

6th March

Patient Participation Group



Minutes of SCMP PPG Meeting: Monday 6th March 2023

Present:

Kevin Brice (KB), Mike Bilton (MB), Viv Crouch (VC), Elizabeth Sayer (ES), Jeff Sayer (JS), Tina Trip (TT), Berry Kipling (BK), Suzanne Sleeman (SS), Renae Laybourn (RL), Mark Hooper (MH)

1 Acting Chair's Welcome

KB welcomed everyone to the meeting.

2 Apologies:

None received.

3 Minutes of the 6th February 2023 PPG Meeting

Agreed as a true record.

4 Matter arising from the minutes not covered by the agenda

- MB advised that the Acorn Hub had agreed the application to fund the new noticeboard at SCMP (Item 6a in 6/2/2023 minutes refers) .
- The only stipulation is that a sign states, "Noticeboard funded by the Stifford Clays Acorn Hub".
- Members thanked MB for the Hub's contribution.

5 Practice Update / PPG Engagement – Practice Manager's Report (SS)

- Non-slip paint applied to the paving slabs around SCMP and lumps ground down to even the ground. Manhole covers painted over.
- New flooring to be applied to the area from the front door to the reception area. This area also to be painted.
- Intent to upgrade web page to a more digital format. "My Surgery" being consulted on this.
- A photocopier has been purchased on a 5-year lease. A chargeable service to local organisations and businesses is being evaluated. Located in reception, the photocopier can print in B/W, colour, collate and accept a USB.
- Reminder messages continue to be sent to patients about cancelling appointments.
- SCMP now has over 10,000 patients. No further patients accepted at present.
- SS to contact NHS to remove references to SCMP accepting patients outside the catchment area.
- Applications have increased due to the change of contracts at some surgeries.
- Spire Health takes over some contracts from College Health on 1st April 2023 (4 practices involved in Thurrock).
- SS advised that Dr Mohile would retire in September 2023.
- Nurse Tina was now working part-time and Kerry O'Brien had taken over as Lead Nurse.
- DNAs in January 2023 = 114 appointments (Equates to 34 hours)
- DNAs in February 2023 = 133 appointments (Equates to 39 hours)

(Hours stated calculated on GP / Training GP / Nurse / Training Nurse / single or double appointment time lost)

Members agreed that DNAs be the focus of the April 2023 PPG Meeting.

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.
- **Re: Funding for notice board**
Following our February meeting, Elizabeth and I completed a Small Sparks Funding application form and submitted it on 10th February. Deborah Buck informed Elizabeth that the SSF had been suspended and replaced with Warm Space Funding, therefore our application was void.
Deborah suggested to Elizabeth that she seek funding from Stifford Clays Forum, via Len Orpin.
Elizabeth and I wrote a letter with accompanying application form and following a phone call I made to Len we submitted it to him for the SCF committee to consider funding for a PPG noticeboard at the lobby entrance. **(See Item 4 Matters Arising above)**
It occurred to Elizabeth and I that Tuesday mornings could start immediately we get the noticeboard and we could start the coffee morning with 'warm space' coffee mornings during the cold weather.
We could advertise on the noticeboard, Facebook and local shops. Discussion to take place at this meeting.
- **Adult Library**
I have not been able to make regular visits to the library, but following last month's meeting, committee members said they would visit to ensure books are kept tidy and are appropriate for patients until such time that I could return to regular monitoring.
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.
- **PPG Noticeboards**
The two noticeboards have not been updated or changed since the beginning of last summer when I typed all notices in same size font and backed with coloured card. It was suggested that a subcommittee be formed in order to slim down the information on the noticeboards by re-allocate some of the information to other noticeboards and redesign and change the format of PPG noticeboard to attract interest from patients. Discussion to take place at this meeting or referred to next agenda.
- **PPG Seasonal Newsletters (Spring, Summer, Autumn and Winter) – 4 newsletters a year.**
I have not designed a newsletter since spring 2022 and therefore no PPG newsletter has been available to patients for just under a year. In order to prepare, agree content and design, I once again suggest we have a subcommittee to work together to prepare the next newsletter, or alternatively agree to cancel this PPG initiative altogether. Although I have no issue doing this alone, I feel that other members should have the opportunity to input their ideas and comments regarding content.
- **Facebook membership**
Following last month's meeting, I was pleased to hear that KB offered to contact Kate in order to take over the administrative role of the SChP FB page. Once this has been done, I suggest that the committee discuss ways of increasing the

number of patients affiliated to the site in order to use PPG FB page more to relay relevant information about the Practice.

Members agreed that Facebook be the focus of the May 2023 PPG Meeting.

- **PPG Knitting Club – Easter Gifts**

The PPG knitting club members have been busy knitting baskets for NHS neonatal staff, SCHP staff, St. Luke's staff and the two chemists in Crammavill Street. The baskets will have small Easter eggs, chicks and bunnies on a layer of yellow straw. To be given out just before Easter.

