

**Sands End Health Clinic: 2024 Patient Participation Group (PPG) Meeting No 2 held 24/09/24
Meeting Report**

Chair: Steve Rutledge Sands End Health Clinic PPG

Meeting Secretary: Sands End Health Clinic Administrator, Lais Lopes (LL)

Participants:

Sands End Health Clinic (SEHC): Dr Jewels (Lead GP/Partner)
 Lais Lopes SEHC Patient Experience Coordinator
 Joanna Cowper – Data Quality Manager


South Fulham Primary Care Network: Ross Lambdon, Health Inequalities lead


SEHC Patient Participation Group: Steve Rutledge, PPG Chair
 15 registered patients:
 FC; RB; MJ; RE; CL; NA; Z, PD, DM, CJ, EB, RB, CV, ZS, GB

Agenda:

- 1. Welcome/Introductions**
- 2. Update from 08/05/24 Meeting**
- 3. Health Watch Survey Feedback**
See also Attachments 1 and 2


1 - healthwatch.pdf


2 - healthwatch
report.pdf
- 4. PPG Focus Area/Effectiveness**
- 5. Primary Care Network (PCN) Introduction**
See also Attachment 3


3 - SEHC PPG - Sep
2024.pptx
- 6. PCN Access Hubs**
- 7. Date of Next Meeting**
- 8. PPG Action Point Summary**

Items for discussion	Summary of discussion and Action points
1. Introduction	<p>1.1 The Chair SR thanked everyone for attending this 2024 Practice Patient Group (PPG) meeting No2.</p> <p>1.2 Attendees comprised Dr Jewels SEHC GP practice Lead (chair), 2 other practice personnel and 15 registered patients who responded to the practice wide invitation to attend. Each introduced themselves in turn.</p> <p>1.3 The PPG is a patient led group open to all patients.</p> <p>1.4 CQC have determined there should be 4 PPGs per calendar year from 2025.</p> <p>1.5 The first PPG of 2024 was 08/05/24, this PPG meeting will be the last.</p> <p>1.6 2025 PPGs will be quarterly, January/April/June/October. Each will be subject to 2 weeks' notice.</p> <p>1.7 Each PPG will focus on one or 2 of the five CQC core areas: Safety; Effectiveness; Caring; Responsiveness; Well Led.</p> <p>1.8 Focus for today's PPG Meeting is Effectiveness.</p> <p>1.9 There will also be a quarterly PPG Newsletter, the first PP Newsletter was July 2024, the next Newsletter will be issued in December 2024, week commencing 16/12/24.</p>
2. Update from 2024 PPG Meeting No 1 held 08/05/24	<p>2.1 The Chair reviewed the 6 Action Points from the 08/05/24 PPG Meeting. These are summarised at Annex 1.</p> <p>2.2 Five of the Action Points are complete, AP 1:002 is still in progress.</p> <p>2.3 Still in progress is AP1:002, Reception Privacy: Improve Audio arrangements so patient details not easily overheard.</p> <p>2.4 AP1;002 status is that SEHC will fund a suitable solution and a potential solution (from Richer Sounds) has been identified. A site visit is being arranged.</p>
3. Health Watch Survey Feedback	<p>3.1 SEHC/LL gave an overview of <i>Healthwatch Hammersmith and Fulham</i>. They are our local Health and Social care champions, see their</p>

	<p>2023/24 Report at attachment 1 to this meeting report. Please Read for detail.</p> <p>3.2 In June 2024 Healthwatch H&F held a survey covering all 5 PCNs including our South Fulham PCN that has 7 Practices including our Sands End Health Clinic that was surveyed on 18/06/24, for detail see their Survey Report at attachment 2 to this meeting report. It is both interesting and informative. Please Read for detail.</p> <p>3.3 The Healthwatch survey report will be useful in determining improvement action plans as appropriate.</p> <p>3.4 H&F PCN summary highlights are:</p> <ul style="list-style-type: none"> • Across H&F 27 GP practices there were 364 reviews • Reviews: 77% Positive; 6% Negative; 16% Neutral <p>3.5 SEHC Access summary highlights are (all out of 4):</p> <ul style="list-style-type: none"> • Access: Getting appointment 3.0; Phone contact 3.0 <p>3.6 SEHC Quality (all out of 5):</p> <ul style="list-style-type: none"> • Tele consultations 3.6; Online consultations 4.1; • Staff attitude 3.4; Treatment and care 4.3.
<p>4. PPG Focus Area/Effectiveness</p>	<p>4.1 SEHC Dr J and LL led a discussion on Effectiveness.</p> <p>4.2 Effective, means: that peoples care, treatment and support achieves a good outcome; promotes good quality of life; is based on the best available evidence.</p> <p>4.3 The important elements for patients are that they:</p> <ul style="list-style-type: none"> • Can get information and advice about their health, care and support so they can be as well as possible - physically, mentally and emotionally. • Are told about current good practise that is relevant to their care and are involved in how this is reflected in their care plan. • Understand their rights around consent to the care and treatment they are offered. <p>4.4 During the discussion 2 patients raised cases where continuity in their investigations and/or treatment was not as effective as it should have been. These related to management and hand offs with extended care agents, i.e. hospital appointment setting and test results management.</p> <p>A.P. PPG 2024/2:007 to SEHC/LL by 11/10/24: To review with the 2 patients their cases and get their investigations and/or treatments on track. Note: Completed 25/09/24</p> <p>A.P. PPG 2024/2:008 to SEHC PPG SR by 20/12/24 + 15/03/25: To Include in Next 2 Newsletters (December 2024 and March 2025) items that explain roles/responsibilities and checkpoints for Effective treatment continuity.</p>

