

WEDNESDAY 14 FEBRUARY 2024

EAST HILL BAPTIST CHURCH

Attendance:

PRACTICE	REPRESENTATIVE	
Bridge Lane/Secretary	Jamie Gillespie	present
Lavender Hill/Chair	Sarah Rackham	present
Battersea Fields	Su Elliott	present
Thurleigh Road	Anna Walker	apologies
Balham Park	Lynne Westhead	present
Grafton	Lilias Gillies	present
Falcon Road	Syeda Islam	apologies
Junction	Alan Wheatley	apologies
Clapham Junction	Melora Hamer	present
Bolingbroke	Charlie Macfarlane	present
Begg	Barbara Moxey	apologies
Brocklebank	Marion Endicott	apologies
Putneymead	Sue Rolfe	apologies
Open Door Tooting	Bharti Kotecha	present
Southfields	Janice Adamson	present
Mayfield	Mary-Ellen Westwood	present
Chartfield	Josephine Jones	apologies
Heathbridge	Poh Lee	present
Bridge Lane	David Herbert	apologies
SPECIALITY	REPRESENTATIVE	
GP Federation	Mark Steed	apologies
Healthwatch	Sue Stern	present
St Georges Hospital	John Hallmark	present
Primary Care Team	Tricia Wallace	apologies

KLS/Elders Team	Dawn Killeen	present
Prime PCN	Kuan Peng	present

Chair Report:

Sarah Rackham gave a brief history of patient engagement in primary care in Wandsworth.

Pioneers of involving patients in the days of the Primary Care Trust, then the CCG, were Dr Nicola Jones, Dr Sian Job & Colin Smith. An effective structure was built up with patient forums in the three borough localities all reporting to a borough-wide Patient & Public Involvement Review Group (PPIRG), chaired by Carol Varlaam then by Sarah Rackham. This ensured a flow of information from patients in GP practices to senior managers, and from managers to patients.

This system was jeopardised by the covid lockdown, and finally dismantled by the new South West London Integrated Care Board following the 2022 NHS reorganisation.

The Battersea Locality Patient Forum decided to carry on unsupported by the NHS in Wandsworth. It eventually took the decision to offer membership to practice patient groups throughout the borough in an attempt to recreate the previous effective PPI system. This is the second meeting of the borough-wide forum.

Sarah believed the Forum could be a resource for Practice Patient Groups to support each other and for communication between practice patients and health service managers. It could also help health education and messaging.

sarahrackham@yahoo.com

Secretary Report:

Jamie Gillespie reviewed his efforts to engage all 37 Wandsworth practices into this Forum network. So far he has identified 20 practice representatives, 4 practices which are actively seeking reps and 13 which do not respond. It is worrying that possibly there are 13 GP practices without patient groups, or even a patient rep?

jamiiegillespie44@btinternet.com

Healthwatch Report:

Sue Stern described the role of Healthwatch. She is a member of the local Healthwatch Committee with responsibility for reporting on primary care, and also sits on the Wandsworth Primary Care Operations Group.

Healthwatch is a statutory body established by the Health & Social Care Act 2012 and has a branch in every borough in England. Its aim is to give citizens and communities a strong voice to influence and challenge how health and social care services are provided within their locality. Crucially it has the right to enter and view any local service, and to report on it to health service purchasers.

Healthwatch Wandsworth has identified four main issues in primary care that are worrying patients. These are: access to GP practices; digital transformation and triage; the need for more communication and information from practices to patients; the loss of continuity of care. These topics have been reported to senior managers in the health service and are currently under discussion.

She encouraged everyone to make use of the free membership of Healthwatch - website is www.healthwatchwandsworth.co.uk .

