

Patient Participation Group (PPG) Network meeting 13

Monday 17 February 2025, 6:30pm

We received 35 registrations for this event on Eventbrite and 21 people attended.

The 35 event registrations came mainly from patients registered at 15 Haringey Practices. 25 registrations for the event were from Haringey patients, and of those, 19 were PPG members. There were 11 registrations from Haringey Practice staff, Haringey GP Federation, North Central London Integrated Care Board (NCL ICB) Public Voice and Healthwatch Haringey.

Agenda

APOLOGIES: Karen Doku, Isaac Quarm

1. Actions and updates from the last meeting

- Termination of Operose / AT Medics contracts in North Central London including St Ann's Road Surgery
- Same day access hubs
- Physician Associates - Communications with patients in NCL
- Update on getting a medical summary from your GP
- Relocating Hornsey Wood Green GP

2. Agenda items

1. Blue Badge applications and renewals – Q&A with Dawn Hunter and Denise Adolphe, Concessionary Travel Team, Haringey Council
2. Older peoples' housing strategy - Ella René, Housing Strategy & Policy Officer, Haringey Council
3. Experiences of financial pressures on adult social care in Haringey – David Winskill, Chair, The Vale PPG and Healthwatch Haringey Board Member

We were joined by senior managers Cassie Williams from Haringey GP Federation and Tim Miller a senior manager from North Central London Integrated Care Board who spoke on relevant agenda items.

4. Announcements /AOB

1. Actions and updates from the last meeting

- **Termination of Operose / AT Medics contracts in North Central London including St Ann's Road Surgery**

Patients have been consulted prior to the procurement. The consultation ended in January 2025. Tim Miller, Assistant Director of Place, Integration, Transformation & Delivery (Haringey) NHS North Central London ICB explained where we are in the process. The Primary Care Team is working on procurement for St Ann's Road. The tender will go out shortly. It is an APMS contract. Healthwatch Haringey will publish an article when the tender is announced. GD, PPG Chair at St Ann's Road asked how much information had gone out to patients, as there didn't seem much. Tim said there was a better take-up of the surveys online. The in person meetings were not so well attended.

St Ann's Road patient MS talked about the need for greater feedback on Dementia diagnosis. Jano Goodchild from Public Voice said the Dementia Reference Group would be happy to follow this up with MS.

DK, another patient at St Ann's Road asked if there were any issues that came out of the patient consultation which would influence the procurement process. Tim M responded that consistency and quality of communication from the practice was a main theme, and following up on tests, referrals. There had been a breakdown in continuity in relationships with practice staff. The ICB wants the relationship of the practice with the PPG to be strong and is asking for this from bidders.

Tanya Murat (Healthwatch Haringey) reported that Sharon Grant, Chair of Healthwatch Haringey raised an issue of a data breach on behalf of a PPG member.

Healthwatch Haringey sent an email to Clare Henderson from the ICB seeking an update on the need for emergency action to safeguard patients at St Ann's Road (13/01/2025). We have received no further communication from the ICB about ensuring the quality of care at St Ann's Road surgery.

For further information see the Healthwatch Haringey website.

- **Same day access hubs**

Cassie Williams, Haringey GP Federation, was unable to discover any further information about monitoring of the new Hubs, but suggested Healthwatch speaks to the ICB's Primary Care Team – Gulsen Gungor and Sarah McIlwaine. HWH sent a query and Gulsen responded:

“No further details emerged since the last time we touched base on this- however as this is a 2.5 year programme (ending in March 2027), NHSE and GIRFT teams are setting up QI and Action Learning Groups aligned to PCNs interventions groups. I believe this will be an ongoing evaluation following PDSA methods throughout, but final evaluation would take place after the programme ends. We plan to attend the NCL wide PPG which we believe is being established and once that's convened, we will be updating members of that group on the programme progress.”

Cassie Williams clarified that there are three PCN demonstrator sites, but not in Haringey, and these may not include Same Day Access Hubs. But NCL will look at ways to improve the effectiveness of general practice.