Having spoken to many of the PPG knitters, I thought it might be a good idea to offer hand knits to patients who attend the AGM. The knitting ladies thought it was a good idea, mainly because it may attract patients to attend the AGM, but also the hand knits will be going to the local community during cold weather when tiny babies need warm clothing. It would be a committee decision if hand knits were free, but PPG knitters said that perhaps we could charge 50p for cardigans, 10p for hats, £2 for blankets... or less and the money could go towards the PPG noticeboard. This is up for discussion at this meeting.

- **Vision overseas**

I would like to thank Suzanne and any committee member for taking spectacles to Specsavers in Grays during a time when I was unable to do this PPG initiative. I can now resume my collecting and delivering gifted spectacles to Specsavers.

- **AGM**

Following our last meeting, I designed several flyers for the AGM and posted them to KB for circulation. These were just my ideas and was a template for the committee to work with to discuss at the March PPG meeting. I also asked for 'what is a PPG' to be circulated in order that this can be discussed at our meeting and perhaps have on the agenda for the AGM. I urge my colleagues to alter/change/add/delete as their opinions are valuable. I took Mike's advice and added that the PPG are volunteer patients.

On 1st March I received a phone call from Mark Hooper, who on our behalf contact Neil Speight (Thurrock's Nub News). NS is happy to help us with our AGM and is happy to post a written statement about the AGM that he can put in the Thurrock Gazette. Perhaps, to save time, committee members could write draft statements for publication to discuss at our meeting. The contents of the statement should be agreed at meeting.

6b Acorn Hub (MB)

There has been little change at the club, only 1 food voucher issued since Xmas, slightly higher uptake of hearing aid batteries. The Wednesday bingo numbers are still holding up, the baby club numbers fluctuate each week from 1 to 6 Mike Bilton

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

- **PPNG (Patient Participation Network Group)**

The first meeting of the PPNG since COVID-19 is on Monday 27th March 2023.

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

N.A.P.P. Bulletins suspended since the passing of Edith Todd (Treasurer / Secretary)

Recruiting a new Chair and new Trustees.

PPG Awareness week: 6 – 13 June 2022 – Your Practice Needs You!

Promoting patient participation to save general practice.

The front door to the NHS is buckling and it is up to the nation to support it – not just policy makers, not just medical practitioners, but all of us. This week is Patient Participation Group Awareness Week and we are highlighting the critical role patients need to play *now* to empower their communities, uphold general practice and support the NHS.

www.napp.org.uk

- **TCRG (Thurrock Commissioning Reference Group)**

No plans to replace the TCRG have been made.

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 (VR) at Thurrock PCN on 20th January 2023 but no response at present.

SS confirmed that VR was very busy but aware of KBs contact.

- **THURROCK CVS**

The recruitment process for a replacement Thurrock CVS Chief Executive has continued.

- **HEALTHWATCH THURROCK (HW)**

I met with Kim James, COO Healthwatch Thurrock, on Thursday 2nd March 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.

HW are looking at starting a Road Show from April, visiting all areas of Thurrock to highlight the project and how people can be involved. Also, to take any current information or consultation around the Borough to ensure Residents are aware of what is happening within Health & Social Care within their areas and across Thurrock.

HW have pamphlets about what PPGs are and their purpose. I have agreed to obtain some of these for the SCMP PPG AGM on Thursday 6th April 2023.

- **PEOPLE'S 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

I discussed progress on the four IMWCs with Kim James at our Thursday 2nd March meeting. The Corringham IMWC is operational. The Grays IMWC at Thurrock Hospital is still on-line. Decisions are awaited from Thurrock Council on progress on the other IMWCs.

The planned Diagnostic Centre will be located at Thurrock Hospital.

The planned Urgent Care Centre will also be located at Thurrock Hospital. This will be open from 0800 to 2200 hours, seven days a week and will include our of hours doctors services and access to x-ray services.

No further engagement events are planned at present.

7 **2023 AGM – APRIL 2023**

- MB confirmed Headon Hall was booked for the AGM on Thursday 6th April 2023.
- Agreed refreshments be served prior to the meeting.
- Meeting Agenda agreed as follows: -
 - Welcome
 - Talk – "What is a PPG" – Kevin Brice
 - Q&A Session
 - 5-minute comfort break.
 - PPG AGM
 - Chair's Report
 - Q&A

- Election of PPG Committee

SS and RL to advise KB about the availability of a projector for the AGM

- AGM Promotion /Marketing
 - Members agreed the promotional material designed by VC
 - MB, VC and ES agreed to meet and prepare an article for Neil Speight
 - VC circulated a list of those premises that have previously agreed to accept notices advertising the SCMP PPG AGM. Members listed those they would visit with notices from Monday 20th March 2023.
 - SS agreed to photocopy notices for distribution.
 - Members agreed the knitting group could make knitted items available for donations to charity.
 - VC and ES agreed to prepare refreshments on the day.

9 AOB

- ES stated that Meditation Classes are available at Chadwell Library from 2.00pm to 3.00pm each Thursday.
- SS advised that repairs needed to be made to the road by the car park to prevent potential accidents involving elderly patients.

MH agreed to speak to councillors about this. It was noted that any expenditure in excess of £500 required Council approval and a risk assessment.

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 3rd APRIL 2023