**St John’s Way Medical Centre – Patient Participation Group (PPG)**

**MINUTES OF SJW PPG Meeting on 24 June 2021**

**Patient Representatives**

**Chair: Frank Jacobs (FJ)**

**Staff: Jan Lenny (JL) - Operations Manager**

**Visitors:** Caroline Humphries (CH) **minute taker**, Stephen Wood (SW), Alem Selassie (AS) Brendon Wall (BW), Adam Roberts (AR), Helen Shoenberg (HS), Frances Tomlinson (FT), Andrew Frey-Le (AFL), Tom Ford (TF)

**Guests:**

Dr Sabrina McIntyre (Dr SM), Dr Matteo Pizzo (Dr MP)

Apologies – Christina Sanchez de Beggs (CSB)Mary Slow (MS) and Jan Pollock (JP)

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| **Agenda Item** | **Action** |
| **Agenda Item 1 – Introductions & overview of Agenda from the Chair**FJ (vice chair) agreed to chair the meeting as JP was unable to attend this meeting.Introductions – Comments expressed by the group included* Mental health has affected close friends and family – mental health should have a higher priority. Including supporting those adjusting to new roles or going back into work. They were pleased this topic was being discussed in the PPG.
* As a long-term user of mental health services, the service is not as good as it used to be
* The 3rd wave had been difficult however being part of the gardening groups helped.
* There are isolated individuals/groups that need support and hope was that this meeting may connect to groups that can offer opportunities to connect.

FT – would be leaving the meeting at 1.25. AR would be leaving before the end of the meeting and would miss Dr SM and DR MP’s contribution. |  |
| **Agenda Item 2 – Previous minutes and matters arising**The minutes of the last AGM had been approved at a previous meeting.Minutes of the meeting 08 / 04 / 21 were approvedNo matters arising |  |
| **Agenda Item 3 – The Officers’ Report**A Chair – The PPG had continued to function and manage to a reasonable level. There has been several resignations Jan Pollock is standing down as chair. She would like to remain on the committee. Christina Sanchez de Begg has stepped down as treasurer and from the committee. It was hoped that the next meeting could be help in person. B Secretary – very little has happened because of the covid restrictions. More recently our meetings have had more focus on our individual needs/issues. CH reminded the meeting of the purpose of the PPG. Quoting from the PPG constitution.The objects of the Association shall be:- to discuss service provision, contribute to the decision-making processes and support the ethos of the surgery: to review surgery services and processes and help to re-shape them to be patient-friendly and cost effective: to set up and run services that complement the surgery’s self-management and wellbeing programmes: to discuss and influence the provision of healthcare and social care locally: to work together to ensure that the group is representative of the patient population: to provide feedback on patients’ needs, concerns and interestsSW expressed concern that the group does is not representative of the patient population. The meeting discussed the challenges. The PPG and practice will continue look for opportunities to achieve a wider representation.C) Treasurer – JL read out the treasurer’s report. CSB has sent through up-to-date spreadsheets with expenditure and accounts for 2020 and 2021.The PPG will be spending £1450 for Grow for Health Sessions - £1350 on the session leader, and £100 on materials which leaves £5.69 in the bank to carry forward. Cripplegate have advised the PPG that, provided they spend the money before September, we can apply for further funding in the September round. Public Liability for the Grow for Health project is due for renewal in September and funds would need to be raised CSB suggested the committee review before committing to this expenditure. CSB confirmed that she will be contacting the bank to taken off the list of signatories and dropping off / emailing all the treasurer information to JL. The PPG need to appoint a new treasurer as a matter of urgency and review signatories on the PPG bank account. | FJCH |
| **Appointment of Officers**1. Current officers – Chair Jan Pollock (stepping down), Vice Chair – Frank Jacob, Treasurer-Christina De Sanchez Beggs (resigning), Secretary-Caroline Humphries
2. Nominations –

Chair – CH nominated SW – approved by the meetingVice chair – FJ offered to continue – approved by the meetingTreasurer – no nominations – AR asked to consider this roleSecretary – CH offered to continue – approved by the meeting1. Current committee members – SW, JP, Collette MS, FT, CH JL. AR was asked to come to next committee meeting, AS welcomed on to the committee.

