

CHISWICK Primary Care Network (PCN)
Patient Participation Group (PPG) MEETING
 Thursday 11th July 2024 - 18:30 – 19:30
Minutes

1.	18:30	Welcome and Introductions	Sarah Herdman (SH)– Non-Clinical Director Robert flann (RF)– PCN Manager Devki Ladwa (DL) – PCN Care Coordinator Lead	
2.			The meeting opened with SH explaining why we are here and gave an overview of the PCN. Clarity was given on the role of a PCN Patient Participation Group (PPG) and that we will be rotating the hosting through other practices and venues for these meetings in future.	
3.	18:35	Minutes	The minutes from the last meeting on 30 th April were agreed as a true account of the meeting	
4.	18:40	Integrated Network Team (INT) project update.	<p>Chiswick PCN has been tasked to set 3 projects to support key areas of healthcare across Chiswick. Supporting those patients who fall into the lowest 20% of the population accessing healthcare. It was felt that the target groups listed below were the best fit with the data presented but also allowed all patients the opportunity to access the service improvements coming out of the project</p> <p>The 3 areas agreed on are the following</p> <ul style="list-style-type: none"> • Anxiety / Depression • Neuro Diversity • And an area relating to children, however data is yet to be finalise in this area <p>The group has met once and the wider membership is expanding rapidly as we start to move forward on these projects. We do require patient input and so are looking for patients who have an interest in the areas listed above. The aiming being that pathways and services are more beneficial and supportive to patients.</p>	

5.	18:50	Community space at the New Chiswick Health Centre.	<p>SH informed the group that January 2025 is the planned move back to the New Chiswick Health Centre. In the new building we will have two rooms for community use as well as a garden area . The group were asked to go away and think about any voluntary / community groups that may be interested in using rooms or garden. Or services they feel would helpful to have on board.</p> <p>There is also a request for anyone who is interested in being part of the community space discussions to come forward</p>	
6.	19:00	PCN Services Update	<p>SH informed the group that there were banners and leaflets informing patients of the PCN services available to them. SH went on to inform the group that we have a very strong pharmacy team working within the PCN. They carry out annual reviews for patients as well as running their own clinics. We also have two very proficient physios which patients can be booked in with by calling their practice our physios are able to prescribe and also do joint injections if necessary.</p> <p>On top of these areas we also have 2 very good paramedics who visit patients at home and carry out their annual checks and reviews. A mental health practitioner, a dietician and social prescribers, who can support people with any social care needs. To build on this once we have moved back to our new building we will be engaging secondary care into offering outreach clinics, to cut down on the need to attend hospital sites .</p>	
7	19:05	Good New Stories / PCN Targets	<p>SH informed the group that Chiswick PCN has taken on a number of projects, one of these being the Blood Pressure Club. The Pharmacy Team were given an awarded at a recent Pharmaceutical conference with regard to the BP club project and the quality of their standard operating procedures. The latter has been up taken by several other boroughs as best practice. The BP club although being run by our pharmacist's they are supported by a clinician</p> <p>SH also went on to inform the group that our highly trained physios are able to prescribe and complete fast track referrals to secondary care.</p> <p>There were a few questions regarding who oversees compliance with the PCN. SH explained to the group that although practices held contracts with NHS England. The PCN contracts are monitored locally by</p>	

			our team to ensure patients are getting access to the PCN services from all practices in an equitable way.	
8	19:10	Hounslow Connect	RF informed the group of the new “one stop shop” run by the council Hounslow Connect. This enables anyone running a group / voluntary organisation / service in the borough to add their details and any upcoming events so that residents can see what is happening locally and hopefully get involved. RF stated that he would try to get someone from the Hounslow Connect team to come along to a future meeting to show and explain how it works.	
9	19:20	AOB	SH was asked whether there was likely to be a children’s centre at the new health centre. Unfortunately, this isn’t an option however there is now appetite for a children’s centre in Chiswick as there will be a brand new Health Centre for them to run in parallel with. RF was asked about Linkline, RF stated that he would gather information on this and send out to the group.	
<p style="text-align: center;"><u>NEXT MEETING</u> <u>The next meeting will take place on the 15th October, 18:30hrs</u> <u>At Holly Road Medical Centre</u> <u>2A Holly Road, Chiswick, London, W4 1NU</u></p>				