

# Barnet Patient Participation Network

## Minutes

Tuesday, 27<sup>th</sup> March 2018 at 11.30 pm

Millway Medical Centre

### Members in attendance

Hugh Ogus (Watling); Michael Grossman (Watling); Krishna Moorthy (PM Millway); Howard Gross (Temple Fortune); Susan McDonnell (Chair, Millway PPG); John Gumpright (Millway); Mary Stannard (Mulberry); Sue Blain (Healthwatch Barnet); Barbara Jacobson (St. Andrews); Mike Baker (PHGH); Janice Tausig (Dr Azim's)

### Non-members by invitation:

Robin Charnley (Patient and Public Engagement Officer, CommUNITY Barnet)

In the Chair: **Hugh Ogus**

Minutes: **Robin Charnley**

**1. Welcome and introduction** – Hugh welcomed all, followed by individual introductions

### 2. Apologies:

Caroline Peters (PM Oak Lodge/GP Federation)

Susan Murphy (PM Parkview)

Ian Bretman (Barnet CCG - Lay Board Member)

Stewart Block (Healthwatch Barnet & Heathfelde)

Katherine Herzmark (PM East Finchley)

Philip Brodie (Temple Fortune)

Anne Yates (Millway)

Tanya Midgen (Millway)

Peter Oliver (PHGH)

**3. Notes of meetings held on 30th January 2018** – Minutes were approved and progress on Actions reviewed

<b>ACTION</b>	<b>STATUS</b>
RC to send BJ list of practices in the south of the borough	Completed
CP to send list of PPG chairs to BJ	Not actioned – no list
Everyone to exchange newsletters	Pending
TM to exchange details with MO and MAA	Completed?
MB to make a term's of reference and share with HO and then group	Completed – see Minutes
Everyone to have a look at the BFG website	Query?
HO to feedback to all from <i>Last Phase of Life</i> meeting etc.	Completed – see Minutes
SB to feedback from Healthwatch meeting	Completed by Sue Blain

#### 4. Matters arising from previous Notes etc.

- GP Federation will introduce a charge on its members. Previously it was funded from surpluses generated through the delivery of contracts but, having now recruited a CEO and other staff, needs to increase its income. A question was asked about how this adds value – is it just another level of bureaucracy? The CCG is the service commissioner and it does not really want to go out to 57 services to invite new tenders. The Federation, acting as a service provider, will enable its members to submit joint proposals. The Federation will also act as a resource for GPs e.g. providing development support.
- The Extended hours or 8 to 8 service is an example of a new service delivered by the Federation. There was a good level of interest in this from the Meeting.
- Across the country there are different models of GP collaboration and the Federation is the approach adopted in Barnet
- Hugh attended a meeting with voluntary sector representatives and others to discuss care in later life – *Last phase of life*. There were initial discussions about an event during Dying Matters Week. Robin circulated information from Dying Matters, commended the website and highlighted the date – **14<sup>th</sup> to 20<sup>th</sup> May** - in case individual PPGs wished to put on something at their practice.
- CHINs/**C**are Closer to **H**ome **I**ntegrated **N**etworks – discussion indicated a lack of knowledge about this, even the acronym caused confusion. Each CHIN group comprises about 6 GP practices. Robin mentioned, and gave out details of, an event targeting patients from 5 local GP practices intended for information-giving/consultation.
- Referral Management flowchart – produced by Healthwatch Barnet, with input from the CCG, the definitive version was circulated and some critical observations were made. Sue Blain will feed these back to Lisa Robbins and the Healthwatch team.

#### 5. Structure

- Hugh introduced his proposal that the pan-Barnet PPG network be formally set up as the Barnet Patient Participation Network (BPPN). **Agreed unanimously.**
- Membership – there was limited discussion of this topic but those in attendance are patients engaged in local GP practices (PPG 'reps', health champions etc.) and GP practice staff involved in their practice PPG.
- Appoint Chair(man), Secretary etc. – there was unanimous agreement that Hugh should continue in the Chair and Hugh indicated that his preferred role title is Chairman. A Secretary was not appointed and it was suggested, but not agreed, that minute-taking could be undertaken by Members on a rota.
- Creating task groups to delegate activities of the Network – suggested as a means of completing the Terms of Reference but not agreed.

