

PPG Meeting 13 January 2015 – Minutes

Present: Jean Alden, Daniel Boggust, Sennen Chiu, Jean Corey, Malcolm Corey, Lyn Duffus, Matt Edwards (Practice Manager), Theresa Fitzgerald (Deputy Practice Manager), Sheila Hayles, Dr Kooner, Tony Johnson, Keith Marshall (Chairman), Noreen Marshall, David Mitchell, Jan Simpson.

Apologies: Janet Bettacini, Jean Little, Stan Owen, Jacqui Piper.

1. Introduction

1. Keith welcomed everyone to the meeting and thanked them for attending.
2. As two new members were present, everyone briefly introduced themselves.

2. Minutes of 11 November Meeting

1. The minutes of the previous meeting were agreed by all present and Keith signed them.

Matters arising:

2. Lyn and Theresa have arranged a meeting about the stocks of leaflets held by the practice.
3. Matt and Keith will talk at their next meeting about holding a new survey.

Action: Keith/Matt

4. Matt has removed the notice about the 2013 Survey that Lyn had spotted still up in the waiting area.
5. Lyn's suggestion of a pub meet is still with Keith. **Action: Keith**
6. Matt advised that it is not feasible to publicise the PPG on prescription counterfoils.
7. Janet had suggested that Matt talk to Hiten Patel about the dispensing service at Boots in Oldfield Circus. This is in plan for February. **Action: Matt**

3. General Medical Services (GMS) Changes

1. Keith presented his understanding of the payent-orientated changes being made to the GP contract (GMS) for 2015/16:
2. **Named Accountable GP for all Patients.** The Practice confirmed that for most patients this will be the GP they see regularly, however patients can change the GP they're assigned to. Patients will be notified by letter when their named GP is allocated – Keith asked if a PPG flyer could be included with these letters.
Action: Matt Yes we can do this; Keith has created copy for Matt to attach automatically to the letters.
3. **Expand/Improve Online Services for Patients** including extended online appointment booking; access to medical records (Summary Care Record as a minimum); electronic prescriptions; online referrals; phone and video consultations.
4. Further emphasis on **Avoiding Unplanned Admissions to Hospital.**

5. **PPGs.** All practices will be required to have a PPG and to make "reasonable efforts" to ensure it is representative. As this is now a base requirement there is no longer any additional funding. In the past the PPG has been worth several thousand pounds a year to the practice much of which has been reinvested in the practice.
6. There will also be work on planning Primary Care Estate to support Out of Hospital strategies; improvements to minor surgery processes; and improving the quality of Out of Hours services.
7. Sennen asked about the facilities at the health centre in Alexandra Avenue. Theresa replied that these services are available to Ealing residents.

4. Coffee Morning

1. This is arranged for Saturday 21 February, 1000-1200.
2. Keith asked if the surgery would print the main poster as A3 (since they had a printer with this capability) and he will provide A4 copies. A4 size posters now up in the waiting area.
3. Theresa suggested that we take flyers to the local shops etc. Flyers supplied to Theresa
4. Jean Corey pointed out that the poster needed to make it clearer that the event would take place at the Surgery. Poster has been updated.
5. The practice will provide refreshments. The meeting agreed to keep this to tea/coffee and biscuits, rather than trying to include cake, especially as we have no idea about likely numbers.
6. Lyn offered to donate her two "airpots" to the practice. Keith and Noreen can lend their small urn.
7. Janet offered to compose a fun quiz on health matters with answers to be posted after the coffee morning. It was agreed this would be a good idea. Keith will report back to Janet and ask that she liaise with Theresa. **Action: Keith/Janet**
Done; Janet has written the quiz; Keith will print copies.

5. "Forum" Meetings

1. Matt has suggested occasional open forum (Q&A-type) meetings where patients can ask general questions of a specialist speaker. Matt's experience is that these work well on Saturday mornings, and definitely out of surgery hours. The sessions must be open to all patients.
2. If the coffee morning is successful we may be able to combine a forum session with a coffee morning.
3. Topics could include things like diabetes, dementia, experience sharing for new mothers, knee/hip replacements.
4. The matter needs more thought following the coffee morning.

6. Speakers

1. Keith asked the members if they would like a speaker at any of the next few PPG meetings. All ideas/requests to Keith, please. **Action: Everyone**
2. In view of earlier discussions it was suggested that Dr Parmar is asked to talk at the next meeting about the Prime Minister's Challenge Fund work of the CCG and similar developments to provide facilities like online appointment booking, extended hours etc. **Action: Matt/Keith**

7. Share and Exchange

1. Keith continues to be involved in various aspects of Healthwatch Ealing's work, and is their representative on the CCG's steering committee for the Prime Minister's Challenge Fund work. PMCF is expected to improve access to medical services by, for example, extending opening hours, introducing electronic prescriptions etc. Most of these improvements have to be in place by the end of March. Danny asked who would be doing the necessary work: Keith replied that the GPs in the Borough have formed a federation, which together with the CCG, will put forward a plan indicating how they plan to carry out the work.
2. Keith had also been at a recent Healthwatch meeting attended by a CQC inspector, who had spoken about the inspections of GP practices which were about to start.
3. Matt informed the meeting that our Practice is to be inspected on 21 January. The inspectors will be looking at policies and procedures, and talking to staff and patients. The inspectors' findings must be published on the Practice's website and displayed in the waiting area.
4. Danny had been talking to someone who had researched the GP Practices in the area and had concluded that the Barnabas Medical Centre was the best one.
5. Lyn mentioned a Radio 4 programme called 'More or Less' which had recently discussed waiting times in A&E departments (most recently broadcast 11 January and still available via iPlayer).
6. Jean and Malcolm thanked the Practice for offering them vaccinations against pneumonia as well as flu. They had also had another useful and interesting session with the current medical students.

8. Practice Updates

1. Janet had requested an update on the effects of the new IT system. Matt felt that this would become clearer over time, but one of the first benefits was that it made it easier if practices needed to communicate with each other. Theresa added that any new patient from another practice using SystmOne gets their medical records transferred almost instantly.
2. The practice is planning to implement sending text messages to patients reminding them of their appointment. Hopefully this will reduce the high rate of DNAs.
3. The Practice is still working on online appointment booking; progress is being made deliberately slowly.
4. Reassurances were made that the Practice does have a checklist for signs and symptoms of the Ebola virus.
5. Janet had also asked about the monitoring of patients with dementia. They receive a check-up at least every six months (more often if required) with longer appointments and home visits also if needed.
6. **Staff changes.** Dr Dhinsa is leaving the practice as her husband's job has relocated; it is hoped to have a new salaried GP in place in March. HCA, Niki Onoufriou, is also leaving to train as a nurse; a new HCA should be in place in mid-February.

9. PPG Updates

1. We still have no Coordinator for the Practice newsletter, *Barnabas Bulletin*.
2. Sennen expressed concern at the continuing lack of a Vice-Chairman.

3. Theresa suggested that the coffee morning might be a good time to identify possible candidates and Noreen mooted the idea of a recruiting poster to be displayed on that occasion.

10. AOB

1. **Next Meeting:** Monday 16 March, 1800 hrs at the Medical Centre.

Keith C Marshall
Chairman
16 November 2014

Thanks to Noreen Marshall for taking notes and drafting these minutes.
Text in underlined italic is post-meeting updates.

2015 Meeting Dates

Monday 16 March; 1800 hrs; Medical Centre
Tuesday 12 May; 1400 hrs; St Barnabas Church Hall
Monday 13 July; 1800 hrs; Medical Centre
Tuesday 15 September; 1400 hrs; St Barnabas Church Hall
Monday 16 November; 1800 hrs; Medical Centre (AGM)

Glossary

BMC	Barnabas Medical Centre
BP	Blood Pressure
CCG	Clinical Commissioning Group (from 1 April 2013; formerly PCT)
CQC	Care Quality Commission
CRB	Criminal Records Bureau
DBS	Disclosure & Barring Service (formerly CRB)
DNA	Did not attend
ECCG	Ealing CCG
FFT	Friends & Family Test
FoI	Freedom of Information Act
GMC	General Medical Council
HCA	Healthcare Assistant
HWE	Healthwatch Ealing (formerly Ealing LINK)
LAS	London Ambulance Service
LB	London Borough
LBE	London Borough of Ealing
NAPP	National Association for Patient Participation
NWL	North West London
PCT	Primary Care Trust, the local NHS governing body (until 31 March 2013)
PMCF	Prime Minister's Challenge Fund
PPE	Patient & Public Engagement
PPG	Practice Participation Group (this group)
SaHF	Sharing a Healthier Future
ToR	Terms of Reference

PPG Meeting 16 March 2015 – Minutes

Present: Sennen Chiu, Lyn Duffus, Matt Edwards (Practice Manager), Sheila Hayles, Tony Johnson, Jean Little, Keith Marshall (Chairman), Noreen Marshall, Dr Mohini Parmar (Senior Partner), Sunita Patel, Ewa Siwec.

