

## **Minutes of Patient Participation Group Meeting 17.6.2019**

**On behalf of Auckland Surgery: Dr Anna Clarke, Dr Cathy Gray, Diane Beresford**

**Gordon Kay of Croydon Healthwatch as our external facilitator for this meeting.**

Dr Anna Clarke (Dr AC) welcomed everyone to the meeting.

**AGENDA - New Staff - Healthwatch – who are they and what do they do? - New Primary Care Networks**

### **New Staff**

Dr AC ran through the agenda and summer newsletter mentioning that since the last Patient Participation Group we had a new GP Dr Komal Shah, a new Nurse Le-Arna Graham and two new receptionists, one of which had already joined us (Debbie) and a further new receptionist (Corleen) starting in a weeks' time.

The website for Croydon Healthwatch on our newsletter was incorrect. There had been an early print run of the summer Newsletter specifically for PPG meeting attendees and future print editions will include corrected Healthwatch details:

Tel: 0300 012 0235

E-mail: [info@healthwatchcroydon.co.uk](mailto:info@healthwatchcroydon.co.uk)

### **Social Prescribing**

Dr AC also talked about Social Prescribing and how this might offer patients opportunities to better manage their own health and wellbeing.

Karen Barnett (Croydon Social Prescribing) is in Surgery on a Monday between 9am – 11am. Our patients can make an appointment to see her. She aims to gauge an individual's expectations of community activities and identify activities that might be suitable for that individual and support him or her to connect with those activities.

We have a noticeboard in Reception for sign-posting patients to local activities and aim for the details of these also to be listed in the Wellbeing Centre on [www.aucklandsurgery.co.uk](http://www.aucklandsurgery.co.uk)

### **Healthwatch**

Gordon Kay (GK) of Croydon Healthwatch spoke about Healthwatch and explained that the government provides funding to councils so that they can commission a local Healthwatch. They are an independent service. They have six local people on the board, four members of staff and additional volunteers. They listen to what patients say about local health and social care and push for changes based on what they are told. Healthwatch Croydon gives patients a voice in the decision making that affects patients' health and social care and can influence those who run and plan services to make changes. Healthwatch works with their team of volunteers to gain views, analyse data and represent Croydon residents. GK invited anyone interested in finding out more about Healthwatch or volunteering to contact them:

**Healthwatch Croydon, 24 George Street, Croydon CRO 1PB Tel: 0300 012 0235**

Dr AC explained some of the recent changes within the NHS nationally and locally and the new Primary Care Networks (PCN's) - Since the NHS was created in 1948, the population has increased and people are living longer. Many people are living with long term conditions such as diabetes and heart disease, or suffer with mental health issues and may need to access their local health services more often.

To meet these needs, practices have begun working together and with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in primary care networks.

Primary care networks build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. This is a change from reactively providing appointments to proactively care for the people and communities they serve.

There are now nine PCN's in Croydon and Auckland Surgery is in "One Thornton Heath" network which means we will be working with: Mersham Medical Centre, Parchmore Medical Centre, South Norwood Hill Medical Centre, Thornton Heath Health Centre and Upper Norwood Group Practice.

Dr AC expressed optimism about the potential benefits of working at PCN network scale, such as quality checking each other and looking at what works well in each Practice. The PCN is very new but some of the areas currently being explored are models of care, teens and tweens mental health and palliative care services.

In a subsequent discussion about PPG's, Dr AC mentioned that the Practice might, in addition to having a regular forum/meeting for its own patients, join with other PPG groups at other surgeries, to work on larger projects that unite the common interests of members in the six PPGs collectively.

GK from Healthwatch said they would certainly welcome the opportunity to work with the Practice and the PPG moving forward, there being a role for Healthwatch in supporting effective public participation.

Discussions that followed included "How do we get younger people more interested in attending the PPG?" and "How could the PPG help the Practice to improve accessibility for patients who might struggle obtaining help?"

Dr AC invited members to think about anything (which might influence health and wellbeing) in which they might have a specific interest and/or wish to meet with others, for discussion about the same.

**The next meeting will be on Saturday 14<sup>th</sup> September – time and venue to be confirmed.**