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**Patient Participation Group Forum**

**Thursday 5 December 5-7 pm**

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| **Waltham Forest GP Federation ,** [**500 Larkshall Road, London, E4 9HH**](https://www.google.com/maps/place/WF+Federated+GP+Network/@51.6083183,-0.001316,19z/data=!4m13!1m7!3m6!1s0x48761e02b6708aff:0xa14b9bf26e4449df!2sLarkshall+Rd,+London+E4+9HH!3b1!8m2!3d51.6093846!4d-0.0013634!3m4!1s0x48761e0299fab97d:0xe3de3c86baa74d2c!8m2!) |

Welcome and introductions

Apologies.

Roisin Reilly, Sue Kofi, Ann Korner, Cathy Mears

Gail Penfold – joining by Teams for the first hour

Marilyn Gould - may be a little late in arriving at the meeting coming from Hampshire.

1. **Share best practice and learning on how to develop a strong PPG and decide what it should do?**

* Update from Fednet, North East London Integrated Care Board and Healthwatch on possible support.
* WFPF-RECEPTION training pack.
* Forest 8 event.
* Feedback on any successful PPG events

1. **Provide useful information/guidelines on GP services for patients across Waltham Forest?**

* Blood test processes- do the computers talk to each other.
* Primary care barts pathology- shouldn’t need to go an pick up a form.

Not worth it at the moment

Econsult

Needs the narrative and then they decide who gets appointments

They cap econsult

Couldn’t get through to the GP so went to A&E ad=nd they sent her back to the GP will filter to 111

Can’t use WahtsApp – data protection

Accurx – being used by GPs – Davids email. Got a cap. Clinic??

Scarce resource

* GP Texting and the NHS App (FedNet and Healthwatch Waltham Forest)
* Follow-up from Suzia (FedNet).
* Population health data re incinerator is prevailing wind. Is there anything odd.
* Safe Surgeries Report
* Same Day Access.

1. **Identify common themes/concerns that should be escalated.**
2. **AOB.**

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**Patient Participation Group Forum**

**Minutes of meeting Thursday 26th of September 6-8 pm**

**Waltham Forest GP Federation ,** [**500 Larkshall Road, London, E4 9HH**](https://www.google.com/maps/place/WF+Federated+GP+Network/@51.6083183,-0.001316,19z/data=!4m13!1m7!3m6!1s0x48761e02b6708aff:0xa14b9bf26e4449df!2sLarkshall+Rd,+London+E4+9HH!3b1!8m2!3d51.6093846!4d-0.0013634!3m4!1s0x48761e0299fab97d:0xe3de3c86baa74d2c!8m2!)

Attendees

Andy Agathocleus (AA) – SMA Chair

Trevor Calvert (TC) – Old Church

Marilyn Gould (MG) – The Ridgeway

Sharon Hanooman (SH) – Kiyani/Public Health Social Prescriber

Philip Herlihy (PH) – St James (attended online)

Catherine Mears (CM) – Old Church

Gail Penfold (GP) - Penhryn

Yaqub Rahman (YR) – Wood Street Health

Roisin Reilly (RR) – Walthamstow Central PCN Social Prescriber

Karen Sobers (KS) – Sinnott

Dianne Barham (DB) – Healthwatch Waltham Forest (Chair)

David Hastings (DH) – Healthwatch Waltham Forest (Secretary)

Dr Sheraz Younas (SY) – WF GP FedNet Medical Director

Suzia Riasat (SR) – WF GP FedNet Operations & Service Development Manager

Sarah Mann – (SM) WF GP FedNet

Mohammad Soobhun – NELFT Health Inequalities Nurse

Apologies Patrick Morgan (Addison Road) Liz Cooke (Harrow Road), Lesley Finlayson (Old Church), Ann Korner (Old Church).

**Welcome and introductions.**

**Item 1 - Update from the Integrated Care Board (ICB)**

DB presented comments from the group to a North East London Integrated Care Board ([more about the NEL ICB](https://northeastlondon.icb.nhs.uk/about-us/)) workshop on same day access . (Same Day Access Patient Insight presentation attached). They want to develop a standard system across NEL for GPs that meets the needs of patients and makes the system more efficient. DB thanked the group for their feedback and committed to bringing the outcome of the workshop back to this group.