Apologies: Jean Alden, Janet Bettacini, Daniel Boggust, Jean Corey, Malcolm Corey, David Mitchell, Stan Owen, Jacqui Piper.

1. Introduction

1. Keith welcomed everyone to the meeting and thanked them for attending.
2. One new member (Ewa) was welcomed; everyone briefly introduced themselves.

2. Minutes of 11 November Meeting

1. The minutes of the previous meeting were agreed by all present and Keith signed them.

Matters Arising

2. Lyn's suggestion of a pub meet is still with Keith. Carried forward for a suitable opportunity. **Action: Keith**
3. Janet had suggested that Matt talk to Hiten Patel about the dispensing service at Boots in Oldfield Circus: this is still with Matt. Carried forward. **Action: Matt**
4. Keith asked for suggestions for a speaker for the next meeting. Jean and Malcolm Corey had asked if we could have someone to speak about dementia, which seemed a popular idea.
Dr Parmar asked Keith to e-mail her about this, as she could ask her GP, who is leading on dementia work in NW London. **Action: Keith / Dr Parmar**
Dr Parmar also thought it worthwhile to invite a larger audience, perhaps making it an Ealing North North PPG Network meeting. **Action: Keith**

3. Extended Access Initiatives, Prime Minister's Challenge Fund etc.

1. Dr Parmar updated the meeting on the various current initiatives.
2. There is an enhanced national programme to increase patient access to GPs, currently very much an issue. This will provide pre-booked appointments outside core hours (0800-1830hrs).
3. Extra money is being made available to hospitals, ambulance services, mental health and GPs in recognition that winter is always the time of year at which there is most demand for NHS services, especially for the youngest and oldest. Access to GPs will be at three delivery points in Ealing, accessible during evenings and for 8 hours Saturday and Sunday via NHS 111. This approach has already proven successful in Kensington and Westminster.
NB. Winter extends as far as April as the Easter weekend is known to be the point at which demand is heaviest.
4. The Prime Minister's Challenge Fund was set up to extend primary care access and find different ways and more ways of achieving this (eg. online appointment booking, online repeat prescriptions, care plans, phone & video appointments). A

collective plan is being developed for NW London, as it is beyond most practices to achieve these results by themselves. Initially three Ealing GP Practices (on a rotating basis) will be providing extended hours access; it is hoped that this will increase to five.

5. If a patient consents to the sharing of records, he or she could be seen by any GP. Keith asked how the giving of consent would work. Dr Parmar replied that it was a two-stage process: the patient has to consent to their regular GP releasing their records and also to the "emergency" GP accessing them. Hence this is opt-in rather than opt-out and it is recognised that this will take time to establish. Any breaches (for example in an emergency) would be reported and followed up by the patient's regular Practice. Information will be provided by sending out leaflets and displaying notices in the waiting areas of surgeries.
6. Not all GPs offer the same "additional" services, but the CCG has said that from 1 April 2015 all patients must have access to all services, within their area if possible. This will necessitate closer co-operation between GP Practices with patients attending different Practices for more specialist services (eg. minor surgery, Warfarin initiation). Dr Parmar felt that this should be better advertised; it is something which the area PPG Network have highlighted to work on.
7. Keith raised the question of how GPs were to comply with the requirement to reduce unplanned hospital admissions. Dr Parmar acknowledged that although this would be very difficult, GPs could help patients (especially the elderly) to control their long-term conditions. Ealing has shown a 1% reduction unplanned hospital admissions in the last year; if a further 3.5% reduction can be achieved during 2015-16 reporting year this will release additional funding from the NHS Better Care Fund.
8. Keith also asked what progress was being made with the introduction of online appointments, text messaging etc. Matt explained that the Practice had some IT problems with the online appointments which he hoped would be resolved within days. Once this is resolved these services can be enabled.
9. Dr Parmar added that work was in progress with the electronic prescriptions she thought it would probably be two years before it was fully rolled out across Ealing. The ability to see test results online was still in the future because of security issues.
10. Dr Parmar added that a good many further changes were in the pipeline.
11. Having originally raised the question at the recent coffee morning, Tony re-asked about the location of the nearest defibrillator. Matt replied that the nearest is kept at Northolt Fire Station at the western end of Whitton Avenue West. Tony has been told that not all ambulances carry a defibrillator, which is not Dr Parmar's understanding. Dr Parmar volunteered to check this out. **Action: Dr Parmar** *This has been checked by Dr Parmar: Every LAS vehicle – from an ambulance to a bicycle – carries a defibrillator*
However as a result of a recommendation in the recent CQC inspection report the Practice is looking at acquiring a defibrillator.

4. PPG Awareness Week Activities

1. PPG Awareness Week is Monday 1 to Saturday 6 June, with the NAPP annual conference in Leamington Spa on Saturday 6 June.
2. Keith asked what members of the PPG would like to do to support PPG Awareness Week.

3. It was agreed to hold another coffee morning, given the success of the first one on 21 February.
4. Discussion followed about what else could be combined with the Coffee Morning. One possibility was an open forum with questions and answers on a particular subject; another was to have a workshop session concentrating on a particular aspect of health or illness and Dr Parmar suggested that Care Plans might be a suitable topic.
5. There was discussion around a date for the Coffee Morning, especially as 6 June, the obvious date, would clash with the NAPP Conference (which Keith has thought of attending). Dr Parmar pointed out that Saturday 31 May was almost certainly half-term week, when many people would be away or too busy to attend. However Saturday 13 June was suggested as an alternative. Keith will discuss the Coffee Morning further with Matt.
6. Ewa suggested that we should have a leaflet advertising the Coffee Morning in local libraries, schools and similar. Local free newspaper(s) might also be useful.
7. Keith suggested that as Barnabas Bulletin is due out in early June we could make it a special issue for PPG Awareness Week. Dr Parmar and Matt agreed to give this some thought. **Action: Matt / Dr Parmar**
8. Keith asked if the Practice would value a survey of patients and if so, what should the focus be? Lyn suggested that this might also usefully cover Care Plans. Dr Parmar suggested that another possible subject could be how to better use patient services. Again Keith will discuss further with Matt.
9. Keith also intends that, as we have before, we also man the waiting area for a few sessions during PPG Awareness Week to talk to patients about the PPG. Keith will be looking for volunteers nearer the time.

