

## PPG Meeting minutes – 31 May 19

### Attendees:

Robert Gurd  
Ann Smith  
Moir Black  
Emma Hayter  
Jean Rowe  
Alison Watson

### Apologies:

David Jenkins  
Roisin Holden  
Jill Morris  
Owen Grainger

**Sangeeta Kathuria** (Manager and Chair of meeting) (SK)

### POINTS DISCUSSED

#### APP AND WEBSITE

SK explained that the APP for the surgery has had to be discontinued owing to the very high costs of licence for Google and apple stores. However the surgery has a new website which is very user friendly and easier to navigate. SK will be putting all the information from the APP to the website. This will include all patient information leaflets as well as the you tube video links. This way will ensure that every patient who is registered with the surgery will obtain maximum exposure to the services provided here. The link to systm one online is also easier to go to via the website as we did not receive the permissions to have this on the surgery APP by the developers.

#### COMMUNITY SERVICES HUB

The Ealing CCG have plans of amalgamating the community services referral process into one hub whereby the GPs will be referring to a one stop service for any patient who needs a community referral. These are referrals such as muskulo skeletal, podiatry, retinal screening etc. which will be sent to one main hub and they will then handle the referral process from that point onwards. Currently GP practices refer to the different places in different ways i.e. fax, email, post and they chase up any inconsistencies or lapses in the referral process. In the new method, the GP practice will only refer once to a central point of access and they will manage all the referrals. The only exception to this would be the mental health referrals. This will help in taking away the admin workload from the GP practices and patients will have one central place to contact for updates on their referrals.

#### ACTON PCN (Primary care networks)

SK explained the formation of the new Primary Care Networks in the and around the country for all GP practices. This ball started rolling in Early April where it was decided how the practices will make up the network and

meetings have been held since then to date, to discuss the workings of the network.

This is a very big change on the GP practice side of things. The CCG will no longer be responsible for the budget control for the networks. We, as the Network will be looking after the purse strings and budgets and decide what we need to do for the benefits of the patients of our Network as a whole. The Bedford Park Surgery is going to be part of the Acton Network which is one of the largest ones in Ealing.

In short point form:

- We will be part of the Acton Network from 15 May 19 when the legal papers were signed off and sent to NHS England
- We have two clinical GP directors who will be on the board of our Network.
- We have two practice managers who have been voted to be on the board of the PCN
- We are waiting to see if any nurses will volunteer to be on the board.
- We have to vote to nominate a practice in the PCN who will be responsible for the accounts and finances.
- We have appointed a legal firm for the legal paperwork and an accounting firm to be responsible for the PCN accounts.
- The PCN will have to provide a way to offer out of hours services to the patients as a whole and therefore, each surgery will be closing their evening or weekend services from 1 July 19 including us.
- There are 7 PCNs in Ealing.
- From 1 Jul the PCNs go live and will be active in their work.
- The Federation will be supporting the PCNs over the course of the year until we are able to work solely and independently.
- The CCGs will be disappearing in time to come, not sure yet what timescale but once we as practices, are working on our own, we will then answer directly to NHS England unless things change to another level in any way.
- PCNs will decide which community services will be offered to the patients of Acton and where these will be offered. They will be taking into account the views of all the practices to see what is best for the patient.
- This is a very new process very much in its baby stages and we are just understanding and learning the process. There will be more to discuss in subsequent meetings as we move forward.

Queries –

In the meeting some points were raised about hospital commissioning and patient representation at the PCNs which SK will ask Dr Mendes to raise in the next meetings.

SK has attached the PowerPoint presentation from the PCN which explains in details the ins and outs of the PCNs and the basis of their formation.

## **AOB**

### **COMPLAINTS**

Ms Hayter discussed the current complaints process that is in place in GP surgeries. She was surprised that if a complaint is not resolved in primary care, it is forwarded to the ombudsman for review. SK explained that in previous years when the old PCTs were around, they would be the middle man and would help mediate a complaint that was not resolved in primary care. However this has changed since the CCGs came into place. GP surgeries now respond to a complaint and if the patient is not happy with the outcome, they can then take this forward to the ombudsman. Patients also have the right to complain to the CQC at any time if they are not happy with the services.

The link to their website is <https://www.cqc.org.uk/share-your-experience-finder?referrer=promoblock>

### **ACTON HEALTH CENTRE**

There were discussions based on the difficulty of parking and location of the phlebotomy / blood taking facilities for the surgery for when we don't have appointments for the nurse to take bloods. The hospitals do not operate a walk in service any longer and patients need to be seen in house for a blood test or be sent to the local hub, which in our case, is the Acton Health Centre. Members discussed their dislike to this centre especially the parking which is not helpful. SK advised that there may or may not be changes to this when the PCN comes into full force. However she will take this feedback to the network and see if they can come up with an alternative.

### **NEXT MEETINGS DATES**

**Friday 22 NOV 19 at 18.00**