

Notes - Patient Participation Group (PPG) Network Meeting – Heythrop College, W8 5HN - 5 April 2018 14.30/17.00

Disappointing small turnout – only 4 PPGs represented from 43 GP surgeries in the West London Clinical Commissioning Group (WLCCG).

Agenda:

2 Presentations: MyWayMyCare : GP Federation (WLCCG)

PPG Network update

1. **MyWayMyCare** (Notes attached)

a) Targeted at over 65's, with Complex needs and requiring support in the community. In RBKC, a high proportion of group are "singles"

b) Meetings not held at surgery but at hub – St Charles or Violet Melchet. Attendees are GP, Case Manager, Appropriate Health & Social Care.

Meetings are half an hour.

6 monthly reviews.

c) Should give less anxiety – single point of contact for co-ordinating all actions – Case Manager

Access to outside third parties (e.g. CAB, Walking Services, On-site Massage, Open Age, RBKC Social Services, etc.). Social Prescribing. Option for Rapid Response teams – Nurses/Therapists

d) Actions are agreed by all, no coercion of patient to accept proposals.

e) Can help with Social Isolation (e.g. following Bereavement) and difficult conversations (e.g. Wills). Need to match patient to needs.

f) People over 50 may be helped if needs are complex. These would GP originated according to tier.

2. **WL CCG GP Federation**

Covers 43 Practices (RBKC & Queens Park)

Working on extended hours (shared by at GPs/hubs for 6-9 and Saturdays)

Childhood (2+) has good uptake for nursing appointments with out of hours.

Increase in out of hospital services – in practice such as bloods and diabetes, but not all GP practices.

Just received funding for trial with 14 practices having access to pharmacists (being recruited). Working in clinics for medication reviews, etc. 6 practices already have pharmacists. Able to liaise with hospital and High Street pharmacies. There should be sufficient availability of pharmacists to be attached to practices.

Discussion of data sharing and GDPR. If patients consent, then medications can be shared.

Each practice should have a Data Protection Manager – normally the Practice Manager.

3. **PPG conversations**

Difficult for PPGs to gain traction, especially communications.

Open days – good way to launch MyWayMyCare, as an example.

Couple of sheets attached to help with Project plans and "Issues and Action Log" (instead of minutes?). Plus sheet of tips in creating a focused and effective PPG.

Nigel Fitch