



Patient Participation Group



Minutes of SCMP PPG Meeting: Monday 6TH FEBRUARY 2023

Present:

KEVIN Brice (KB), Mike Bilton (MB), Viv Crouch (VC), Elizabeth Sayer (ES), Jeff Sayer (JS), Rina Trip (TT), Mark Hooper (MH)

1 **Acting Chair's Welcome**

KB welcomed everyone to the meeting. MH explained although not a patient, he was interested in the work of the SCMP PPG. MH accepted that as a non-patient of SCMP he could not have a vote at the meeting.

2 **Apologies:**

Suzanne Sleeman, Danielle Cordery, Les Gamester, Renae Laybourn, Berry Kipping

3 **Minutes of the 5th December 2022 PPG Meeting**

Agreed as a true record.

4 **Matter arising from the minutes not covered by the agenda**

KB advised that Danielle Cordery was no longer to act as Secretary due to returning to work. **KB agreed to undertake the Secretary role until the 2023 AGM.**

5 **Practice Update / PPG Engagement – Practice Manager's Report**

It was noted that the Practice Manager was unable to attend due to having to transport a patient to Minor Injuries at Orsett Hospital.

6 **Written Reports:**

6a **Practice Community Engagement (VC)**

Refreshments for PPG meetings

I have provided tea/coffee/sugar and biscuits for our PPG meetings. The containers are situated on the chair that is under the table in the corner of the conference room. Committee members are encouraged to help get hot water jugs from the kitchen before meeting commences in order for drinks to be available to all attendees during the meeting.

Tuesday coffee mornings – 9.30am – 11.30pm

Taking into account that we have a new Practice Manager; I feel she should be given time to settle into her new position. Therefore, Tuesday coffee mornings has not been a high priority pursued by the PPG members, and should be discussed at a later date in the year.

- **Agreed the proposed Tuesday coffee mornings be postponed until further notice**

Adult Library

Patients at the practice has been borrowing books on a regular basis and donating books as well. This is a hugely successful initiative that is now running smoothly and efficiently.

Lobby bench

To be discussed and final conclusion reached.

- **There was currently concern that the bench had been abused, which is why it was removed. Noted from a previous meeting that the bench be returned when conditions permitted.**

TV Monitor

I attended the Practice on 21st December to meet with a technician who was going to look at the TV monitor/software and advise what the fault was with the TV.

An email was received on 26th January stating that the license/subscription just needs to be paid for to get the software activated again.

- **KB confirmed the software licence was up to date but it appeared a possible programme fault was stopping the operation. KB continued to investigate this.**

PPG Noticeboards / PPG Seasonal Newsletters

I met with Dr Chandran after Christmas and he has given permission for a notice board (with Perspex locking cover) be put in the front of the Practice. It was agreed it should go on the left-hand side of the lobby (on entry), between the outside gates and automated doors.

I would suggest that an application go to Small Sparks Funding for £250 to go towards the purchase of this item and committee members think of other ways of raising the money to fund this initiative. Alternatively, we could ask local businesses to sponsor us in order that we can purchase this item that will help communication between Practice and patients on entry or when Practice is closed.

Facebook membership

I have sent several messages to Kate regarding her stepping down as Admin for the SCHP PPG Facebook page and she said she would contact me, but to date she has not been in touch. She has however, given me access to post messages immediately without having to wait for her to action them.

PPG Knitting Club

The PPG knitting club gifted knitted covered chocolates to staff at the charities that we sponsor. We also gifted to Stifford Clays Health Practice staff, and to all the staff at both the chemists in Crammavill Street.

Vision overseas

I would be grateful if someone from the committee could collect the spectacles from the spectacle box in the Practice and deliver them to Specsavers in Grays. I am unable to do this at this moment in time.

- **ES agreed to collect the spectacles from SCMP and deliver them to Specsavers, Grays.**

6b Acorn Hub (MB)

Numbers at the clubs facilitated by the hub are at an all-time high.

The Xmas grotto was very successful with over 100 children and adults visiting Santa. Around £119 was raised for charity and the hub assisted both financially and with volunteer support.