- Proposed Terms of Reference – Mike introduced his proposal which was previously circulated with the Agenda etc. There was an in-depth discussion which actually brought in additional topics due to the nature of the initial subject. The detail is NOT recorded here. The role of the Network does need to be clearly defined to avoid, for example, the possibility of it being regarded as simply a means of communicating information and being inundated. The role of the Network will develop: *slowly with a focus on one new area at a time*, was one suggestion. There was also some discussion about how GP practice comparative performance figures could be used constructively at Network and local PPG level.

### **ACTION**

**All Members** contact Mike Baker with your submissions regarding a Terms of Reference (ToR) for the Network (n.b you have the option of submitting **ANY** or **ALL** of the following):

- specific items to be included in the ToR
- proposed activities/possible activities/outside scope activities (as per MB paper)
- principles that should underpin the ToR

## **6. Patient Participation Support Project**

- Robin reported that the draft workplan for the Project includes a commitment to supporting the role of the Network over the next 12 months. The workplan also prioritises engagement with the GPs in local practices as they are key influencers in the effective working of PPGs.
- **Patient Participation Awareness Week** – 4<sup>th</sup> to 9<sup>th</sup> June 2018 – is a NAPP initiative which the Support Project will contribute to this year. CommUNITY Barnet will have the use of a retail premises in Brent Cross during Awareness Week and Robin will be working with CB and Healthwatch colleagues to make best use of this opportunity. The involvement of patient ‘reps’ from local PPGs would be welcome and Robin will contact the Network when he has more detailed information. PPGs can arrange their own local event during Awareness Week and Robin circulated some activity suggestions from NAPP.

## **7. Brief report from individual PPGs on current and projected activities**

- Mike suggested that the Network could compile a quarterly summary of what PPGs have achieved and that this could be presented to the CCG, GPs, practice managers and others. An action was not agreed on this.
- Hugh reported that 35/40 people attended the recent AGM of Watling PPG
- Janice reported that Dr. Azim’s PPG is currently in the process of reviewing its ToR
- Susan reported that Millway Patient Support is undertaking a strategic review. Meanwhile its existing work – e.g. dementia group, Knit & Natter (isolated people) – is proceeding well and ideas under consideration include a diabetic group and social prescribing.

### **ACTION**

Susan will draft a short piece about the activities of Millway Patient Support for Mike Baker (for circulation to other Network members?)

- Mike reported that the PHGH PPG had helped the Practice 'tidy-up' its website including making the FAQs less medical and *more actual questions patients ask*. The Meet and Greet volunteer initiative, in collaboration with co-located Temple Fortune PPG, is progressing and Mike hopes to have specific outcomes to report in 3 months time.
- Sue mentioned that current issues of interest for Healthwatch included the impact of new residential developments on the demand for health services and the way in which practice closures are handled (there have been some very negative patient experiences recently). Sue mentioned that the Healthwatch PC Group, patient volunteers, meets monthly and receives regular updates from the CCG.
- Mary informed the Members that her Vice-Chair has recently stepped down and she has real concerns about the level of commitment to the PPG from GPs. Susan suggested that a one to one conversation with the relevant GP could be helpful.
- Barbara informed Members that PPG and health champions will be working together more closely. A change of staff at the practice has opened up more opportunities for the PPG and the doctors at the practice are very supportive.

## **8. Date of Next Meeting**

There was some discussion about the timing of the meeting arising from an email to Hugh from Howard. Various options were considered and Members agreed to stick with the current daytime format with the lack of a clearly better option.

### **ACTION**

Diarise the next meeting of the Network

Date - **Tuesday 5<sup>th</sup> June**

Time - **12.15 pm**

Venue - **Millway Medical Practice**