expressed to Charanjit for bringing this to the attention of the Committee.</p> <p>Roger mentioned the Integrated Roadmap which was essentially a strategy document.</p> <p>Roger also referred to the Patient and Public Engagement. The Public Engagement element will no longer take place but will be replaced by a bi-monthly Integrated Care Meeting which will be a Public</p>	

	<p>Meeting. Additionally there will also be a private, non-public, meeting.</p> <p>The final item Roger fed in was a Diabetes Pilot Event starting on 30th November in the Brentford and Isleworth Area. It was queried why in Brentford and Isleworth when the greater number of Diabetics are understood to be in the Hounslow Area. Roger said it was hoped to roll this out to other areas following the pilot.</p>	
20190914/05	<p>Date of Next Meeting: SATURDAY 10 NOVEMBER 10:00 - 11:30HRS</p>	All

After the formal business Pam Harris spoke about her role within Social Services and subsequently. Following retirement, her involvement with INS (Integrated Neurological Services) www.ins.org.uk in Twickenham.