6c External Health Bodies / Wider Community Engagement (KB)

PPNG (Patient Participation Network Group)

Members continue to be updated with general information of interest via email. Members have been contacted about future meetings.

The first meeting of the PPNG is planned for Monday 20th March 2023

N.A.P.P. (National Association for Patient Participation)

I attend the N.A.P.P. AGM via Zoom on Saturday 28th January 2023.

A separate report on this is attached to the end of these minutes.

TCRG (Thurrock Commissioning Reference Group)

At the Community Engagement Event at Headon Hall on Wednesday, I met Paul Gilham, Engagement & Public Affairs Manager, Mid and South Essex Integrated Care System. I asked Paul about any replacement to the TCRG, but there appear to be no plans for this at present.

Paul did provide me with details of the "Citizens' Panel" being established by Mid and South Essex ICS.

The Citizens' Panel provides an opportunity to have a regular say about health and care services in your area. It enables you to share your views on health and care and sign up for regular updates on topics you are interested in.

To sign up to the Virtual Views Citizens' Panel, go to the Mid and South Essex ICS website as follows: -

- www.midandsouthessex.ics.nhs.uk
- Click on, "Get involved"
- Click on, "How to get involved"
- Click on, "Virtual views"
- Click on, "Apply to join our Virtual Views Panel"

PCNs (Primary Care Networks)

No further progress reported on the creation of a PCN level PPG.

I emailed Vikki Ray at Thurrock PCN on 20th January 2023 but no response at present

Thurrock CVS

The recruitment process for a replacement Thurrock CVS Chief Executive was unsuccessful.

Healthwatch Thurrock

Healthwatch Thurrock joined with Mid & South Essex NHS Foundation Trust and Mid & South Essex Integrated Care System organise the Community Engagement Event about the Thurrock Community Diagnostic Centre at Headon Hall on Wednesday 18th January 2023. I circulated a separate summary on this on item on Thursday 19th January 2023.

I met with Kim James, COO Healthwatch Thurrock, on Tuesday 24th January to discuss current projects and staffing.

The current Healthwatch Thurrock contract runs to 31st March 2027. Although the funding for Healthwatch comes via Thurrock council, it is ring-fenced due to the statutory status of Healthwatch and is therefore unlikely to be affected by any cost savings applied by Thurrock Council.

Peoples' Panel

Healthwatch Thurrock has assumed the role of the People's Panel to monitor and examine the progress of the project for the transfer of services from Orsett Hospital to the Integrated Medical and Wellbeing Centres (IMWCs) in Thurrock

Decisions are awaited from Thurrock Council on progress on the IMWCs.

7 PPG Topics

7a Restoration of bench to the lobby

Refer to item 6a above.

7b DNAs

- MB asked if all patients know how simple the system is to cancel appointments.
- It was suggested a note on how to cancel appointment was placed at the top of all confirmation of appointments messages.
- It was suggested that the process on how to cancel appointments be placed on Facebook
- It was suggested that the PPG hold a monthly session at the surgery to include handing out flyers about how to cancel appointments.

7c Tuesday Mornings

Refer to item 6a above.

7d Mindful Group

- ES confirmed a Mindful Group session was operational at Chadwell Library operated by the NHS Recovery College each Thursday from 1400 to 1500 hours.
- This was free to Thurrock residents.
- Room for 10 to 12 persons.
- This was not a therapy session but a meditation session.
- The potential to hold an additional session at SCMP was discussed
- **ES agreed to ask the session leader if this was possible and it was agreed to raise the possibility with the SCMP Practice Manager (Suzanne Sleeman)**

7e SCMP Leaflet

Agreed to hold this over to another meeting

7f PPG Facebook

Refer to item 6a above.