MS is stepping down from the committee until they are able to meet face-to-face.  |  FJ   |
| **Update from the surgery**Usually, the surgery is quieter in the summer however JL reported the surgery has been swamped with requests for appointments and are dealing with a backlog of routine appointments. NHS England are beginning to look at GP practices opening up however this may be pushed back depending on the latest Government guidelines. The group asked JL what tactics the surgery have to encourage wider participation in the PPG and the wellbeing project now that few patients attend the surgery and when they so no leaflets are left in the waiting area. The SJW newsletter is sent via email however this does not reach those who have not signed up for the newsletter or those without IT. Messaging in the surgery will have a bias to ill patients and misses those registered with SJWMC but do not attend the surgery. Fewer patients are attending the surgery as some consultations are now done on the phone.  | **JL** |
| **Wellbeing projects**Grow for health – Partington Close. CH speaking as a volunteer (not as a representative of Octopus). Growing sessions have started with two regular volunteers and the session leader. The garden has been neglected, as well as clearing old vegetation the soil needs significant improvement. Plants and soil have been supplied by Octopus. Feedback from local residents is really positive however this is not translating into them joining the group. Social Prescribing (Help on your doorstep) had planned to introduce a new participant, this has not materialised. CH’s experience of a participant coming via this route is that they require significant encouragement to come along. When they do join the experience is much appreciated. There are several issues including insurance, numbers attending, widening participation and ongoing funding that need to be considered. The committee agreed to meet to take this forward. CH to suggest dates to meet.  | CH  |
| **Mental Health Q&A with Dr Sabrina McIntyre SJW MC and Dr Matteo Pizzo part of the Islington Practice based mental health team** A discussion followed around the following questions* What training do GPs have to make accurate assessments and effective treatment plans for people with mental health issues?
* What can GPs do to put more pressures on Clinical Commissioning Groups (CCGs) to improve funding for specialist mental health practitioners and services?
* How a patient can access psychotherapy at SJW MC?
* What is SJW MC doing to engage with groups unlikely to ask for help such as the BAME community and those whose language is not English?
* What mental health services are available to those who are self-medicating with drugs or alcohol?
* What can SJW MC do to resist the take over of service delivery from private health companies?

Dr SM explained that supporting patients with mental health issues is a large part of a GPs role. Since the outbreak of Covid this aspect of their role has increased. GPs are generalists however their experience as a GP forms their training along with lifelong learning. DR MP supports the SJW GPs around mental health issues and also offers consultations. GPs take a pragmatic approach – consultations can often be emotional. GPs often find it helpful to gather information about social factors and physical health as this may be a contributing factor to a deterioration in mental health.In some cases, patients may be referred to a social prescriber. Social prescribers can support patients resolve issues around benefits/housing/visas. Sorting these issues can reduce stress levels and improve mental health. Encouraging social interaction such as joining a social group can be beneficial and is part of the social prescriber’s role. Broader community provision within Islington is available from organisations such as Islington Manor Gardens Trust <https://manorgardenscentre.org/our-services/> and Help On Your Doorstep. <https://www.helponyourdoorstep.com/social-prescribing>. Talk-for-Health is one of many services offered.GP’s see patients with a broad spectrum of issues and concerns including work-based problems such as physical and mental bullying. The impact of these problems can range from minor irritation to significant stress which might trigger mild depression to psychotic episodes. Referrals to specific services are based on individual needs. Seeking ways to reduce health inequalities and specifically mental health issues for the homeless, those with learning disabilities or unlikely to access mental health support, is undertaken by Islington GP Forum. SJW MC partners with UCL to identify those patients most at risk and to then put in more effort to reach to them. Covid has made this more difficult. Offering therapeutic mental health support to a patient is addicted (drug or alcohol) can sometimes exacerbate condition. Support available through Better Lives (<https://www.candi.nhs.uk/our-services/better-lives-islingtons-drug-and-alcohol-service>). This service also offers support for trauma suffers in a group setting. US private health companies have taken over larger group practices which included the practice in Hanely Road. This practice was part of a group of 37. SJW MC is an independent practice so unlikely to be of interest.  |  |
| **Agenda Item 10 – Dates and Chair for next PPG meeting**Chair – Stephen Wood. The proposed date for the next meeting 1-2.30 Thursday 30th September. |  |