- **Physician Associates - Communications with patients in NCL**

A new government review of Physician Associates has now started so the PA leaflet by NCL ICB has been put on hold. But the NCL website makes clear that PAs are not doctors. DW, PPG Chair from the Vale stated that the Leng Review would visit Westbury practice, where there are four GPs and nine PAs. There doesn't seem to be a functioning PPG at Westbury. Cassie Williams shared that Westbury is a high-performing practice with very good protocols on the work of PAs. The GP Partners have careful oversight over the work of PAs.

Sharon Grant asked what an acceptable proportion of PAs to Doctors would be. This seems to be a matter of concern.

AB said she doesn't understand the difference between an Advance Nurse Practitioner and a PA. ANPs are used in her practice. Tanya M re-stated there is no defined scope of practice for a PA.

For further information see the Healthwatch Haringey website.

- **Update on getting a medical summary from your GP**

We heard from Steve Durbin the Data Protection Officer on getting information from GPs at the last meeting. His advice to GPs is on the Healthwatch Haringey website. Cassie Williams also wrote to GPs. We hoped that the existence of published DPO advice would help Haringey Reach and Connect get access to a medical summary on behalf of their clients.

Cassie Williams said she checked in with Steve Durbin because he had said, if Reach and Connect were experiencing any difficulties, they should contact him, and if any individuals came across other patients in practices that they could always contact him, and he said he hasn't had any contact. So she'd like to think that means that the Reach and Connect team and others haven't had any current issues getting a medical summary. There will always be the odd challenge the practices have. They must be able to prove that the patient has consented for them to get the information. People can contact Steve if there is an individual issue, and probably the best way that we're going to identify those practices that perhaps need a brief reminder will be if a difficulty arises and it's able to be addressed. If the team come across things, please let's remind them that there's an opportunity for them to get in contact with Steve, and he can have a word with the practice, because practices want to do the right thing, bearing in mind GDPR.

Steve Durbin's advice is on the Healthwatch Haringey website.

- **Relocating Hornsey Wood Green GP**

MR from Hornsey Wood Green PPG said at the last meeting they will keep campaigning and hope that a new location would be found soon. Tim Miller from NCL ICB said the Estates Team at the ICB and the practice were actively pursuing a couple of possible sites. The planned Wood Green Hub would need national funding, so they are looking for alternatives.

2. Agenda items

1. **Blue Badge applications and renewals** – Q&A with Dawn Hunter and Denise Adolphe, Concessionary Travel Team, Haringey Council
Unfortunately, the Haringey Council IT system did not allow the two officers from the Concessionary Travel Team to enter the Zoom room. We later

agreed to schedule a Teams Meeting, set for **Friday 14 March at 11am**. Please book here: <https://www.healthwatchharingey.org.uk/news/2025-03-06/haringey-ppg-network-host-meeting-applying-blue-badge>

Tanya mentioned that there are two other articles on the Healthwatch Haringey website about how to successfully apply for a Blue Badge if you are not automatically eligible.

PZ expressed thanks to Tanya and Sharon for taking forward his case. He said the Healthwatch Haringey website articles are very helpful. His issue was that the Council were not clear about the evidence they required from consultants. It was six months before he managed to get his renewal. It was impossible to get in contact with anyone who had any knowledge of his case. They gave misinformation. His health deteriorated very significantly. But once he managed to speak to the Concessionary Travel Team last week, they were very helpful.

Sharon Grant thanked Paul for his willingness to share his case with her and the Joint Partnership Board's Transport Inclusion Group where she was able to help the Council untangle the process. Hopefully this will help others.

Action: If anyone else has difficulty applying for a Blue Badge, please contact Tanya who will liaise with the Concessionary Travel Team.

Action: Tanya will publish Denise and Dawn's presentation on the Healthwatch Haringey website.

Action: Please attend the Teams Meeting, set for **Friday 14 March at 11am** for queries and information. Please book here: <https://www.healthwatchharingey.org.uk/news/2025-03-06/haringey-ppg-network-host-meeting-applying-blue-badge>

2. **Older peoples' housing strategy** - Ella René, Housing Strategy & Policy Officer, Haringey Council

The Council is in the early stages developing an older people's housing strategy that will span a 15 year period. The current housing stock is not meeting the needs of many older residents, and there are issues related to older people's housing that feed into the wider housing crisis.

The strategy will cover housing provided by the Council, by specialist providers, by housing associations, by the private rented sector, and the private market for owner occupiers.

