

**Patient Participation Group**

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| **Minutes of Meeting: 19 September 2024** |
| **Present**  | Colin Berthelsen (Chair)Sharon Pink (Minutes)Lisa Davies, MW Operations ManagerMary Egan Caroline Field Gerry Kurzon Ginny NevillStefan Sieradzki Susan Smee  |  | **Apologies** | Dr Liz Hermaszewska  |

Note: explanatory notes for regularly used acronyms are provided at the end of the Minutes.

**Updates from Lisa Davies on Mountwood matters since last meeting**

**British Medical Association (BMA) ballot on collective action**

A decision has yet to be made about the action that will be taken across the PCN.

**Vaccinations programme**

The flu vaccination programme will now start from early October. Two clinics are booked - Saturday 5 October & Saturday 19 October. Lisa thanked Colin for having offered to help manage the car park for these clinics.

Lisa confirmed they have also followed up on a concern raised by the PPG that patients sent invitations to vaccination can then find that all appointments have been booked when they click through from the invitation to try and book. The practice will now have a waiting list and will ensure that patients who call to make an appointment are added to this list and contacted as soon as the next batch of slots are released.

Please note that if you are have the Respiratory (RSV) jab you should wait a week before having flu jab and vice versa.

**Staffing**

Dr Kant has a new GP Registrar called Kapi Silva. An overview of Dr Silva’s training and experience is provided at the end of the Minutes.

A nurse has returned from maternity leave. There is still only one phleobotomist as the other phlebotomist is unfortunately on sick leave.

All staff have completed their annual BLS (Basic Life Support) training.

We asked Lisa how new staff are introduced to the work of the PPG. She confirmed information about the PPG is covered as part of induction. We suggested that all new staff, whether doctors, nurses or reception and administrative staff, could attend a PPG meeting, even if they only have time to join us briefly at the start of our meetings when the practice update is presented. This would enable everyone at Mountwood to get to know the PPG and for us to get to know all the Mountwood staff team.

As well as for new staff, we also extend this invitation to any existing clinical and administrative staff who have not attended a PPG meeting. The meeting is every month, on the third Thursday in the month, and held on the Mountwood site so easy to find us…!

**Family & Friends feedback data and switchboard statistics**

From now this will be placed on the website by the practice as there is general agreement that there is no need for this to be issued via the PPG and it is of wide interest to all patients.

**Waiting Room on-screen messaging**

Lisa reminded us that the practice is happy for the PPG to add information slides to the revolving presentation shown on the new big screen in the Waiting Room. As obviously we only see the presentations when any of us is in the Waiting Room, we will ask Simon to send us the slides that are up currently and look to see anything else we might add. We also welcome suggestions from patients as to additional information you would like to see on the information screen.

**Workshop presentations to patients**

The last in the current series of workshops is on COPD (Chronic Obstructive Pulmonary Disease) on 9 October at Mountwood, from 1-3pm. Sue and Sharon will be representing the PPG to assist at the workshop.

There was a workshop on Hypertension and Cholesterol on 18 September but the PPG did not have further details of this so will await Dr Liz’s return to understand how this went.

We discussed topics that have been suggested for further workshops and would welcome suggestions from the PPG mailing list recipients as to any topic you are interested in. The current list is shown in the table below.

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| **Patient workshops programme**  |
| **Delivered**  | Diabetes Hypertension & CholesterolAlzheimer’s/Dementia Multiple SclerosisMenopause Parkinson’s diseaseNorthwood Live at Home  |
| **Scheduled** | COPD/Asthma – 9 October  |
| **Suggested**  | ArthritisOsteoporosisCoronary Care/Heart DiseaseIrritable/inflammatory bowel diseaseProstate conditions and cancerMental health issues: depression, bi-polar, ADHDStrokeLung and respiratory tract cancersCirrhosis and liver conditions  |

**Promoting the PPG**

While we understand from Dr Liz that sending out an all-patient text is expensive in the communication system used, the PPG would like the Practice to allocate us **one text per year** where we can promote how the PPG works and invite patients to join us, with a link for patients to reply to express interest and provide their contact details.

