

Meeting Notes
Patient Participation Group (PPG) -
Preston Park Community Primary Care Network (PCN)
23/05/2022, via Zoom and in person at 175 Preston Road
18:00 – 19:00

Attendees

Sue Barton, Preston Park Surgery PPG (SB)
David Bowden, Preston Park Surgery PPG (DB)
Eve Castle, Beaconsfield Medical Practice PPG (EC)
Julie Friend, Beaconsfield Medical Practice PPG (JF)
Ruth Hilton, Stanford Medical Centre PPG (RH)
Heinz Kalkbrenner, Preston Park Surgery PPG (HK)
Barbara Loman, Preston Park Surgery PPG (BL)
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)
Claire Southby, Beaconsfield Medical Practice PPG (CS)

Not in attendance/apologies

Henriette Hardiman, Beaconsfield Medical Practice PPG (HH)
Robert Hinton, Stanford Medical Centre PPG (RH)
Mike Holdgate, Preston Park Surgery PPG (MH)
Mo Marsh, Stanford Medical Centre PPG (MM)
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)

Actions from 23 May 2022 Meeting	Allocated
1. KO to confirm the next meeting date in September 2022, with at least one month notice.	KO
2. KO to arrange a patient working party for consultation in developing the PCN's Frailty Team in September/October 2022.	KO

Notes

1. Welcome and introductions

KO welcomed everyone and members introduced themselves.
RH has confirmed via email that he will no longer be attending these meetings.

2. Actions from the previous meeting

1. KO had confirmed the next meeting date in May 2022, with at least one month notice.
2. KO to arrange a patient working party for consultation in developing the PCN's Frailty Team in September/October 2022.

3. Update on recent PCN developments:

(a) Covid-19 vaccination programme

The Spring booster campaign includes the Brighton Racecourse (PCN provided) and Churchill Square as vaccination sites, along with Mobile Vaccination Units around Brighton and Hove. Feedback from the PPG was that some patients hadn't received an invitation for the Spring Booster yet. Patients can phone our Racecourse site provider, Here, on 0300 3038060 for any queries on how to make an appointment for their booster.

The PCN continues to provide vaccinations for our care home and housebound patients; currently over 90% of these cohorts have received their Spring booster.

There will be an Autumn Booster campaign, possibly for the same cohorts of patients eligible for an annual flu vaccination.

(b) Workforce

The PCN has now recruited to all Pharmacy Team posts; we have four Pharmacists and five Pharmacy Technicians which means that every practice has these roles based within their practice. We also have dedicated Technician support for the PCN's Care Home Team.

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

The PCN's Care Home Team is now providing services for all nine of our care homes, further reducing workload for the practices. Planning is progressing for this team to be further developed to provide a Frailty Team as well for frail patients living in their own homes later this year. We are also developing a pilot in partnership with local geriatricians to provide input for our Care Home and Frailty Teams regarding complex cases.

Recruitment is underway for a Mental Health Worker which will be commissioned through Sussex Partnership Foundation Trust. This service will be available for all practices.

The PCN is reviewing options for providing a Digital Ambassador role so that patients can receive support in person and over the phone to help register and use the NHS App.

KO will be leaving the PCN later this year to spend time with family overseas. Recruitment is underway for a replacement PCN Operational Manager.

The PCN and the practices successfully bid for funding from the CCG over winter which funded additional workforce to cover staff sickness due to higher rates of Covid-19 and flu over winter. Resources to maintain and improve staff well-being were also funded which included more ergonomic office equipment and electric bicycles.

(c) Brighton and Hove PCN Federation

The Federation is a collaboration of the six Brighton and Hove PCN's for the provision and commissioning of some city-wide services. The Federation is developing an Extended Access service to commence on 01 October 2022 (this is to replace the current Extended Hours and Improved Access services). The Federation is also developing a Bank Workforce Project to help mitigate staff shortages during winter pressures

(d) PPG Recruitment Campaign

The PCN is continuing a marketing campaign via social media to recruit more patients to the practice level PPG's. It was agreed that the PCN could also try and promote the campaign in local colleges and community venues. Practices could also prominently display marketing posters in their clinical rooms and reception areas.

4. AOB

- MW requested that the potential definition of a Lay PPG Member be discussed. There was agreement that other terms could also be utilised to attract patients to participate in consultation projects; Community Advocate or Surgery Advocate. The role would be for patients to participate in specific projects, for example to provide input and feedback in developing services. KO confirmed that the PCN will set up a consultation working group with patients later this year to obtain input and feedback on developing the PCN's Frailty Team. This will be a pilot model for future patient consultation projects and will be promoted via the PPG's, social media and the practice and PCN websites.
- MR updated the group on the recent Brighton and Hove PPG meeting which several patients from various practices attended. Attendees agreed that the Lay PPG Member role would be useful for PPG's to implement. Future meetings would be held in person and virtually with approximately one month notice.
- KO to confirm the next meeting date in September 2022, with at least one month notice.