

Patient Participation Group (PPG) Network meeting 7 Notes

Monday 6 February 2023, 6:30pm

We received 34 registrations for this event on Eventbrite and 24 people attended.

The 34 event registrations came mainly from patients registered at 15 Haringey Practices. 22 registrations for the event were from Haringey patients and of those, 21 were PPG members. There were eight registrations from Haringey practice staff, North Central London Integrated Care Board (NCL ICB) Public Voice and Healthwatch Haringey staff.

APOLOGIES: Efa Morrtty, Medicine Management, NCL ICB

Agenda

1. How is your PPG working? PPG members are invited to share their experiences.
2. GP Patient Survey – how to find the results for your practice / completing this year's survey
3. Project update: Registering with GP without ID or proof of address. Headline findings.
4. Announcements and updates

Action points arising from this meeting

1. Sharon Grant and Tanya Murat to liaise and contact the following about the need for practices to have PPGs and relate to PPGs in the ways described in the GMS contract: North Central London Integrated Care Board (NCL ICB), the London Medical Association, the CQC, the MPs, GP Federation, Cllr Pippa Connor, Joint Overview and Scrutiny Committee.

2. Tanya Murat and Angela Edwards to liaise to discuss face to face GP appointments, GP workload and patient safety and shape an item for the next PPG Network meeting.
3. PPG members and patients to send in quotes to Healthwatch Haringey to form part of a press release promoting PPGs.
4. David Winskill to share letter to the CQC urging CQC to take on PPG functioning as part of the inspection process.

Items for the next agenda (22 May 2023)

1. Face to face GP appointments, GP workload and patient safety.
2. Review of the Enhanced access service (due March 2023). NCL ICB primary Care Team invited.
3. ICB progress on encouraging practices to work with PPGs. NCL ICB primary Care Team invited.

Meeting Notes

1. How is your PPG working?

Tanya Murat (Healthwatch Haringey) shared [the GMS contract clauses](#) showing the GP's contractual obligation to consult PPGs. GPs must organise a PPG and take feedback from patients on services, review the services, agree any necessary improvements and then make reasonable efforts to implement the improvements. Tanya asked if this was happening and if anyone had any other comments.

David Winskill stated that his practice PPG met in December 2022 and he had to take minutes as no practice staff member volunteered to do so. Most of the evening was a rehearsal of how grim things are from the point of view of the practice. No measures were agreed, no date for the next meeting. He wanted to encourage practices to engage properly.

Diane Paice from St Ann's shared that at the last PPG meeting she was made to feel unwelcome. She had made a complaint about there not being a PPG and the new practice manager has met with her. There is now no full-time doctor left at St Ann's. The last one left in January 2023. The practice is in chaos. They are asking Diane to write the terms of reference for the PPG. She doesn't believe any senior management will listen to anything she or the PPG says. She has only ever seen two other patients in seven years of the PPG. She is now feeling sorry for staff, they are very understaffed.

Rod Wells said that the Operose contract at St Ann's ends in June 2023.

Mary Weaving, Staunton practice stated that they have had regular meetings through the pandemic, mainly because the patients have pushed for it. The new contract with the Hurley Group has been going for 18 months. The PPG is top heavy with management. She thinks the PPG members are considered to be a nuisance. The terms of reference were amended by practice management without the consent of the PPG.

Angela Edwards, Rutland House PPG said that roles are somewhat blurred. She thinks there should be a practice newsletter and she was tasked with producing this. She thought this should have been a role for practice staff. She was also asked to look at the website, and spent a long time suggesting edits and feedback, and then the practice gave her the password for the website to make changes. She told them the PPG should be a patient voice, not a spare pair of hands when the practice staff are busy.

Rod Wells, KONP has been contacting two Cllrs for St Ann's and the ICB to find out when the contract ends and how they are checking with patients and seeking comment from them around the change of contract. He is not getting a reply from the ICB. Local Cllrs are not getting information from the ICB. The ICB should set up the whole process of changing the contract. He suggested working with Diane Paice and the Cllrs, one of whom has also tried to get onto the PPG to find out what is going on.

Diane Paice has been invited to a meeting on Wednesday at the practice to try and get the PPG going.

Esther Myerson from Staunton PPG had meetings with NHS England after the contract was awarded to Hurley Group, where the NHS admitted they had got it wrong and hoped the process would work better in the future. She resigned from the PPG and as Chair of the PPG last week and this was because she felt the PPG was being used as a 'tick box exercise'. She thinks the practice manager does want to engage but the Hurley Group dismiss everything they say or do. Hurley Group will send five representatives, it is very top heavy. They refused to allocate any assistance to the PPG.

Brenda Allan, Queenswood PPG stated that the practice was extremely good but struggled with recruitment. There is a PPG working group looking at communications, e-consult, and now workforce. The PPG is thriving now the practice is struggling. The practice doesn't minute the meetings. The PPG is now looking at their workforce and recruitment, which shouldn't really be a role for the PPG but they feel they want to help. They are now looking at pay, advert design and skill levels of staff which are all issues. A well-meaning and good practice but roles are becoming blurred.

David Winskill wrote to the CQC in tandem with the PPG champions group to try to get the CQC to take PPG functioning on as part of the inspection process. He agreed to share his letter with the PPG Network.

Esther Myerson said Staunton Group had its first inspection under Hurley Group, and the inspector met with PPG members. In his report he recommended that the contract holders engage better with the PPG.