The next Healthwatch Assembly is on Thursday 14 March at 12.45 pm, online, and all reps are welcome to attend. It will focus on access to primary care. The link to register is [HealthwatchWandsworthAssembly - access to GP appointments & primary care tickets, Thu 14 Mar 2024 at 12.45 | Eventbrite](#)

suestern@btinternet.com

Practice Reports:

- *Mayfield* - Mary-ellen Westwood brought up the confusion over digital access to NHS services and what they could achieve for patients. Perhaps the "NHS" app is not as useful as it claims? maryellen9@icloud.com
- *Katherine Low Settlement/Elders Team* - Dawn Killeen - many elderly patients were unhappy with digital access and information, and were in danger of being excluded from services dawn@klsettlement.org.uk
- *Southfields* - Janice Adamson - this practice has a patient group and they are meeting three monthly janiceadamson@hotmail.com
- *Balham Park* - Lynne Westhead - There is a patient group which tends to be populated by patients who register a complaint (a familiar recruitment strategy of many practices). There are monthly meetings with practice manager and care navigators. Triage has started and there is a dedicated phone line for vulnerable patients. lynne@westhead2.plus.com
- *Battersea Fields* - Su Elliott - patient group meets regularly in person - some resistance to triage and patients not fully informed. su.elliott2@virgin.net

- *Falcon Road* - John Hallmark - there is a PPG and the practice is supportive. Triage is being implemented with some resistance. A newsletter is produced but the practice is unhelpful with circulation.
johnhallmark@btinternet.com
- *Open Door Balham* - Bharti Kotecha - she has 6 monthly meetings with practice staff. She remembers using the Wandle Locality Patient Forum before it was closed down. The practice may be moving to triage appointments but the current system of no appointments works very well.
bharti.kotecha23@gmail.com
- *Bolingbroke* - Charlie Macfarlane is the new chair of PPG. Very happy with the care provided by the practice, but it has been a struggle to establish meaningful communication with staff.
ckm@charlesmacfarlane.com
- *Thurleigh Road* - Sue Stern - Recently moved away from the practice but reported in place of Anna Walker who could not be present. Triage had been introduced, but many patients were unhappy with the quality of service.
anna@aebwalker.com
- *Grafton* - Liliias Gillies - This is a large practice with 40,000 patients and three surgeries. It is fairly easy to make appointments, especially with non-gp staff, and the telephone system is excellent. PPG meets quarterly.
liliiasgillies8@gmail.com
- *Heathbridge* - Poh Lee - Part of PCN (Wandsworth Prime) which has a manager (Kuan Peng), part of whose role is to promote patient engagement. KP manages communication with patients so this works well. Six coffee mornings are organised per year in a local Putney cafe for all patients - staff also attend. Meetings are held in mornings and evenings so a range of patients can attend. Part of their success comes from being held outside the surgery and being social events. The crucial factor is caring about, and believing in, the benefits of engagement with patients.
phl042@gmail.com
- *Clapham Junction* - Melora Hamer - Pre covid there was communication with staff but not much at the moment - situation not helped by the practice having to look for new premises.
melorahamer@gmail.com
- *Lavender Hill* - Sarah Rackham - Good communication with staff, including excellent practice manager. There has been trial of triage which seemed to go well. Concentrating on finding a balance between digital and face to face access. Newsletter is produced but as with other practices, distribution is a problem.
sarahrackham@yahoo.com
- *Bridge Lane* - Jamie Gillespie - In the far north of the borough with 14,000 patients. Communication was difficult during lockdown and a long spell without a practice manager. Now there is a committee of 6 patients which meets with practice manager and GP partner 6 times per year. Four patient briefings per year are organised and 4 newsletters per year, distribution, as in other practices, is a problem.
jamie.gillespie44@btinternet.com

Any Other Business:

1. Date of Next Meeting. We try to meet every two months so logically should be mid April. However the Wandsworth GP Federation is considering working with us in putting on an event in May. Watch this space!
2. Does anyone have suggestions for a venue for our forum? It needs to be central to the borough, big enough for say 20, and free of charge! Church halls are not cheap, as we found with East Hill.
3. We are trying to build a network for support and information for practice patient groups. Its not necessary that everything has to go through Sarah & Jamie. Does anyone have any objection to their email address being shown on these minutes?
4. What are the issues that representatives feel are important to focus on in future forums? Charlie Macfarlane thought that the ability of PPGs to communicate with practice lists was crucial. Mary-Ellen Westwood suggested understanding the role of physician associates was also important.
5. It would be good for our network if representatives shared materials, such as newsletters, so we can learn from each other.

JG 17/2/24