

Patient Participation Group – Minutes of Meeting

Tuesday 14/01/25

Start 6.30 pm

Harefield Practice Meeting Room

Members Present

Facilitators – SR; JB; JR

Note Taker - JR

Janet Brown - Chair

*Scott Ridley  
Practice Manager*

*Jessica Rowley  
Deputy Practice Manager*

*Dr Anthony Gallagher  
GP Partner*

Tracey Blake

Vicky Fox

Michael Kurzberg

Cllr Jane Palmer

Wendy Rice-Morley

Jenny Shave

**Apologies:** - Jackie Metcalfe, Jean Wright, Ramtej Lekhram, Jayne Mead, Ian Bendall, Jackie Henning & Alan Woolf

Action by

**1 Welcome** – JB thanked everyone for coming and explained that the presentation would take place prior to minutes etc to allow Samantha to leave earlier if she wished to.

**2. Apologies** – as above

**3. Presentation** – Samantha Robson from H4All gave a presentation to help improve awareness of mental health services in the local area.

Discussed possible advertising for Community Champions who can help advocate for services , including mental health, and aid residents in Harefield; someone to sit in on community conversations and report to the H4All team. The Hillingdon borough average is significantly higher than the rest of NW London.

Previous events in 2024, such as August Fun Day and the October Roadshow, had taken place within the Confederacy.

Future planned events include a **Mental Health Awareness** workshop planned for **10th February** (leaflets provided) at **6.30-8.00pm** in the **hall at Harefield Library**, delivered by the Stress Management Society.

Advertised the presence of the “Proper Blokes Club” doing weekly walks on a Monday at 6:30 for Peer-to-Peer support and social group for men.

Advised that a directory of services is being put together for local services that will be able to help with issues and that copies of the directory will be given to Libraries, Children’s Centres, Community Champions and GP surgeries.

Presentation ended with Samantha advising members of PPG that if they are interested in becoming Community Champions then she can provide more information, set this up and provide training.

Members requested provision of copies of the graphs she had shown for reference – PDF of copies to be attached to the minutes.

Q.Members asked for further elaboration on the training – where it would take place/ possible mobility issues people could face. Samantha informed PPG that training is available online. She reported that there is a short induction process and touched on MECC (Making Every Contact Count) in terms of gathering information as a Community Champion.

<p>Q.A member- could the directory be made available to the schools as well?          Advised that this is possible but only on the basis that they sign up as a community champion organisation. VF to inform Safeguarding Officer at the school</p> <p>Q- what will happen with the statistics gathered by Community Champions?          The information is collated into an excel spreadsheet and acted on accordingly – the example given was :- before Christmas, some residents found accessing the NHS app difficult, so some digital training in the library was organised</p> <p>Q -How does the data reflect Harefield as the statistics showed a separation between Harefield and South Harefield (linked with Ickenham)– it has been requested if this can be reviewed by H4All</p> <p><b>HUBs</b> – PPG raised concern about deprivation and how Harefield feels left out from rest of PCN. Sentiment echoed by Scott Ridley who brought up the situation with HUBs. It takes two bus rides to get to Pembroke Centre for an appointment. Expressed possibility of getting a HUB at Harefield. 25% of GP appointments are done through HUBs for Harefield. The practice has appealed to the ICB about many things including the development of a HUB position but so far there has been little if any progress.</p> <p>A member suggested they work with a small group including practice staff to carry out a piece of work on the situation. It could then be taken directly to the Director of Public Health at the ICB.</p>	VF
<p><b>4.Minutes</b> – Everyone had received the minutes of the previous meeting 29<sup>th</sup> Oct 24</p>	
<p><b>5. Matters Arising:</b></p> <p>a)Janet was to write to MP – not done yet, however since the last PPG meeting, Practice representatives had met with the MPs who advised that they are not the people that needed to be approached with regard to the property issues, but they have said they are going to speak to the correct people about properties, so far no return on this.</p> <p>It was suggested by some PPG members that multiple attempts to raise the issue might help.</p> <p>b)Scott was to investigate regarding PATCHs requests not appearing on notes if provided with more information; as he had not received more information no investigation has been performed as of yet.</p> <p>c) <b>Census Statistics and Practice Population:</b> A member raised a query about population statics not matching the census report from 2021. This has been raised, and the Practice informed members that not all patients registered come from the village. Informed :- the practice has about 9000 patients with about 1588 patients per GP (5 GPs total) and reminded the PPG that the practice was no longer going to be using locums outside of emergency situations, something outlined in the first meeting between Scott Ridley and Janet Brown discussed at previous PPG meetings - this has been achieved.</p> <p>d)<b>Updates on advisement for phone system:</b> JS, JM and JB have listened to the phone system – including the menus leading to menus. Further meeting required but one suggestion: -part of the messaging system that refers to Minor Injuries, and helpfully gives the number for Mount</p>	