5. Share and Exchange

1. Keith continues to be involved in various aspects of Healthwatch Ealing's work, and is their representative on the CCG's steering committee on the Prime Minister's Challenge Fund.
2. Keith and Noreen had gone to a meeting on 3 March for PPG representatives of the eleven practices of the Ealing North North area, with a view to establishing an area PPG network among them. Keith had been working at this informally over the last year, but this was a formal approach, with the meeting chaired by Dr Parmar and facilitated by Suzanne Lyn Cook of Healthwatch. Keith was asked to be Chairman of the network, with Jill Warwick (Chairman, Meadowview PPG) as Vice-Chairman. Work on establishing Terms of Reference for the network is going ahead, and the members also came up with a long list of subjects which they felt could usefully be addressed by the network.
3. The recent Coffee Morning was considered a success and had raised £25.05 for the book exchange.
4. Noreen thanked everyone who had contributed to the book exchange either in books or cash (at the Coffee Morning); it had been particularly useful to receive some Polish-language books for the younger children. Noreen would still like even more children's books as these are clearly the most popular.
5. Noreen and Lyn briefly discussed whether some of the recent money raised should be spent on providing more diversity in the magazines. Lyn is particularly keen to have "teen interest" magazines.
6. Immediately following the meeting Noreen and Lyn reviewed the arrangement of the cupboard used to store the waiting room's spare stocks of magazines, leaflets

and books. As Theresa had been unable to be present, further discussion of this was held over for another time. **Action: Noreen / Lyn**

6. Practice Updates

1. **Staff changes.** Matt reported that Sian Fullerton, the recently-appointed Health Care Assistant was settling in well and going on lots of courses. There is also a new locum, Dr Sonia Jay, and it is hoped that she may become our salaried GP to replace Dr Dhinsa.
2. Keith asked how well the new 'Family and Friends' survey was running. Matt replied that it was going quite well, and the Practice had had about 100 replies. However some patients are very frequently at the surgery and don't wish to fill one out on every visit. Sheila flagged up the fact that, on the other hand, patients are not always prompted to complete a FFT card. **Action: Matt**
3. Sennen asked about the nature of the audiology contract which the Practice has with Ealing. Dr Parmar replied that it is supposed to provide two years support for a patient but not repeat hearing tests. Dr Parmar committed to check the exact position with Dr Shankar. **Action: Dr Parmar**
4. Keith asked about the recent CQC inspection report. Matt replied that although they had received the draft report (with a 'good' result for everything) the final version and formal rating would probably not be received for some months.

7. PPG Updates

1. We still have no Vice-Chairman. Keith pointed out that this is now more important because of the need to ensure that someone from our PPG can attend meetings of the Ealing North North PPG network. Also we still have no Coordinator for *Barnabas Bulletin*. Volunteers are invited for both these positions.

8. AOB

1. Keith circulated copies of an article from the *Guardian* about missed GP appointments, and some discussion ensued about how best to tackle the problem.
2. **Next Meeting:** Tuesday 12 May, 1400 hrs, St Barnabas Church Hall. (Sennen Chiu and Stan Owen presented their apologies.)

Keith C Marshall
Chairman
21 March 2015

Thanks to Noreen Marshall for taking notes and drafting these minutes.
Text in underlined italic is post-meeting updates.

Further 2015 Meeting Dates

Tuesday 12 May; 1400 hrs; St Barnabas Church Hall
Monday 13 July; 1800 hrs; Medical Centre
Tuesday 15 September; 1400 hrs; St Barnabas Church Hall
Monday 16 November; 1800 hrs; Medical Centre (AGM)

PPG Meeting 12 May 2015 – Minutes

Present: Dr Bhatoa (Partner), Jean Corey, Malcolm Corey, Lyn Duffus, Matt Edwards (Practice Manager), Theresa Fitzgerald (Assistant Practice Manager), Sheila Hayles, Tony Johnson, Keith Marshall (Chairman), Noreen Marshall, David Mitchell, Stan Owen, Ewa Siwec.

Apologies: Jean Alden, Janet Bettacini, Daniel Boggust, Sennen Chiu, Jean Little, Jacqui Piper.

1. Introduction

1. Keith welcomed everyone to the meeting and thanked them for attending.
2. Everyone briefly introduced themselves.

2. Minutes of 16 March Meeting

1. The minutes of the previous meeting were agreed by all present and Keith signed them.

Matters Arising

2. Lyn's suggestion of a pub meet is still with Keith. **Action: Keith** *This has now been added to the list of possible activities awaiting a suitable opportunity*
3. Matt reported that Boots in Oldfield Circus has a new manager and he is planning to meet them in the near future. **Action: Matt**
4. Lyn, Noreen & Theresa are happy with the organisation of the Toy Cupboard. However Lyn and Theresa do need to review the stocks of leaflets. **Action: Lyn/Theresa**
5. **FFT.** We are getting 50-60 completed FFT each month although patients are generally not being specifically requested to complete them. Matt will look at the possibility of putting a message on the self-checkin screen. **Action: Matt**

3. Cultural Barriers to Accessing Healthcare

1. PPG Member Ewa Siwec talked about the cultural differences in accessing healthcare in Poland and in England.
2. All countries have differing systems of healthcare, but in Poland the public provision of this is regarded as poor and most people prefer to use private medicine.
3. She felt that it was unfair that Polish people who come to live in the UK often complain about the NHS, since they were comparing a public service with the private one they had used in Poland. The main complaints were too few tests, too long a wait for appointments, fewer prescriptions.
4. Private medical treatment in Poland is considerably cheaper than in the UK, but also people are paid less compared with their UK counterparts. Medical insurance is less easily available than in the UK, and those who cannot afford to pay for private healthcare have to rely on the public system.

5. Polish patients are far more accustomed to going straight to a specialist and can't see why in the UK they have to go to a GP for a diagnosis and a letter of referral, which means that everything takes longer – especially given the waiting times for appointments. In contrast to the UK, Poland has plenty of specialists and few general practitioners. Dr Bhatoa felt that this placed a lot of emphasis on correct self-diagnosis and it could be preferable to see a good GP than someone with a narrower specialism in order to establish the wider view of the patient's health.
6. Poles also tend to have a lack of trust of GPs because of their less specialist knowledge and are in general unaware that most GPs in the UK have specialisations, or at least particular areas of interest (eg. Dr Knight specialising in diabetes; Dr Kooner in minor surgery). Keith asked whether we should highlight these strengths within the practice. However Matt felt that this would be pigeonholing the GPs unfairly; and Dr Bhatoa emphasised that although she is probably the partner who is regarded as specialising in child patients, this is purely based on experience and she has no formal paediatric qualifications.
7. Doctors in Poland also have far fewer practice nurses, midwives etc. than in the UK.
8. Another reason Polish patients dislike waiting for an appointment to see a doctor is that in Poland absence from work or school requires a sick note from a doctor from the first day of absence and there is no element of self-certification as there is in the UK.
9. Poles are very keen users of medicines and are accustomed to the doctor supplying a number of prescriptions, with antibiotics in wide use. All prescription items must be paid for, and there are rumours that some doctors are paid commission by the pharmaceutical industry. However patients can request cheaper generic drugs.
10. Other differences. Pharmacists in Poland don't give advice as they do in the UK. Opticians do no more than sell eyeglasses; they don't carry out sight tests or prescribe lenses [although in the UK that is partly a language change, with firms who would have called themselves opticians in the 1950s now almost invariably termed ophthalmologists].
11. Ewa felt that many Polish people come to live in the UK without giving much (if any) thought to practicalities such as schools, healthcare etc. She felt strongly that of all the public services it is particularly difficult for immigrants to find out about the NHS and how healthcare works in the UK. Several members wondered how best this problem could be addressed. Ewa's initial response was that there should be posters at airports, but this is something that it would be difficult for PPGs to influence.
12. Ewa gave out copies of the informative leaflet "Your healthcare services in ..." which she had found online. It could be very helpful if this were translated into some of the more widely-spoken languages in use in the UK, and might well be suitable for the practice website.
13. Other suggestions for publicising such information included the numerous Polish businesses in the area. Ewa added that she thought (despite Tony's comment that London at least has had a large Polish community for many decades) that Polish migrants to the UK can be very isolated. They have come only to work, know that they will be returning to Poland eventually, and may well stay within the bounds of Polish culture and the Polish language when not at work/school. Ewa also suggested that they should have to pay for translation services.

14. Ewa agreed to draft a short explanatory leaflet explaining the NHS system which the practice could give to newly registering patients – and be available on the practice website. Once this is available in English it could then be adapted and translated into any other language or culture. **Action: Ewa**
15. Keith committed that if we produce such a leaflet he will take it to the CCG, Ealing GP Federation and HWE and suggest wider adoption. **Action: Keith**
16. Another suggestion was that there should be information available in, for example, A&E signposting people to register with, and use, a GP.

