

Meeting Notes
Patient Participation Group (PPG) -
Preston Park Community Primary Care Network (PCN)
09/02/2022, via Zoom, 18:00 – 19:00

<p>Attendees David Bowden, Preston Park Surgery PPG (DB) Eve Castle, Beaconsfield Medical Practice PPG (EC) Henriette Hardiman, Beaconsfield Medical Practice PPG (HH) Ruth Hilton, Stanford Medical Centre PPG (RH) Mo Marsh, Stanford Medical Centre PPG (MM) 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)</p> <p>Not in attendance/apologies Robert Hinton, Stanford Medical Centre PPG (RH) Mike Holdgate, Preston Park Surgery PPG (MH) Heinz Kalkbrenner, Preston Park Surgery PPG (HK) Barbara Loman, Preston Park Surgery PPG (BL) Katrina Miller, The Haven Practice PPG (KM) C J Starr, Beaconsfield Medical Practice PPG (CJS) Chris Tredgold, Preston Park Surgery PPG (CT) Wendy Twigger, Preston Park Surgery PPG (WT) Michael Whitty, Chair of Warmdene Surgery PPG (MW)</p>

Actions from 09 February 2022 Meeting	Allocated
1. KO to confirm the next meeting date (to be in May 2022), with at least one month's notice.	KO
2. KO to arrange a patient working party for consultation in developing the PCN's Frailty Team in 2022.	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;</p> <ol style="list-style-type: none"> 1. KO confirmed the next meeting date, to be in February 2022. 2. KO liaised with practices regarding the potential for a marketing campaign to promote positive messaging to the public, to help reduce verbal abuse from patients towards practice staff. During the winter months, there was national marketing from the NHS to promote positive patient communication with GP practice staff. The practices were able to use these marketing resources and GP Practices have reported a decrease in verbal abuse and other threatening behaviour by patients towards practice staff over recent months.
<p>3. Update on Covid-19 and flu vaccination programme CM provided an update on the programme;</p>

- The PCN's practices have some of the highest rates of flu vaccinations in Brighton and Hove.
- We're continuing to use the Brighton Racecourse as our vaccination site, in collaboration with other PCN's. Patients can still receive a 1st, 2nd or booster dose of Covid vaccine at vaccination sites. There are also Mobile Vaccination Units available.
- The PCN has provided Covid-19 booster and flu vaccinations to our care home, learning disability home and housebound patients from October 2021. The PCN achieved 100% provision of boosters to housebound patients by the NHS target of 31 December 2021.
- The PCN is anticipating the next Covid-19 booster provision to become part of an annual programme from the autumn 2022.

4. Update on recent PCN developments:

(a) Workforce recruitment

The PCN has is recruiting for a fifth Pharmacist to be initially focused on care home patients. There are now four Pharmacy Technicians in post with recruitment in progress for a Technician to be based in Preston Park Surgery.

The Social Prescribing service with Age UK West Sussex and Brighton and Hove is progressing well with three Link Workers working across all five practices.

The PCN's Care Home Team has expanded to include two part-time Registered Nurses. This adds to the team of two Care Coordinators and two Advanced Nurse Practitioners. The team will extend provision to all nine of our care homes by the end of March 2022, reducing workload for the practices.

The PCN has also recruited a Business and Project Coordinator to support the work of the PCN Management Team as the PCN's remit and financial resources continue to grow.

(b) PPG Recruitment Campaign

The PCN is launching a social media marketing campaign this month to encourage recruitment to the practice PPG's. Many thanks to MR for his time and valuable input into developing this campaign. The CCG will release a PPG recruitment toolkit in 2022 which the practices and PCN can utilise to develop further marketing.

(c) Brighton and Hove PCN Federation

The Federation is active with CM currently acting as the interim Chair. The Federation is a collaboration of local PCN's for the provision and commissioning of some city wide services. The Federation will provide greater economies of scale in service provision and more effective sharing and implementation of best practice.

(d) PCN Limited Company

The PCN is forming a limited company, limited by shares in early 2022. This is required to effectively manage the financial and staffing frameworks of the PCN as these have expanded significantly in the past two years. The five GP practices are the shareholders of the company and the PCN Board will remain as the governance structure for decision making. The Board comprises one GP representative and the Practice Manager from each practice, with CM as the Chair of the Board.

5. A different model for patient engagement

- MR suggested an innovative method of increasing patient engagement with PPG's, which could be to offer a lay membership option. It was agreed that the practice PPG's could offer this if agreed by their PPG.
- We could also offer opportunities for patient consultation on specific services areas i.e. via working parties. The PCN could trial this for its upcoming Frailty Team implementation.

- *Action: KO to arrange a patient working party for consultation in developing the PCN's Frailty Team in 2022.*

6. Future meeting dates

- It was agreed to hold the next quarterly meeting in May, 2022.
- *Action: KO will confirm the date with at least one month's notice. If possible, the meeting will be offered in person.*

7. AOB

- The PCN is planning improvement works at its hub, The Deneway Surgery. The PCN is liaising with the landlord to agree improvements which will modernise the site. It is hoped that the improvements are completed by the end of summer 2022.