**Item 2 – St James Health Centre closure**

PH gave the group an update on what is happening with the St James Health Centre. He explained that the lease expires in October but the new premises, located nearby, have not been fitted out. The ICB have told the practice to find alternative premises or share with other GPs or hand back their contract.

The PPG have been involved in discussions. The Council have agreed to take over the project to fit out the new health centre premises but it could take 15 months. The practice still have to manage the transition period.

SY said that FedNet are supporting the practice and can help with space and staff.

We need to stop this from happening in the future e.g. Coronation Square and the other Locality Hubs.

PH said there were issues with NHS Property Services.

PH added that the patients have not been consulted. PH has posted information on a local Facebook group and the Waltham Forest Echo have done articles.

PH said the GP Blood Test clinic located in the Health Centre will move to Comely Bank Clinic, 46 Ravenswood Road in the village.

SY added that FedNet also do blood tests as part of their out of hours services. E4 Network PCN also perform their own blood tests.

AA suggested FedNet send posters to GP surgeries about their services.

**Action**: SR to send DB a poster.

**Action**: DB to ask ICB about blood testing system. How do people get next day appointments? Some people do not have access to the internet to use Swiftqueue booking system.

**Action** - Healthwatch to look at the process for getting blood tests across Waltham Forest at the moment from the patients perspective. You shouldn’t have to wait three weeks for a blood test and then days for the results. Bring something back to the next meeting after discussing with FedNet and the ICB Primary care team.

Is it possible for everyone to get electronic blood test forms sent to them?

MG pointed out that NELFT show the number of DNAs. It was 200 in August. Text message reminders are sent out but SH said that the SMS text messaging service will be limited in the future and people will need to use the NHS App instead. AA said that people could go to libraries and use their free wifi to cancel appointments. MS added that they should ensure that patients preferred method of contact is up-to-date.

PH informed the group that St James practice DNAs are at around 2% for all appointments falling to 1.2% for GP appointments. DB suggested that DNAs have fallen due to new phone systems that make it easier to cancel.

AA said that you can only get a same-day appointment at SMA. KS said Sinnott use e-consult which is very annoying. It is a nightmare getting appointments. People can’t always answer the phone for a telephone appointment. GPs don’t ring more than once or twice and then it’s a private number. DH said he doesn’t answer private numbers. PH said that the e-consult platforms should be 24/7 but they often get turned off due to no more appointments or overuse. GP said there should be video consultations as sometimes the doctor needs to see what’s wrong.

**Item 3 – How to develop a strong PPG**

SR with help from GP gave a presentation on the Wellbeing Garden at the Penhryn Surgery that had been done by the PPG. Penhryn is in a converted house so has a garden unlike many other GPs in the borough. It was a very worthwhile project.

The CQC has a strict requirement for a practie to have a PPG and at inspections the PPG are wheeled out to talk to the CQC inspectors.

DB suggested Healthwatch Waltham Forest, FedNet and the ICB should get together to discuss PPG funding.

**Item 4 – AOB**

DB encouraged the group members to become Healthwatch Enter & View Representatives.

SH asked if members knew if their surgery was a Safer Surgery. Patients who are homeless/sofa surfing/no fixed abode should be able to register at a practice without needing documentation like proof of address as per NHS guidelines. SH said that her practice (Kiyani) had not signed up but she had persuaded them to sign up leaving only two practices in the borough who she did not name. Receptionists should be trained so as not to turn people away. One reason given for not signing up is that GPs can’t make referrals but they can use the practice as the address. They can be referred for some things but not all of them.

TC raised the issue of excessive pollutants emanating from the Edmonton incinerator that have caused neighbouring wards to have high incidences of X and asthma. SH said she would raise this with public health. PH added that ultra processed food vs air quality should also be examined.

Could GPs make a note of which wards their patients live in/their postcode, if they live in the wards that are highly impacted by the Incinerator than should the GPs do extra checks e.g. particular cancers, asthma? Could be an alert on the form. They should get extra health checks!! Church Hill