4. PPG Awareness Week Activities

1. PPG Awareness Week is Monday 1 to Saturday 6 June.
2. Keith is organising several “PPG Day” sessions. The aim is to talk to patients about the work of the PPG and also to conduct a brief survey for the practice. Volunteers were requested for this. **Action: Keith Done**
3. The proposed survey form was agreed, subject to a couple of changes, specifically around the wording of the question on repeat prescriptions.
4. Keith is also organising a Coffee Morning for Saturday 6 June. Unfortunately it looks as if none of the doctors will be able to attend due to prior commitments such as vacation. Keith will create posters and flyers in the next week or so. **Action: Keith Done**

5. Ealing North North Area PPG Network

1. Keith provided an update on the work to formalise the area PPG Network.
2. Terms of Reference have been drafted and agreed by the Network PPG Representatives.
3. There will be a follow-up meeting in June to confirm the organisation and plot the way forward.
4. Meanwhile Keith has organised the proposed session on Dementia for 18 June, 6pm at Perivale Community Centre. The speaker will be Christine Giles of Dementia Concern. Posters and flyers will be available in the next week or so. **Action: Keith**

6. Share and Exchange

1. Noreen reported on the continuing success of the Book Exchange. It has been suggested by a patient that we might provide some books specifically for children with autism. If so we need to consider marking or spotlighting them in some way. **Action: Noreen**
The question was again raised about health concerns in providing books, and Keith reiterated that it had been agreed there was no significantly greater risk than providing magazines.
2. Compliments were paid to Dr Shankar.

7. Practice Updates

1. **Staff changes.** Dr Sonya Jey has joined the Practice as our permanent salaried GP; she will be working Wednesday, Thursday & Friday from 1 May. Nurse Purnima Gurung has recently returned from Nepal where she has been volunteering following the April earthquake.
2. **CQC Inspection.** The draft report has been received and the Practice has been rated as GOOD in all areas. There are a small number of observations in the

report which need to be addressed, including the possible acquisition of a defibrillator.

3. **Minor Ailments Service.** This is a new service where patients can be treated for minor problems (eg. hayfever, head lice, athlete's foot) by a pharmacist. However patients do first need to request a “passport” from their GP's reception. There will be further details in the next Practice newsletter.
4. Ealing CCG have also now commissioned a **Long-Term Condition Self-Management Programme.** This is a series of six, weekly sessions for this with conditions such as diabetes and heart disease and aims to improve the patient's ability to manage their own condition. Again there will be more in the next Practice newsletter.
5. **Extended/Online Access Arrangements.** The new online system (using SystmOne) is now live. Electronic prescriptions are in the pipeline. Text messaging is in the process of being rolled out. Concern was expressed that there were not enough appointments available for booking online. Matt explained that essentially this was still in pilot and that more appointments would be added over time.
6. **Extended Hours.** The practice is looking at providing early morning appointments (probably 0730 to 0830) as there is a requirement to provide an additional 5½ hours a week. Details to be confirmed.

7. PPG Updates

1. We still have no Vice-Chairman. This is now more important with the requirement for representation on the area PPG Network.
2. We also still need a volunteer to coordinate the Practice newsletter.

8. AOB

1. **Next Meeting:** Monday 13 July, 1800 hrs, Barnabas Medical Centre.

Keith C Marshall
Chairman
2 June 2015

Thanks to Noreen Marshall for taking notes and drafting these minutes.
Text in underlined italic is post-meeting updates.

Further 2015 Meeting Dates

Monday 13 July; 1800 hrs; Medical Centre
Tuesday 15 September; 1400 hrs; St Barnabas Church Hall
Monday 16 November; 1800 hrs; Medical Centre (AGM)

PPG Meeting 15 September 2015 – Minutes

Present: Jean Alden, Hira Bharadia, Dr Bhatoa (GP Partner), Sennen Chiu, Lyn Duffus, Matt Edwards (Practice Manager), Sheila Hayles, Tony Johnson, Jean Little, Keith Marshall (Chairman), Noreen Marshall, Ann Simmonds, Pam Wearing.

Apologies: Janet Bettacini, Danny Boggust, Teresa Brady, Jean & Malcolm Corey, Theresa Fitzgerald (Asst Practice Manager), David Mitchell, Stan Owen, Jacqui Piper.

1. Introduction

1. Keith welcomed everyone to the meeting and thanked them for attending.
2. As some new members were present everyone briefly introduced themselves.
3. Keith announced that the agenda would be reorganised to allow both Matt and Dr Bhatoa to leave early.

2. Minutes of 13 July Meeting

1. The minutes of the previous meeting were agreed and signed by Keith.
2. Any matters arising which are not otherwise covered are picked up under AOB.

3. Practice Priorities for 2015-17

1. Following on from the survey conducted in June, the Practice were invited to share with the PPG their priorities for development over the next 18 months. The priorities are:

1. Capacity. Practice have applied for money to build the planned two additional consulting rooms and refurbish/revamp the upstairs offices. With the Out of Hospital initiative etc. we should have a good case. The extra space would facilitate the provision of the (much requested) phlebotomy service.

2. Appointments. We now have two salaried GPs. Dr Jey is doing 7 sessions a week and Dr Vijay 6 sessions. This should significantly ease the appointments log-jam.

Also from 01/09 we have been offering early appointments (0730-0830) on Tuesdays, Wednesdays and Thursdays. Both a GP and a nurse will be available. This is aimed at those who need an appointment but also need to travel to work.

There was discussion of about the problem of DNAs.

Text messages are now being sent to patients when they book an appointment. There is ongoing work to update all patients' mobile numbers. It was suggested that a text message the day before your appointment would be even more worthwhile. Matt to check if this is available. **Action: Matt** DNAs are now being recorded more visibly on patients' records, allowing reception/GPs to mention this at the next contact.

It was also suggested that DNAs should be subject to a "3 strikes and out" system. However this could be problematic.

Keith asked Dr Bhatoa and Matt what the PPG could do to help reduce the number of DNAs. The conclusion was very little except to spread the word about online appointments and ability to cancel appointments online. It was suggested that publicising the fact that doctors can re-use the time if they know a patient can't keep the appointment may help.

We agreed to have another article on missed appointments in *Barnabas Bulletin*. **Action: Keith**

- 3. On-line Facilities.** Need to expand the use of online facilities, which will need advertising/promoting. Could text messages be used for advertising?

4. Practice Updates

1. More appointments are gradually being made available for online booking.
2. Electronic prescriptions (EPS2) is now live and growing slowly.
3. Matt has arranged another meeting with the Manager of Boots' branch at Oldfield Circus, as electronic prescriptions (which are much more trackable) are being reported as not there when the Practice system shows that they have been sent and received. This is the only pharmacist in the area which shows this problem.
4. This year's flu vaccination supplies have just arrived and will be available from 16/09. Over the next 3 months the Practice has to provide around 3500 injections (not just 'flu vaccine').
5. Dr Bhatoa reminded us that the Practice now has a part-time (non-dispensing) pharmacist, Yaksheeta Dave, who is helping the Practice's prescription work to run more efficiently and providing advice to patients who need help, thus freeing up some GP time. Examples include finding a different format where a drug is hard to take, making sure the paperwork is completed and regular drug reviews. Suggested we should look at an article on pharmacy in General Practice in *Barnabas Bulletin*. **Action: Keith**

5. PPG Priorities

1. Keith had previously circulated a summary of the responses to the questions on PPG priorities and thanked everyone who had provided input.
2. From the input the top three priorities for the PPG appear to be:

1. Grow the PPG

- more members; more active members; more willing volunteers; greater diversity
- mature as an organisation
- use NAPP Quality Framework to plan/develop strategies & activities

2. Patient Education

- develop *Barnabas Bulletin* (with the Practice)
- develop range of patient leaflets (with the Practice)
- support ENN PPG Network "education" sessions

3. Support the Practice

- what does the Practice want from us?
- surveys
- support funding opportunities/expansion/service development
- investigate ways to support patients who need assistance

3. These were agreed to be the priorities.
4. Keith suggested we form a small committee (of perhaps three) to look at the priorities and develop activities to address them. Sheila volunteered to be a part of this. Keith will organise a meeting. **Action: Keith** Done; scheduled for 15/10