Lauritz Hansen-Bey said his practice had one meeting with the PPG and he had the feeling they wanted it to go away. There needs to be some encouragement from the NHS to practices.

Branda Allan suggested that since the ICB had not responded to Sharon Grant's letter asking for support from the ICB, maybe we need to expose it and let MPs know and the media. Sharon

suggested writing to the GP Federation. Esther Myerson stated that the Federation were wonderful as caretakers, but they have no power over GP practices.

It was agreed that the Network (Sharon Grant) would write to the NCL ICB, the London Medical Association, the CQC, the MPs and Federation. Sharon suggested we could write a press release with quotes from PPG members. **PPG members are requested to send in a quote for a press release.**

Lourdes Keever suggested we also write to Cllr Pippa Connor, from the Joint Overview and Scrutiny Committee.

Post-meeting note

Davina McGowan Primary Care Facilitator for Haringey from NCL ICB wrote to Tanya Murat after the meeting. She stated that her team was starting a workstream to establish: Whether Practices have an active PPG; The number of PPG members; How are members recruited; Date of last meeting; How is the PPG promoted to the community. She also agreed that it would be a good idea for her team to meet with Sharon Grant.

Crouch End resident David Winskill sent in his quote "There is so much good will and knowledge out there that it is a crying shame that so many GP Practices are ignoring the contribution that PPGs can make to service improvement and reducing health inequalities."

2. GP Patient Survey

Tanya Murat shared a short presentation on this year's [GP Patient Survey](#). The GP Patient Survey is designed to give patients the opportunity to feed back about their experiences of their GP practice.

Over two million people were sent a survey in January.

The survey includes questions about a range of issues, such as: How easy or difficult is it to get an appointment; Satisfaction with

opening hours; The quality of care received from your GP and practice nurses; Out of hours care.

The survey can help PPGs to see where their practice is doing well, and where it needs to improve.

The 2022 results show significant reductions in patient satisfaction compared to 2021, nationally and in the North Central London Integrated Care System (NCL ICS). Tanya showed people how to look at the online results from the 2022 survey, comparing three Tottenham practices as an example.

Post-meeting note

You can see trends over the years at national, ICS, Primary Care Network (PCN) and practice level. [Practice level trends](#).

The [PCN map](#) is held on the Healthwatch Haringey website.

3. GP registration project interim findings

Tanya Murat shared a short presentation showing an update on the GP Registration / Safe Surgeries project.

We were contacted by a number of local people who told us they found it difficult to register with some Haringey GPs as the reception staff insisted on proof of address or identification.

A Haringey Welcome survey in 2019 found "...of 15 GP practices, 10 practices refused to register a patient if they had no formal ID".

So far, we have spoken to most of the GP Practices by phone. We are halfway through the in person mystery shopping visits.

In the phone calls where we introduced ourselves as Healthwatch Haringey we asked 38 Practices if they required proof of ID. 27 answered 'yes' and 10 answered 'no'. We asked 38 Practices if they required proof of address. 24 answered 'yes' and 13 answered 'no'. One practice refused to answer any questions. We found 9 Practices were following the guidance and not insisting on ID or proof of address.

Mystery shopping is ongoing.

We are releasing the full results at in-person and online events in May 2023. We have produced a leaflet which we shall get printed in English and community languages. [Details of the project](#) are on the Healthwatch Haringey website.

4. Announcements and updates

[The GP Federation](#) has now updated its website with the details of how to get an out of hours appointment (enhanced access)

Angela Edwards stated that her practice website and the GP hub recorded message said the service was open from 8am but the hub was actually only open from 9am. She raised this at her PPG but the hub should have got the message right. Not a good start to the new service.

Brenda Allen wondered how any normal patient would find out about weekend working? No-one will go to the GP Federation website. It should be on each practice website and a message should be on the GP phone system saying you can make an appointment. Davina McGowan from the ICB said that GPs are told to put a message on their websites.

Angela Edwards thought GPs should send out a newsletter by email as patients won't necessarily look on a website, but she was told this is too expensive for the practice.

Mary Weaving said there needs to be transparency. She didn't know in advance that you could make an appointment out of hours. We need to cater for people who are vulnerable and don't necessarily know where or how to get the information. Communication needs to be better.

Rod Wells wants to know if GPs are being informed about the Wood Green Community Diagnostic Centre (CDC). Tanya Murat wrote to the Whittington which runs the CDC and asked about this, and they said they needed to investigate. Tanya said she would chase. Esther Myerson talked about the Swiftqueue system for blood tests. The ICB is forcing all providers to move onto

Swiftqueue although the Whittington hasn't enabled it yet. So the GPs must refer, but Staunton prefers to do a North Mid referral as they are on Swiftqueue.

Post-meeting note

Following the meeting Tanya emailed the Whittington again stating that PPG members said they were not still getting referrals from their GPs to the CDC. This time the practice mentioned was Staunton.

She asked for an update on the following: Are the systems issues with results from the CDC now resolved; Have the Whittington started their public campaign promoting the CDC; Is the CDC now a referral option for GPs; Is there an update on the extension of opening hours; Any further data on how the CDC is operating.

Angela Edwards would like to explore face to face appointments, patient safety and GP workload. Tanya and Angela agreed to discuss how to take this forward at the next meeting.

The next PPG Network meeting will be at 6:30pm on Monday 22 May 2023.