We will produce a simple A5 flyer about the PPG to give out at workshops. The current flyer is 4-side A5 and we believe we can make this more cost-effective with a 2-sided A5 version and will work to produce one in time for the 9 October workshop.

**AOB**

**Referrals to other practices within the Borough**

Sharon mentioned she had had a same-day appointment at Pembroke Road Medical Centre (Ruislip Manor) as part of the programme to offer appointments at other practices within the Borough if no capacity at MW. There were about 4 other patients also from MW at the time Sharon attended. The whole process worked very well, with the doctor there having all Sharon’s notes available. Parking is plentiful in the large car park behind the practice – it’s a pay car park but if you have the Hillingdon First card the charges are reduced. Only drawback of that practice is that the waiting room is an open area quite close to the Reception desk, not in a closed-off room, but the staff team have a glass office so they can ask the patient in there for confidentiality.

If any other patients have experience to share of referrals to other practices, please do contact the PPG and we will continue to gather information about the other local practices where patients may be invited to go.

**New enquiries about joining the PPG**

We have received some enquiries from patients asking about joining the PPG. Some have mentioned that they are not able to attend afternoon meetings due to work commitments. We are happy to have some evening meetings but will also be contacting people who have given their contact details to discuss their availability preferences.

 **Next meeting**

The next meeting will be on **Thursday 17 October** at **2.30pm.**

Meetings are held at the surgery on the upper floor,
either in the conference room if it is available or in the library.

**Summary profile – Kapilan Silva ST3**

5 years in University of Nottingham; graduated with BMedSci and BMBS

2 years foundation training (Compulsory) Trent Deanery

Foundation year 1 – Upper GI Surgery, Gastroenterology, COVID ward

Foundation year 2 – General Practice, Vascular Surgery, Palliative care

Foundation 3 locum year (Voluntary)

Experience of shifts on the Short Stay ward in Royal Derby Hospital

GP training the following year.

Accepted to the Hillingdon training programme:

ST1 – 6-month post in Harefield Health Centre, 6 month post in Psychiatry

ST2 – 6-month post in A&E, 6 month post in Central Uxbridge Health Centre

ST3 – 12-month post Mountwood Surgery

**Definitions and Explanatory Notes**

**Integrated Care System (ICS)** – partnerships that bring together NHS organisations, local authorities and others to take collective responsibility for planning services, improving health and reducing inequalities across geographical areas.

**Integrated Care Board (ICB) -** planning and funding health and care services in the area they cover i.e. primary health care, doctors, dentists, chemists and secondary care being hospitals, rehabilitation etc.

There are 42 Integrated Care Boards (ICB) in England, with around 1,250 Primary Care Networks (PCN) reporting to them.

There is one **ICB** in each **ICS** area.

For Mountwood our ICB is London North West, known as NWLICB. It includes 8 London boroughs: Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensington & Chelsea, Westminster), responsible for over 2.1 million patients.

NWLICB has 45 PCNs reporting to it.

**Primary Care Network (PCN)** – The aim of a PCN is to build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home.

Our PCN is North Connect and covers the following surgeries in addition to Mountwood:

* Acre Surgery and Carepoint Practice (both based at Northwood Health Centre);
* Acrefield Surgery in South Ruislip;
* Devonshire Lodge in Eastcote;
* Eastbury Practice in Northwood;
* The Harefield Practice
* Mountwood Surgery, which is the largest practice with over 11,000 patients.

The PCN is based in the same building as Eastbury Practice and works with the seven surgeries to organise the sharing of services and provide support to Practices – including support to Patient Participation Groups (PPGs).

Our PCN has recruited a growing workforce of pharmacists, mental health workers, health and wellbeing coaches, social prescribers, physiotherapists and other clinical roles that will deliver services for patients across the neighbourhood and help them if they need to access other health or social services if needed.

**Care Quality Commission (CQC)** – the independent regulator of health and social care services and organisations in England.

 **British Medical Association (BMA)** – this is the industry body for doctors and medical students. They say “The BMA represents, supports and negotiates on behalf of all UK doctors and medical students. We are member-run and led, fighting for the best terms and conditions as well as lobbying and campaigning on the issues impacting the medical profession.”