5. Keith reminded the group that we needed more volunteers to take on work for the group; without this things don't get done.
6. Dr Bhatoa asked how we could better advertise the group. One suggestion was to put copies of the *Barnabas Bulletin* in the local pharmacies, the library and even schools. Dr Bhatoa could see no reason why we should not do this, as it contains nothing confidential.
7. Dr Bhatoa also commented that they could put an extra reminder about any PPG meeting on the Jay-X board the day before. With the increase in electronic prescriptions we'll have to find more ways of reminding patients anyway, with fewer of them collecting paper prescriptions (the counterfoils of which have been used for reminder messages in the past).
8. Meeting notices could also be made available in pharmacies etc.
9. Tony volunteered to put a "sandwich board" outside the hall on PPG meeting days, as advertisement. **Action: Tony**
10. Sennen emphasised that we really must have more people active in the group to spread the load.
11. Lyn felt that the rest of our PPG doesn't know enough about the other NHS-related meetings Keith goes to, and it would help to know which ones are closed and which ones other PPG members might attend. Keith will consider how best to do this. **Action: Keith**
12. Keith stated that any PPG member may attend the Ealing North North PPG Network meetings. Lyn also asked if ENN meetings are on the Practice website: Keith replied that they were not, but could be. **Action: Keith**
13. Lyn flagged up the problem that our current PPG forms tend to curl over in the display stands and are therefore not obvious to patients visiting the Medical Centre. She asked if they could be printed on slightly thicker paper and perhaps in landscape format to alleviate the problem. Keith will test this out. **Action: Keith**
14. Jean Little asked if we had made a difference. Keith cited the hugely improved response to the Annual Survey; Lyn felt that the Book Exchange was another instance.
15. Tony mentioned a rumour he had heard about the church selling additional land for redevelopment and the possibility of Practice acquiring this for expansion. However the rumour is also that this has fallen through. No-one knew any more details.

6. 2016 Meeting Dates

1. Our meeting schedule for 2016 was discussed.
2. The Practice suggested that quarterly meetings might be sufficient, instead of the current 2-monthly schedule.
3. A debate followed; points made included:
 - Several members initially agreed that 4 meetings a year should be sufficient.
 - Keith reported that by contrast many very active PPGs meet every month. He made the point that more frequent meetings do help keep the focus on work in progress.
 - The ENN PPG Network is planned to meet every 2 months, and with the increasing emphasis on joint working etc. Keith suggested that 6 meetings a year would fit better with this.
 - It was suggested that we might try 4 meetings a year to see if this works.

- Tony and others suggested that a longer gap between meetings would affect membership. Some members will unavoidably miss some meetings and if there are only 4 meetings a year it would be too easy for an active member to make just one meeting in a year – at which point they would probably conclude "why bother?".
 - Also the longer gap between quarterly meetings will mean that members are more likely to lose track of where we are and what we are working on.
4. In the event the views on the effect of longer gaps between meetings prevailed and it was agreed to continue with 6, 2-monthly meetings in 2016 on alternating Monday evenings and Tuesday afternoons, as currently.
 5. Keith will draft a meeting schedule. **Action: Keith** Done; proposed dates are at the end of these minutes; please feedback any comments
 6. It was suggested that Dr Jey and/or Dr Vijay might wish to attend PPG meetings.

7. NAPP Quality Framework

1. NAPP have a project to help focus PPGs on ensuring they are effective, well run, etc. which is being funded by NHS England.
2. We have been asked to road test the framework by 30/09.
3. Keith circulated copies of the draft Quality Framework document "Developing Quality Patient Participation" and asked for people to help test it out (and fill out those parts that needed it). Lyn volunteered. **Action: Lyn** Done; thanks Lyn
4. Feedback has now been sent to NAPP

8. Share & Exchange

1. Keith reported back on a number of NHS meetings he'd been to including:
 - HWE Public Meeting on their priorities for 2015-17
 - one-to-one with the new Chairman of Healthwatch Ealing
 - meetings of the Ealing CCG Out of Hospital & PMCF Contract Monitoring Board
 - meeting with new Ealing CCG PPE, Zereen Rahman-Jennings to update her on PPG activity
2. The Ealing GP Federation are bidding for government money for the further provision of non-dispensing pharmacists working within GP practices. Keith had recently attended a focus group to provide input to the bid, which was very useful. The outcome should be known in early November, but, as we have seen with Yaksheeta, pharmacists in GPs will happen in Ealing even if the bid is unsuccessful (it will just be slower).
In response to Ann, Keith outlined some of the expected benefits:
 - Timely advice to GPs and patients on drugs, drug interactions, drug suitability etc.
 - Resolution of conflicting drug prescriptions, for example following a series of uncoordinated hospital appointments
 - Advice to patients on taking drugs and finding possibly more suitable formulations (eg. liquid rather than tablets)
 - Conduct regular routine drug reviews with patients
 - See patients with some minor ailments
 - All of which should free up GP (and nurse) time and appointments.
 It was suggested that, perhaps in the New Year, we arrange a talk on pharmacy in General Practice. **Action: Keith**
3. Theresa and Lyn are still trying to find a mutually suitable date for a meeting about leaflets. **Action: Lyn/Theresa**

4. **Book Exchange.** Noreen needs to give this a good reorganise and tidy up.

Action: Noreen

As always more children's books would be appreciated.

The provision of books for autistic children is still on the "to do" list and Noreen now has some leads on what is suitable. **Action: Noreen**

9. ENN PP Network Updates

1. The three ENN PPG Network officers have met to organise the division of work.
2. Keith attended Hillview PPG meeting in July to update them on PPG Network progress.
3. Keith has implemented a monthly bulletin for the PPG Network, which is based on (and now forms a part of) the Barnabas PPG monthly members bulletin.
4. The next ENN PPG Network meeting is on 29 September at the Northolt Leisure Centre. All PPG members are invited to attend. And the following meeting is Tuesday 10 November, 1830hrs, venue tba

10. Other PPG Updates

1. Our next meeting (16 November) is the AGM when we will have a formal election for Vice-Chairman. Keith emphasised that he wants someone to step forward to take this on.

11. Other Outstanding Items & AOB

1. Keith still has to do some work on Ewa's proposed patient leaflet. **Action: Keith**
2. Matt has reported back that it is not feasible to update the Jay-X boards with information whenever a GP/nurse is running late. To be feasible this would need to be much more automated and that would require NW London NHS to make significant investment in new technology and hardware.
3. Keith still has in mind to look at arranging a PPG pub meet. **Action: Keith**
4. **Next Meeting:** AGM on Monday 16 November, 1800hrs at Barnabas Medical Centre.

Keith C Marshall
Chairman
5 October 2015

Thanks to Noreen Marshall for the additional notes.
Text in underlined italic is post-meeting updates.

Remaining 2015 Meeting Date

Monday 16 November 1800 hrs Medical Centre (AGM)

Proposed 2016 Meeting Dates

Tuesday 12 January 1400 hrs Church Hall
Monday 14 March 1800 hrs Medical Centre
Tuesday 17 May 1400 hrs Church Hall
Monday 11 July 1800 hrs Medical Centre
Tuesday 13 September 1400 hrs Church Hall
Monday 14 November 1800 hrs Medical Centre (AGM)

Glossary

BMC Barnabas Medical Centre
BP Blood Pressure
CCG Clinical Commissioning Group (from 1 April 2013; formerly PCT)
CQC Care Quality Commission
CRB Criminal Records Bureau
DBS Disclosure & Barring Service (formerly CRB)
DNA Did not attend
ECCG Ealing CCG
FFT Friends & Family Test
FoI Freedom of Information Act
GMC General Medical Council
HCA Healthcare Assistant
HWE Healthwatch Ealing (formerly Ealing LINK)
LAS London Ambulance Service
LB London Borough
LBE London Borough of Ealing
NAPP National Association for Patient Participation
NWL North West London
PCT Primary Care Trust, the local NHS governing body (until 31 March 2013)
PMCF Prime Minister's Challenge Fund
PPE Patient & Public Engagement
PPG Practice Participation Group (this group)
SaHF Sharing a Healthier Future
ToR Terms of Reference

PPG Meeting 13 July 2015 – Minutes

Present: Jean Alden, Janet Bettacini, Danny Boggust, Sennen Chiu, Jean Corey, Malcolm Corey, Lyn Duffus, Theresa Fitzgerald (Assistant Practice Manager), Jean Little, Keith Marshall (Chairman), Noreen Marshall, Stan Owen, Dr Parmar (Partner), Sunita Patel (Reception), Jacqui Piper.