8 2023 AGM – APRIL 2023

- Members agreed the AGM be held on Thursday 6th April 2023 at Headon Hall, the meeting to commence at 7.00pm.
- MB agreed to book Headon Hall.
- After discussion, members agreed the meeting should be an invite to patients to hear about the PPG and the work it undertakes on their behalf, followed by the AGM
- The following agenda was agreed: -
 - What the PPG is about
 - Questions from the floor
 - PPG AGM
- VC agreed to draft marketing material for circulation to members for approval.
- The PPG AGM part of the agenda to be brief and consist of the following: -
 - Chair's report
 - Q&A
 - Election of PPG Committee

9 AOB

- LS agreed to deliver any spectacles from the surgery to Specsavers in Grays.
- VC requested an approach be made to SCMP for a noticeboard in the entrance lobby.
- LS agreed to work with VC on a bid for Small Sparks funding for the purchase of this noticeboard, once approved.

10 Meeting Dates for 2023

The following PPG meeting dates have been booked for 2023: -

- Monday 6 March 2023
- Monday 3 April 2023
- Monday 15 May 2023
- Monday 5 June 2023
- Monday 3 July 2023
- Monday 7 August 2023
- Monday 4 September 2023
- Monday 2 October 2023
- Monday 6 November 2023
- Monday 4 December 2023

NEXT PPG MEETING: MONDAY 6TH MARCH 2023

APPENDIX

NOTES OF AGM OF THE NATIONAL ASSOCIATION for PATIENT PARTICIPATION (N.A.P.P.) HELD ON SATURDAY 28TH JANUARY 2023

53 NAPP member organisations attended via Zoom.

The main points were as follows: -

- N.A.P.P. Bulletins suspended since the passing of Edith Todd (Treasurer / Secretary)
 - The main agenda was completed in 12 minutes. Chair's report, Minutes of previous AGM and Accounts all agreed. Then open for questions.
- Q1 Strict GPR rules prevent PPGs from sending emails to patients. This increases the difficulties of communicating with patients
- Data protection rules to protect patient. Ask the practice to send patients an email to ask if they are happy for their contact details to be shared with the PPG, e.g., name, email address, postal address and phone number.
- Q2 As the NHS is in turmoil, when will PPGs be allowed to participate in the recruitment of GPs at their practice.

- GP practices are not part of the NHS. GPs are contractors and it would require an Act of Parliament for this request to be activated.
- Q3 During the pandemic, some GP practices suspended PPGs and have not re-instated them.
- The NHS have confirmed that it remains a requirement for GP practices to have an active PPG.
- Q4 Some PPG members think NAPP is losing the support of PPGs.
- NAPP has operated for an extended period with few trustees and no Chief Executive. The CE responsibilities have been picked up by others. With limited resources, NAPP has focused on responding to queries from its members.
- Q5 NHS England has asked that PCNs provide Extended Hours healthcare. Is this viable?
- NHS is in the midst of a crisis due to decades of a lack of resources. 10% of posts across the NHS remain unfilled. NAPP encourages PPGs to have a dialogue with PCNs.
- Q6 How can NAPP assist PPGs with working with their respective practices?
- NAPP has some “Good Practice Guides” available via its website.
 - NAPP is looking to appoint additional Trustees to assist with the following: -
 - Communications
 - Mediation in disputes between PPGs and practices.
 - Responding to PPG queries.
 - Share best practice.
 - Influence decision making.
- Q7 How many PPGs are NAPP members?
- Less than 10% of PPGs are NAPP members. There has been a 14% drop in NAPP membership, partly due to practice mergers.
 - NAPP annual affiliation fees are £40 and there is a joining fee of £60.
- Q8 Members questioned the ratio of GP practices to population given the number of locations subject to building of additional housing.
- Models have been built for government departments to calculate the demands for services. NHS England uses a similar process to determine the funding to Integrated Care Systems. It was intimated that the Medical Council, Healthwatch and Integrated Care Boards would be involved in the decision-making processes at a local level.
- Q9 A number of attendees referred to problems with E-consult, especially the systems reaching saturation very quickly at some locations with practice managers then turning e-consult off.
- Reference was made to “Clinic Access” by one delegate. No real answer forthcoming on how to address this.

In addition to questions, the following were referred to: -

- Very Connect
- NHS England PPG Champions Group
- Patients Association

It was stated that NAPP, as a Trustee led organisation, was the independent of any political persuasion.

The email admin contact for NAPP is: community@napp.org.uk

Kevin Brice

5th February 2023