<p>Vernon, this should be more towards the front end of the initial message so that those it covers are helpfully signposted and then are no longer in the 'system'.</p> <p>But the phone system needs further review by PPG for more feedback. Scott Ridley explained the creation method for the phone system to the PPG and how it has helped reduced our call queues down.</p> <p><b>e)Updates on status of text messaging:</b> PPG requested update on the text system for patients. SR explained how, for the past few years, the NHS (England) has funded the use of texting systems for General Practices to use as a free tool – this funding is expected to end by the end of 2025. NHS app messaging was brought up but there is an issue where some users do not receive notifications of messages, so in preparation another alternative is the use of emails – the practice has started getting updated patient information to ensure they have up to date emails for patient correspondence.</p> <p>The PPG highlighted the usefulness of texting and receiving texts opposed to emails – further discussion closer to the time of the NHSE funding stopping needs to be had in an internal discussion at the practice.</p>	
<p><b>6. Dementia Training:</b> Several members had attended a Dementia Awareness training session at the library. Compliments for the quality of the training was given. A member asked if feedback could also be provided to the council, covering the benefits of having this training and the support for dementia for Harefield.</p> <p>JR gave a presentation on the strategies the practice will be using to help our patients living with Dementia. The practice has nearly completed all of the annual dementia reviews - aim for all being done by the end of January. Looking at source of patient contact, updating Next of Kin status, updating our environment within the practice to be more Dementia Friendly. Aim to approach Patients with Dementia both housebound and in care homes to engage with them/ their carers to complete 'This is Me' questionnaire booklets with them and learn more about them, helping to see them as people beyond their dementia. JR has also joined the Dementia Alliance Group, which will give information to the Hillingdon Borough. There nowhere within Harefield for patients with Dementia to watch movies, so the idea is to host a movie night in the Practice meeting room for these residents.</p> <p>JP stated that she would be happy to liaise with patients living with Dementia and the council as the Village Councillor for issues that are social. Practice to add a page onto website with different avenues of aid for Dementia.</p>	JR/SR
<p><b>7. Booking Appointments:</b> A member raised an issue where residents were unable to book appointments going further than a week in advance. Advised that the practice has four new receptionists and that there are protocol folders that they follow – however it will be fed back that this has arisen.</p> <p>Two different releases of appointments:- Availability of urgent appointments (same day) and non-urgent (routine) .</p>	
<p><b>9.Non-attendance for meetings:</b> The PPG raised a consideration that members who submit two non-attendances without making PPG chair aware</p>	

<p>of non-attendance, should they receive a letter asking if they are still interested in remaining and a following non-attendance means removal. It was raised that other practices use a system where after 3 non-attendances, the member would be removed. Agreed that this will be implemented from this meeting onwards (Janet to include in next email).</p>	
<p><b>8.PCN:</b> JB attended a recent meeting at the Primary Care Network (PCN) for the PPG chairs; the ICB for NWL does not allow surgeries to close to allow training for staff. Dr Gallagher discussed the monetary aspect of training and how staff are paid for their mandatory training. Many other ICBs allow closure specifically for training.</p> <p>The PPG also raised that an issue brought up in the PCN meeting. PATCHs is not serving Patients/ staff well. JB requested issues be emailed to her so that they could be forwarded to produce a collective PPG response for the ICB.</p> <p>The Practice raised that Harefield is the only practice that has an uncapped PATCHs limit during the working hours of 8am to 6:30pm.</p>	
<p><b>10.AOB</b></p> <p><b>Local support for ADHD/Autism-</b> websites for groups have been sent out to members.</p> <p><b>Toilet Lights:</b> The PPG raised an issue with the sensor lights in the practice toilets – practice has already raised this with NHS properties</p>	
<p><b>Next Meeting date – 18.3.25</b></p> <p><b>To include</b></p> <ul style="list-style-type: none"> <li>Carehomes – Procedures and Processes</li> <li>Housebound – Procedures and Processes</li> <li>Safeguarding:-             <ul style="list-style-type: none"> <li>Adults</li> <li>Children</li> </ul> </li> </ul>	