Apologies: Matt Edwards (Practice Manager), Sheila Hayles, Tony Johnson, David Mitchell.

1. Introduction

1. Keith welcomed everyone to the meeting and thanked them for attending; introductions were not needed as no new members were present.

2. Minutes of 16 March Meeting

1. The minutes of the previous meeting were agreed and signed by Keith.

Matters Arising

2. The question about the dispensing service at Boots in Oldfield Circus is still open: Matt has an upcoming meeting with the new manager. **Action: Matt**
3. Lyn and Theresa still need to review stocks of leaflets needed. **Action: Lyn/Theresa**
4. Ewa has started preparing a leaflet for new patients, especially those from overseas. This is currently with Keith to progress. **Action: Keith**
5. A prompt to fill in the FFT card has been added to the two Jay-X boards in the waiting area. Matt has investigated and found it is not possible to add a prompt to the self-checkin screen.
6. Noreen had been looking at buying for the Book Exchange some books that would be suited to autistic children, but had found that many of those available were American, and thus potentially confusing for an autistic child in the UK. Lyn offered to consult a friend who has worked for an autism charity. **Action: Lyn/Noreen**

3. Ealing North North PPG Network

1. Keith circulated a sheet (attached) showing the progress made by the ENN PPG Network so far: it is ahead of all the other network groups in the borough.
2. The Network is a huge opportunity for collaboration and shared learning between PPGs and Practices in the area.
3. The ENN Network has so far held three meetings and hosted the "Dementia for the Layman" session.
4. Terms of Reference have been agreed and there is already a long list of potential work items.
5. Keith has been elected as Chairman of ENN PPG Network.
6. After discussion it was concluded that all PPG groups should belong to the National Association of Patient Participation (NAPP).

4. 2015 Survey

1. Keith presented a summary (attached) of his analysis of the 219 survey questionnaires completed during the week of 1 June when PPG volunteers manned the waiting area for fewer hours than in previous years.
2. Highlights included:
 - 92% of patients are "extremely likely" or "likely" to recommend the practice (FFT). This is consistent with our NHS Choices score and significantly better than MORI report for Ealing and England as a whole.
 - Equal numbers of patients were positive and negative about the experience of getting an appointment. Matt has suggested that the negative impressions were due to us being one doctor short for almost 4 months earlier in the year.
 - 77% of patients see the service as the same or better than 2 years ago.
 - Another gripe was that appointments often run late. Reception do try to tell people if this is happening. It was suggested that something on the Jay-X board might be helpful. **Action: Dr Parmar/Theresa**
3. This year statistics had been kept for the number of refusals to complete a survey questionnaire, and the reasons given. Some 82 patients refused to participate, far more than had been estimated in previous years. Lyn suggested that some patients appeared to confuse the survey with the FFT question cards.
4. Repeat prescription requests online. Quite a number of people had been unaware of this facility but had done as the form suggested and registered for it while in the surgery. Janet suggested that reception staff might usefully have a list of the online registration questions; Dr Parmar agreed that a crib sheet would be useful. **Action: Dr Parmar/Theresa**
5. Keith wants the next (September) meeting to discuss priorities for action, resulting from the survey, once the Practice have had an opportunity to consider them. Suggestions for action included:
 - Out of Hospital services
 - Records sharing and patient understanding of the safeguards
 - Making online services (appointment booking etc.) more user friendly and better understood.

5. Share and Exchange

1. Keith and Noreen attended the ENN PPG Network meeting on 23 June.
2. Keith is one (of two) Healthwatch appointed patient representatives on a reformatted CCG board overseeing the local PMCF/Out of Hospital project delivery.
3. The day following the meeting Keith is attending Hillview PPG's monthly meeting to present the work done on the ENN PPG Network.

6. Practice Updates

1. **Extended Hours etc.** Dr Parmar reported back on this point, which was discussed two meetings ago. The Practice is awaiting clearance to go ahead with introducing some appointments earlier in the working day. The Practice is gradually implementing text message reminders of appointments. Text messages will never be sent to under-16s. Electronic transmission of prescriptions to pharmacies (EPS2) is due to be implemented at the end of July.

2. DNAs are still an issue. The monthly figures are presented on the Jay-X board but this has had little effect. Stan raised the possibility of including a question about missed appointments in next year's Survey. **Action: Keith**
3. Keith commented that he would like the group to use the next (September) meeting to discuss not just the Practice's priorities arising from the survey but also the PPG's top three priorities for working with the Practice over the next 18 months. In the next few weeks Keith will be asking all members for their input. **Action: Keith**
4. Dr Parmar felt there was a need to make the Practice's systems more patient-friendly.
5. Dr Parmar also asked for ideas on making the flu jabs campaign more effective. Vaccine should be available around the last week of September. It was agreed that it would be a good start to remove all flu jab posters until the start of the new season. We need to get information out as posters and in the various patient bulletins and newsletters. Keith also asked if it might be possible to do a couple of clinic sessions devoted to flu jabs early in the season.
6. There is also going to be a meningitis vaccination campaign in August; this will specifically target babies and 17-18 year-olds.
7. Shingles vaccination will also be relaunched in the autumn.
8. The Practice has started a three-month pilot scheme of employing a part time Pharmacy Assistant (Yaksheeta Dave) who has been doing this role at Hillview Surgery for some months. The aim is to help the GPs (and patients) with prescription and drug queries in the hope of making patients' use of prescription drugs more efficient, taking some work from the GPs and enhancing the repeat prescriptions service.
9. Dr Parmar asked if everyone was aware of the changes to maternity services in the borough. Keith made sure that Lyn knew there were some well-designed posters about this which he had brought from the last ENN PPG Network meeting on 23 June.
10. Information leaflets for the Minor Ailments Service were made available. It was suggested this could be advertised along with the flu vaccinations.

7. PPG Updates

1. The talk on dementia given by Christine Giles from Dementia Concern on 18 June was acknowledged to have been good, if sparsely attended. If there is sufficient interest this can be repeated in a few months time.
2. The coffee morning on 6 June was also not hugely well attended, but did result in two new PPG members, and raised £6 towards books for the book exchange.

8. AOB

1. Keith flagged up the Healthwatch Public Meeting on 16 July at Ealing Town Hall and Ealing CCG AGM on 15 July.
2. BBC1 would be showing its rescheduled Panorama programme on the NHS, "The Perfect Storm" shortly after the end of this meeting (also available afterwards on iPlayer). The focus of the programme is the contrast between deficits and patient needs (both increasing) in the NHS.
3. Food banks. Janet raised the problem of clients in need requiring referral by their GP. She felt that all GP practices should have current information about food banks in their area.

4. Malcolm commented on the disparity between the few members attending PPG meetings and the large number of patients belonging to the PPG, but this is quite normal and reflects the fact that not everyone can (or wants to) attend meetings but they still want some involvement. There was some discussion of how to attract more members to meetings; Lyn's suggestion of a pub meet is still with Keith. **Action: Keith**
5. Sennen reminded the meeting that we are still without a Vice-Chairman.
6. **Next Meeting:** Tuesday 15 September, 1400 hrs at St Barnabas Church Hall.

Keith C Marshall
Chairman
30 July 2015

Thanks to Noreen Marshall for taking notes and drafting these minutes.
Text in underlined italic is post-meeting updates.

Further 2015 Meeting Dates

Tuesday 15 September; 1400 hrs; St Barnabas Church Hall
Monday 16 November; 1800 hrs; Medical Centre (AGM)

Glossary

BMC	Barnabas Medical Centre
BP	Blood Pressure
CCG	Clinical Commissioning Group (from 1 April 2013; formerly PCT)
CQC	Care Quality Commission
CRB	Criminal Records Bureau
DBS	Disclosure & Barring Service (formerly CRB)
DNA	Did not attend
ECCG	Ealing CCG
FFT	Friends & Family Test
FoI	Freedom of Information Act
GMC	General Medical Council
HCA	Healthcare Assistant
HWE	Healthwatch Ealing (formerly Ealing LINK)
LAS	London Ambulance Service
LB	London Borough
LBE	London Borough of Ealing
NAPP	National Association for Patient Participation
NWL	North West London
PCT	Primary Care Trust, the local NHS governing body (until 31 March 2013)
PMCF	Prime Minister's Challenge Fund
PPE	Patient & Public Engagement
PPG	Practice Participation Group (this group)
SaHF	Sharing a Healthier Future
ToR	Terms of Reference

PPG Meeting 16 November 2015 – Minutes

Present: Jean Alden, Janet Bettacini, Danny Boggust, Jean Corey, Malcolm Corey, Lyn Duffus, Matt Edwards (Practice Manager), Tony Johnson, Dr David Knight (GP Partner), Jean Little, Keith Marshall (Chairman), Noreen Marshall, Stan Owen, Sunita Patel (Reception), Ewa Siwiec.