There is a survey on Commonplace the Council's engagement website running until March. There will be a series of working groups in late March and April, where participants will co-design solutions housing issues raised during wider engagement.

The December Cabinet will agree and adopt the strategy.

3. **Experiences of financial pressures on adult social care** in Haringey – David Winskill, Chair, The Vale PPG and Healthwatch Haringey Board Member

DW introduced the additional costs to the Adult Social Care sector (covering 1.6 million employees) following government introduction of an increased minimum wage and increased employer National Insurance contributions. Most people who work in it are women, part-time and on the minimum wage. Local government finances have been cut over the years, despite higher costs. Where will the funding come from for the additional costs? Maybe people will get less care, delivered by fewer employees. DW asked people to contact him via Tanya with any examples of how this will affect people, and the knock-on effect and demands on the NHS. If a major care provider went bust the local authority would be responsible. They would be relying on local hospitals to provide emergency beds. Smaller care providers may go out of business.

Sharon Grant said we must all be worried about the bigger national trends. There is no government strategy for social care.

DK noted that the Council cited cost pressures around social care, and temporary housing as a major issue. The Council is at risk of going bankrupt. Something Healthwatch might be able to do is just to seek reassurance from the Council that there won't be any drop in standards.

Action: Healthwatch Haringey to seek assurance from Haringey Council that the provision of social care will be delivered to the same standard.

Announcements /AOB

- **Jano Goodchild from Public Voice, facilitator of the Joint Partnership Board – Haringey Council Adult Social Care “requires improvement”**

Haringey recently had a Care Quality Commission inspection. The report's assessment was that Haringey requires improvement, and the Joint Partnership Board have already been discussing this. The JPB have been highlighting some of the issues particularly around carer support. The CQC says that most of the carers they surveyed reported they had a bad service. There was not much positive feedback they got from carers at all.

Public Voice run a Carer's reference group which has been raising some of these issues, working with other carers groups. Another area was waiting lists, both for access to adult social care as in Care Act assessments but also waiting lists for OT assessments.

The JPB is always raising problems around information not being accessible for people that are not engaged, for people with learning disabilities, for people who may not be able to read English, because it's not their first language.

Co-production hasn't always had the resources that it needs, there's been a lack of engagement with some of the stakeholders, both from the Council and from health. Co-production takes time and financial resource, which is lacking.

The Joint Partnership Board was keen to pick up issues from people around adult social care, both informally and formally. The JPB has some reference groups. E.g. Older Person's reference group, the Carers reference group, a reference group for disabled people, a reference group for Autism where they pick up particular issues and then the JPB picks up the issues which apply to all those people. If anybody's got any interest or knows anybody that might be interested in raising those issues or would like to raise issues as well, then, please contact Jano. Now is the time where we can strike where the iron's hot and really start to get things moving.

- **Pharmaceutical Needs Assessment**

Please fill in the Council's survey about whether your pharmaceutical needs are being met. Do you have any issues on the kind of pharmacy provision in your area. Does anything need to change? Look out for the article on the Healthwatch Haringey website when the PNA survey is published.

- **Healthwatch Haringey is seeking a new Chair**

Sharon Grant is standing down. The closing date is Monday 17 March 2025. Sharon urged people to apply for this "noble cause". She is putting her time into developing Haringey Circle, which is now a charity for older people, the Over 50s in the borough. They have a programme of walks and many other activities. It is free to join.

- **Wheelchair / disabled people weighing machine needed**

N wanted to raise this on behalf of other people as well. There is no weighing machine for people in wheelchairs in her surgery. If you have an impairment that requires you to use a walking aid, it's also difficult to be weighed, as part of a general health check. What's required is scales that disabled and non-disabled people can use. You can sit on it. At least one practice in the borough should have these kinds of scales rather than none of them.

PZ agreed with this. His balance has been poor. He was asked to step on the scale, and staff thought he was going to fall through the partition. A sitting down scale would be very useful for a lot of people, and there needs to be more than one practice in Haringey which is able to do it.

Action: Tanya Murat will ask Haringey GP Federation if any surgery in the borough has this facility.

Update: There is no weighing machine for disabled people in the borough at a GP surgery. This will now be raised at the Physical Disability Reference Group on 23 April.

Date of next meeting, Monday 16 June 2025 6:30pm