5. Primary Care Network (PCN) Introduction	<p>5.1 SFPCN/RL gave a presentation about where Primary Care Networks fit within the NHS and their roles and responsibilities. This expanded on the PCN overview in the July Newsletter. The PCN presentation is attachment 3 to this meeting report, it as both interesting and informative. Please Read for detail.</p> <p>5.2 SFPCN illustrated the PCN presentation with a number of circa 1 minute videos about PCN roles and responsibilities. These had just been completed and, subject to PCN content review and agreement about platforms (such as YouTube and GP practice screens), will be available for viewing. This is expected by December 2024.</p> <p>A.P. PPG 2024/2:009 to SEHC PPG SR by 20/12/24. To include in December Newsletter or via GP communication as appropriate, PCN video viewing details.</p>
6. PCN Access Hubs	<p>6.1 SFPCN/RL explained the PCN Access Hub initiative to improve patient/GP engagement and communication.</p> <p>6.2 The initiative is to be run over the next few months and will commence with a survey of both patients and GP staff, followed by PCN led patient focus groups to identify areas for improvement action and possible solutions to bid for NHS funding to execute.</p> <p>6.3 SFPCN/RL asked for SEHC patients to support this initiative by completing the not yet scheduled survey and subsequent focus groups.</p> <p>A.P. PPG 2024/2:010 to SEHC/LL by (Estimated) 12/10/24 PCN Access Hub Initiative: Advise patients when survey details are known so they can participate.</p>
7. Date of Next Meeting	<p>7.1 The Next PPG meeting, PPG 2025/1, will be held in January 2025, details will be advised by SEHC and included in December 2024 PPG Newsletter.</p>
8. PPG Action Point Summary	<p>8.1 See Table below</p>

Annex 1: PPG Meeting Action Point Summary					
Year/PPG: AP No	PPG Mtng: Ref	Item	Responsible: By Deadline	Completed	Comments
2024/1:001	08/05/24: 1.3	Establish PPG meeting and Newsletter format and scheduling..	PPG/SR and SEHC/LL: 24/05/24	22/05/24	Incorporated in July 2024 Newsletter.
2024/1:002	08/05/24: 3.1	Reception Privacy: Improve Audio arrangements so patient details not easily overheard.	PPG Chair SR: 2024 No 2 PPG (24/09/24)	In Progress	SEHC will purchase suitable equipment. Potential solution (from Richer Sounds). Arranging new year Site visit.
2024/1:003	08/05/24: 1:3.2	Reception Privacy: Arrange room and appropriate signage for private conversations.	SEHC/LL: 21/06/24	21/06/24	Poster on the Reception Screen and Reception team advised.
2024/1:004	08/05/24: 3.2	Continuity of Care: Provide GP Service overview.	SEHC/LL: 21/06/24	21/06/24	Staff info available in the Waiting Room and the Website/Care Navigation. Reception instructed to ask patients if they have a preferred clinician
2024/1:005	08/05/24: 4.4	CQC Healthwatch Survey: Advise patients when survey details are known so they can participate.	SEHC/LL: Immediately CQC release details	13/06/24	Survey Held at SEHC 18/06/24. Healthwatch representative was an hour late due transport disruption
2024/1:006	08/05/24: 4.5	Prepare Inaugural; PPG Newsletter	PPG Chair SR: 15/07/24	05/08/24	Edited by SEHC/LL
Action Points from 2024 Patient Participation Group Meeting No 2 held 24/09/24					
2024/2:007	24/09/24: 4.4.	To review with the 2 patients their cases and get their investigations and/or treatments on track.	SEHC/LL:	11/10/24 Completed 25/09/24	
2024/2:008		To Include in Next 2 Newsletters (December 2024 and March 2025) items that explain roles/responsibilities and checkpoints for Effective treatment continuity.	SEHC PPG SR	20/12/24 + 15/03/25	
2024/2:009	24/09/24: 5.2	To include in December Newsletter or via GP communication as appropriate, PCN video viewing details.	SEHC PPG SR	20/12/24	
2024/2:010	24/09/24: 6.3	PCN Access Hub Initiative: Advise patients when survey details are known so they can participate.	SEHC/LL	11/24 Survey and focus group done	