Apologies: Sennen Chiu, Sheila Hayles, Jacqui Piper.

1. Introductions and Apologies

1. Introductions were not needed as no new members were present.

2. Approve Minutes of 16/ 09 Meeting

1. The minutes of the previous meeting were unanimously agreed and were signed by Keith.

3. Approve Annual Report

1. Copies of the Annual Report had been sent out in advance and were also circulated at the meeting.
2. Keith summarised the highlights of the year:
 - Attendance at PPG meetings is steady: of the 90 or so members, 20 have been to at least one meeting, but more members are needed to come forward and do things.
Stan asked if the PPG membership list was ever checked to ensure all members are still Barnabas patients. Yes, the list is checked; it was last done about a year ago and this should be repeated. **Action: Keith/Matt**
 - Annual Patient Survey was conducted during PPG Awareness Week; we anticipate doing this again next June.
 - Noticeboard, leaflet and magazines are being monitored/managed by Lyn.
 - Book Exchange. This continues to work well, but once again needs more children's books, these being the titles most used, as well as most likely to be borrowed.
 - Coffee Mornings. Two had been held on Saturdays; they had not been hugely well attended, but had attracted several new members.
Keith asked for ideas to make these events more successful. It was suggested it may be worthwhile sharing with another group, preferably at the church hall. Tony stated that there was definitely a coffee morning at the church on Fridays.
 - Keith still represents the PPG on various groups, but has taken a temporary step back from both HWE and ECCG work recently as he is over-committed.
3. Keith suggested that the PPG's aim over the next 12-18 months should be to focus on the Practice getting an OUTSTANDING rating at the next CQC inspection. Matt feels that this is much harder for an urban or suburban Practice than a country one. While this is a tough target it is what we should be aiming

for. We could be inspected at any time but it should be by January 2018. Janet knows that there is one local Practice that has achieved OUTSTANDING (Cuckoo Lane, Hanwell) and offered to contact them.
Keith added that the recent ENN PPG Network was keen for practices to compare notes on CQC inspections and pick up tips from each other, so there will be further work on this.
Danny asked whether such verdicts shouldn't be based on patient satisfaction rather than what the CQC thought. Keith explained that it couldn't work like that – if a practice doesn't satisfy the CQC inspectors on many clinical requirements patient safety could be at risk, regardless of patient satisfaction. However patient satisfaction is one of the factors which CQC take into account.

4. The Annual Report was unanimously approved.

4. Election of Vice Chairman

1. The group was asked for volunteers or nominations as Vice-Chairman – or perhaps two people to share the role. It was emphasised that it is now more important we have a Vice-Chairman, given the advent of the ENN PPG Network.
2. Keith suggested that the Vice-Chairman role should involve only 2-3 hours work a month. The Vice Chairman would need to chair meetings in the Chairman's absence; optionally attend Keith's monthly meetings with Matt; and to be part of a small steering group to keep the PPG focussed.
3. Stan volunteered to be Vice-Chairman (with informal help from Lyn). This was agreed and Keith thanked Stan.
4. Keith and Stan need to meet to establish roles *etc.* **Action: Keith/Stan**

5. Priorities and Activities

1. AS agreed at the last meeting Keith, Sheila and Noreen had met to discuss the group's priorities and pull together all the various lines of feedback: from members, current project lists; from the NAPP Quality Framework *etc.* This led to the 3 main priority areas, which were circulated to the group [*an updated version is appended below*]:
 1. Grow the PPG
 2. Patient Education
 3. Support the Practice
4. In addition there will always be a Governance stream of work.
5. Keith made a few comments on tasks which are already identified and/or in progress:
 1. **Grow the PPG**
 - Reissue the Membership Form. Keith has already done this; it is now printed on light card to prevent it curling in the display stands; it has the form on one side and the PPG flyer on the reverse.
 - 2016 Meeting Dates: see below
 - Develop Facebook Page. Keith asked Ewa, who is active on Facebook, if she would take this on. She agreed to try. Keith will give Ewa appropriate authorities on Facebook. **Action: Keith Done**
Ewa also suggested putting the Facebook group address on the PPG noticeboard. **Action: Keith**
Following the meeting, Ewa has suggested the Facebook group should be publicly accessible but only members be allowed to post to it.

- Tony asked about the possibility of the Practice having a presence on the internet application **streetlife**. Given the abuse which is written on FFT cards, Matt felt that this would not be appropriate.

2. Patient Education

- Publicise Online Facilities & Publicity about Missed Appointments (DNAs). Both of these need to be featured in *Barnabas Bulletin*. Sheila and Keith are writing a piece on DNAs for the next issue.
Lyn asked how else we could help publicise the DNAs and Janet asked about reminders for appointments.
Keith pointed out that a text message reminder of an appointment before leaving reception is not hugely helpful and that text reminders the day before an appointment are not working; also there are no text messages sent when an appointment is booked online. Matt is aware of this and is investigating. **Action: Matt**
- Keith asked about the analysis of FFT comments. The Practice are already doing this.
- Develop Short Leaflet for New Patients (and Translate). Ewa has started this work and it is currently with Keith to develop. **Action: Keith**
- List of NHS Acronyms. There are many of these around and Keith has put links to a few on the Practice website.
- Identify a Coordinator for *Barnabas Bulletin*. Someone is still needed to manage the copy for *BB*; Keith will do the formatting and publishing.
Ewa suggested sending PPG members a list of topics and asking who could write on them. **Action: Keith**
- Book Exchange, Poster/Leaflet/Magazine management, and Members' Monthly Bulletin were all ongoing.

3. Support the Practice

- Keith emphasised that this has to be worked at as a partnership between the Practice and the PPG. While the PPG will look to help wherever possible, we need to know what the Practice want.

4. Governance Review

- Keith will look at all the points under this heading, review the documentation and bring any suggested changes to the next meeting.
Action: Keith *In progress*
- Lyn commented that the recent NAPP Quality Framework, which we were asked to review, is unrealistic. Keith agreed, adding that it looked like NHSE micro-management which would not work on volunteers. Keith has sent some lengthy feedback incorporating Lyn's and his observations, to NAPP (as requested). Lyn would like to know what response NAPP had received; Keith will forward this if it is available. **Action: Keith**

6. Share and Exchange

1. Magazines. Lyn commented that most of the current magazines were of a serious nature and asked if some of the money donated for buying books could be used to buy more light-hearted magazines such as *HELLO!*. An offer to share the money had been made previously but not needed; as none of the money had yet been spent it was agreed that it would be divided between books and magazines. **Action: Noreen/Lyn**

2. Lyn was also concerned the books were taking too much of the available space in the toy cupboard.
Noreen proposed that a stack of unsuitable books should be culled (which will free up some space). This was agreed. **Action: Noreen**
3. Lyn and Theresa have met to look at the stocks of leaflets and posters.
4. It was agreed that posters in particular are a challenge. Matt receives far more of them than can be used, and it is difficult to keep those on display separated into themes so that the information is easier to access.
5. Keith again asked about the "commercial" noticeboard in the waiting area (outside room 7). Does the Practice pay for this or does it generate income for the Practice? If the income is not significant could we dispense with it and put a permanent PPG noticeboard there? Matt to find out. **Action: Matt**

