

Meeting Notes
Patient Participation Group (PPG) -
Preston Park Community Primary Care Network (PCN)
29/09/2021, via Zoom and at The Deneway Surgery, 18:00 – 19:00

<p>Attendees Eve Castle, Beaconsfield Medical Practice PPG (EC) Henriette Hardiman, Beaconsfield Medical Practice PPG (HH) Ruth Hilton, Stanford Medical Centre PPG (RH) Heinz Kalkbrenner, Preston Park Surgery PPG (HK) Dr Craig Milne, PCN Clinical Director, Preston Park Surgery (CM) Karina O'Neill, PCN Operational Manager – notes (KO) Cheryl Palmer, PCN Managerial Lead, Practice Manager, Stanford Medical Centre (CP) Mark Richardson, Chair of Preston Park Surgery PPG (MR) Chris Tredgold, Preston Park Surgery PPG (CT) Wendy Twigger, Preston Park Surgery PPG (WT) Michael Whitty, Chair of Warmdene Surgery PPG (MW)</p> <p>Not in attendance/apologies David Bowden, Preston Park Surgery PPG (DB) Robert Hinton, Stanford Medical Centre PPG (RH) Mike Holdgate, Preston Park Surgery PPG (MH) Barbara Loman, Preston Park Surgery PPG (BL) Mo Marsh, Stanford Medical Centre PPG (MM) Katrina Miller, The Haven Practice PPG (KM) C J Starr, Beaconsfield Medical Practice PPG (CJS)</p>

Actions From 29 September 2021 Meeting	Allocated
1. KO to confirm the next meeting date, to be in early January 2022, with at least one month's notice.	KO
2. KO to liaise with practices to develop a marketing campaign to promote positive messaging to the public, to help reduce verbal abuse from patients towards practice staff.	KO

Notes
<p>1. Welcome and introductions CM welcomed everyone and members introduced themselves.</p>
<p>2. Actions from the previous meeting All actions completed; 1. KO has finalised and shared the Terms of Reference for the PCN PPG 2. KO confirmed that all Practice Managers have agreed for the PCN to produce a PPG Recruitment Marketing Campaign starting in 2021. The aim is to attract a diverse cohort of PPG members, especially representing younger age groups.</p>
<p>3. Update on Covid-19 and flu vaccination programme CM provided an update on the programme; • We're continuing to use the Brighton Racecourse as our vaccination site, in collaboration with other PCN's. Patients can still receive a 1st or 2nd dose of Covid vaccine at vaccination sites as needed or a booster six months after their 2nd dose.</p>

- The Brighton Centre vaccination site has recently moved to Churchill Square (in the former Topshop site). 1st or 2nd doses and boosters can be provided there too.
- There are also Mobile Vaccination Units around Brighton and Hove.
- The vaccine type for boosters is Pfizer or Moderna (if the other doses were Moderna).
- The NHS has confirmed that it is clinically safe to receive the booster and flu vaccinations on the same day.
- Our practices are providing flu vaccination clinics as usual and patients have already been invited to these. The Brighton Racecourse vaccination site will not be offering flu vaccinations as we are providing these via our practice clinics.
- The PCN is providing both the booster and flu vaccinations on the same day to our care home, learning disability home and housebound patients from October.
- Local pharmacies are also providing flu vaccinations and some are providing booster vaccinations as well.
- Early reports from patients and staff after receiving their boosters, is that they had a similar reaction post vaccination to their 1st and 2nd dose.

4. Update on recent PCN developments:

(a) Workforce recruitment

The PCN has now recruited three Pharmacy Technicians. This will provide a full time technician for each of the following practices; Beaconsfield Medical Practice, Stanford Medical Centre and Warmdene Surgery. We're still recruiting for technicians to work in Preston Park Surgery and The Haven Practice.

The PCN now has two full time Care Coordinators and two full time Advanced Nurse Practitioners working as our Care Home Team. This will allow us to extend our provision from three to all nine of our care homes. The team will provide a holistic and proactive level of care to our residential home patients. Specifically, they will provide weekly ward rounds, advanced care planning and acute care Monday to Friday.

We're developing our plans for a Frailty Team to be implemented by early 2022. The team will provide a holistic and proactive level of care to our frail patients who live in their own homes.

We will have a new provider for our Social Prescribing service; Age UK. They will provide a more expansive service offer for patients and in particular for our frail patients. This service is open to all adults, 18 years of age and above. We look forward to developing innovative approaches with Age UK.

The NHS has recently provided additional funding for the PCN Clinical Director role. CM will now be able to dedicate two days per week to this role which will enable the PCN to develop and implement strategies to meet our relatively fast paced development.

(b) PPG Recruitment Campaign

KO will lead a marketing campaign to encourage patients to become members of the practice PPG's. This will help to increase PPG membership where needed and to provide representation from a diverse demographic of patients, especially to attract younger age groups to join PPG's.

(c) PCN Communications and Marketing Development

The PCN released and promoted its first newsletter in August. This has been promoted via the PCN and practice websites and social media accounts, and within practices. The newsletter will be produced quarterly.

We're still increasing our followers on our social media accounts to promote developments in primary care services and specifically in our practices.

(d) Brighton and Hove PCN's Federation

The PCN is part of a Brighton and Hove Federation for PCN's to allow for joint commissioning of city wide health services. We are developing the use of the Federation to enable economies of scale and to increase representation of GP Practices across the Integrated Care System to be launched in April 2022.

5. Verbal abuse from patients towards practice staff – how can we reduce this?

GP Practices are still experiencing some degree of verbal abuse and other threatening behaviour from a small number of patients towards practice staff. At different times throughout this year, the number of incidences has increased. This is due, to some degree, with patient dissatisfaction with waiting times to access health services and not relating just to GP practice appointments.

It was agreed that it would be useful for practices and the PCN to promote facts and figures on the actual level of GP practice appointments and services currently provided and throughout the Covid-19 pandemic. Our practices have maintained relatively high levels of services throughout 2020 and 2021 and have been able to effectively use new technologies to ensure patients can access services. The level of service provision is positive and promoting this may help patients to understand the context of the demand on GP Practices and that we're maximising our services as best we can.

It was agreed to develop positive messaging to help reduce verbal abuse towards practice staff.

Action: KO to liaise with practices to develop a marketing campaign to promote positive messaging to the public.

6. Future meeting dates

- It was agreed to hold the next quarterly meeting in early January of 2022. KO will confirm the date with at least one month's notice.
- Meetings will be offered via Zoom or in person until further notice.

7. AOB

- Beaconsfield Medical Practice PPG is awaiting their next meeting date. KO confirmed that their Practice Manager is due to confirm a meeting date shortly.