7. Practice Updates

1. The Practice has a new server for its computing facilities.
2. There is a new part-time member of the team, Paresh, who is the Integrated Care Co-ordinator and prepares care plans for patients.
3. Keith commented that Ealing GP Federation have won their bid for funding to pilot clinical pharmacists in GP practices. This work will cover 17 Ealing practices, of which Barnabas is one; the pilot should start in January.
Jean Corey asked about the work the GP pharmacists would be doing. Keith quoted from the official wording, explaining that they help to resolve issues such as conflicting prescriptions from consultants; advise both doctors and patients on drug use and interactions; undertake more routine drug reviews with patients; and potentially treat patients with minor ailments – however it should be noted the clinical pharmacists will not be dispensing drugs directly. It is hoped this will result in improved patient outcomes and release GP time for patient consultations.
Jean Little asked if an appointment would be necessary to see the pharmacist. The answer is likely to be "yes" but Dr Knight explained that much of the pharmacists' work would be in the background.
Janet asked if they would be doing home visits if needed. Dr Knight felt this might be possible.
Keith plans to arrange a talk on pharmacy in general practice, possibly from Graham Stretch (who led Ealing's bid). This is likely to be an ENN PPG Network event in the New Year. **Action: Keith** *In the process of being set up*
4. Tony flagged up that the current pharmacist at Boots, Oldfields Circus had never heard of the PPG. Matt commented that he was to have yet another meeting with the Branch Manager and Boots' Area Manager because of the large number of complaints that the Practice receives about the pharmacy there.
With regard to hospital consultants, Malcom asked if it was acknowledged that they did not communicate well with each other. This is understood but Dr Knight was confident that the new computer system was helping improve communications.

8. ENN PPG Network Updates

1. The Network has agreed its priorities for the next 12-18 months as
 1. Communications & Information Sharing
 2. Collaborative Working
 3. Events

- There will also, as always, need to be governance work done.

9. PPG Updates

- Nothing which is not covered above.

10. Other Matters Arising and AOB

- Meeting dates. Keith has circulated these (and they are at the end of these minutes) but needs to ring Jane at St Barnabas to confirm the bookings for the Church Hall on the afternoons for the January, May and September dates.

Action: Keith Done

Tony recommends that in future we use the Link (the area between the Hall and the Church) as it is more comfortable – and might also be suitable for coffee mornings. **Action: Keith**

Tony also has a free-standing advertising board he could lend us to put outside the venue at the time. **Action: Tony**

- At the previous meeting Lyn had asked Keith about the other NHS-related meetings he attends. Keith said that he has recently had so much to do for his voluntary work that for a while he is taking a step back from some of these groups. He would put the ENN PPG Network minutes and meeting dates on the Practice website, along with those from our PPG meetings. **Action: Keith**
- Keith was still looking at the idea of a pub meet for the PPG, and had considered The Office in Oldfields Circus. Tony commented that this is a very noisy pub, especially in the early evenings and was thus considered unsuitable.
Ewa has subsequently suggested the Harvester on Northolt Road; Keith to investigate
- Noreen had previously mentioned the possibility of buying some books for autistic children. As had been agreed, Lyn had asked an expert for advice on this, but was told that autism covers such a wide range of disability that there was nothing specific that could be recommended.
- Janet gave detailed information about a joint MHN and LBE “get up and go strength & balance programme” aimed at helping those prone to falls. It consists of 10 weekly 1 hour sessions followed by a light lunch. Keith will include details in the next monthly PPG bulletin. **Action: Keith**
- Jean Alden commented how very helpful the Practice’s nurses had been to her in connection with dressings on her injured leg.
- Next Meeting.** Tuesday 12 January 2016; 1400 hrs; St Barnabas Church Hall.

Keith C Marshall
Chairman
29 November 2015

Thanks to Noreen Marshall for the additional notes.
Text in underlined italic is post-meeting updates.

2016 Meeting Dates

Tuesday 12 January	1400 hrs	St Barnabas Church Hall
Monday 14 March	1800 hrs	Barnabas Medical Centre
Tuesday 17 May	1400 hrs	St Barnabas Church Hall
Monday 11 July	1800 hrs	Barnabas Medical Centre
Tuesday 13 September	1400 hrs	St Barnabas Church Hall
Monday 14 November	1800 hrs	Barnabas Medical Centre (AGM)

Glossary

BB	Barnabas Bulletin
BMC	Barnabas Medical Centre
BP	Blood Pressure
CCG	Clinical Commissioning Group (from 1 April 2013; formerly PCT)
CQC	Care Quality Commission
CRB	Criminal Records Bureau
DBS	Disclosure & Barring Service (formerly CRB)
DNA	Did not attend
ECCG	Ealing CCG
FFT	Friends & Family Test
FoI	Freedom of Information Act
GMC	General Medical Council
HCA	Healthcare Assistant
HWE	Healthwatch Ealing (formerly Ealing LINK)
LAS	London Ambulance Service
LB	London Borough
LBE	London Borough of Ealing
NAPP	National Association for Patient Participation
NHSE	NHS England
NWL	North West London
PCT	Primary Care Trust, the local NHS governing body (until 31 March 2013)
PMCF	Prime Minister’s Challenge Fund
PPE	Patient & Public Engagement
PPG	Practice Participation Group (this group)
SaHF	Sharing a Healthier Future
ToR	Terms of Reference

Barnabas Medical Centre Patient Participation Group

PPG Priorities 2015-17 – Tasks & Activities

Activity	Owner	Due Date / Comments
1. Grow the PPG		
1. Reissue Membership Form	Keith	Done
2. Implement PPG Feedback/Comment Box		
3. Organise Coffee Mornings		
4. PPG Awareness Week Activities		01/06/2016
5. Annual Review of Meeting Dates etc.	Keith	2016 AGM
6. Develop Facebook Page	Ewa	
7. Develop Presence on Practice Website	Keith	ongoing
8. Establish Small Strategic Group	Keith	31/12/2015
9. Annual Review of PPG Strategy	Keith	31/10/2016
2. Patient Education		
1. Publicise Online Facilities	Keith/Matt	ongoing
2. Publicity about DNAs	Keith/Matt	ongoing
3. Write Article on DNAs for <i>Barnabas Bulletin</i>	Sheila	Done for 12/2015 issue
4. Develop Short Leaflet for New Patients (and Translate)	Ewa/Keith	With Keith for action
5. Establish Group of Patients with Foreign Language Skills to Assist Patients Complete Forms etc.		
6. Make List of NHS Acronyms etc. Available	Keith	Done; links on website
7. Arrange Talks & Presentations		
8. Identify Coordinator for <i>Barnabas Bulletin</i>		
9. Run Book Exchange	Noreen	ongoing
10. Manage Noticeboards, Leaflets, Magazines	Lyn	ongoing
11. Publish Members' Monthly Bulletin	Keith	ongoing
3. Support the Practice		
1. Ensure Practice gets OUTSTANDING CQC Rating	All	OVERALL FOCUS
2. Discuss PPG Forward Plan with Dr Parmar	Keith	Scheduled for 15/12/2015
3. Engage with Practice Early in Planning & Development	Keith	
4. Analyse Comments from FFT	Matt	ongoing
5. Conduct Annual Practice Survey		PPG Awareness Week 2016
6. Develop Work Plan / Priorities and Interlock with Practice	Keith	January 2016 Meeting
7. Develop Our Understanding of Local Demographics etc.		
8. Annual Input to Practice GMS Returns	Keith	31/03/2016
9. Manage & Develop <i>Barnabas Bulletin</i>		ongoing
4. Governance Review		
1. Build Annual Review Cycle for Governance Documents	Keith	January 2016 Meeting
2. Review Terms of Reference	Keith	January 2016 Meeting
3. Include Protocol for Formal Engagement with Practice in Terms of Reference	Keith	January 2016 Meeting
4. Add Officer Roles & Responsibilities to Terms of Reference	Keith	January 2016 Meeting
5. Document Ground Rules in Terms of Reference	Keith	January 2016 Meeting
6. Add Commitment to Equality, Diversity etc. in Terms of Reference	Keith	January 2016 Meeting
7. Clarify External Representation in Terms of Reference	Keith	January 2016 Meeting
8. Document Expenses Policy with Practice	Keith	January 2016 Meeting
9. Document Policy on DBS Checks etc.	Keith	January 2016 Meeting
10. Elect Vice-Chairman		Done; Stan Owen
11. Attend to Succession Planning and Deputies	Keith	