

GWR PCN PPG Meeting

31st Jan 2024

4:00 – 6:00pm

Virtual Meeting: Microsoft Teams

Minutes



**GREAT WEST ROAD
PCN**

TOWARDS A HEALTHIER FUTURE

1. Welcome, Introductions and Apologies:

Minute taker: Debbie Hughes (DH) - GWR Interim Lead Care Coordinator

Attendees:

Sanam Dhaliwal (SD) - GWR PCN Project Manager

Mary Robinson (MR) - GWR PCN PM Lead

Gosia Chmielewska (GS) – Lead Social Prescriber Link Worker

Clifford Road Surgery: Mary Robinson (MR) PM

HIYOS: Dr Tal Mahmoud (TM),

Jersey Practice: Bharati Kotak - PM (BK),

Skyways Medical Centre: Ram Dhaliwal - PM (RD)

Cranford Medical Centre: Parul Dave (PD) – Asst PM

Crosslands: Bobby Bahra (BB) - PM

The Medical Centre (Dr Mangat's Surgery): Amarjit Gill (AG) – PM

HMC:

PPG:

Clifford Rd: (DB)

Cranford Medical Centre: (SS)

The Medical Centre: (EP)

Jersey Practice: (IO)

Skyways Medical Centre: (HK)

Apologies:

2. PCN Achievements 2023 Presentation



GWR Achievements
2023.pptx

Presentation given by SD/DH. What are patient expectations for this year?

Action SD: Online survey to be sent out to PPG in each practice, what subjects interest them/ expectations of the PPG meeting.

3. Social Prescriber Link Worker Update by GC

What is social prescribing:

- SPLW's offer a holistic approach, help to address situations that medications can't, e.g. homelessness, joblessness, grief, debt and more.
- SPLW's can signpost to correct service, i.e. help with loneliness - find college classes, libraries that offer support groups/activities.
- SPLW's can create their own events offering a personalised care approach.

2024 Goals

- Upcoming plan for 2024: outreach event especially for refugee's/asylum seekers as there are around 600 living in hotels in the borough, needing help and support so that their mental health doesn't suffer. To improve their English, access better food/clothes/arts/crafts.
- As GWR has more asylum seekers - the PCN is considering working more with this cohort, SPLW and the hotels they stay in, but currently still in pipeline (GC).
- Other outreach projects in the pipeline are cost of living which can be with anyone, not specific group.

4. Patient Participation Group Discussion

NHS Diagnostic Centres

- DB - Discussion around NHS Diagnostic Centres and where they are in West London. Patients may be more comfortable attending these centres rather than hospital as not such a daunting environment, could be less stressful experience.
- Link found showing where in UK but none locally? HIYOS have approached CCG for more information but so far none given. <https://www.gov.uk/government/news/government-to-deliver-160-community-diagnostic-centres-a-year-early>

Webinars at HIYOS

- Very successful at HIYOS. Some subjects covered are, diabetes, careers in NHS, workshops, diet and exercise, all available on YouTube. Any practice patient can attend.
- Most recently held work experience sessions for local children, 75 registered. They came in to meet staff, do BP's and get an understanding of work done in General Practice.
- Will look at promoting future events – inform managers and GPs who can promote to patients. We can also promote on staff and patient newsletter.

General Feedback – Staff/Patients

- More staff than PPG members at this meeting (TM), ideally a PPG member should chair these meetings, they can decide the content they would like to discuss, set the agenda and encourage more patients to attend, with the support of the PCN.
- Next meeting to be F2F (with refreshments) as this worked better for our PPG members. SD to give patients enough notice so they are able to keep date free and attend. Practices can also follow up with telephone call to confirm attendance.

Action Point: SD to send survey to all patients + if any would be interested to chair alongside DB.

PCN Newsletters

- IO queried about the PCN patient newsletter – where are copies kept?
- All practices have been emailed the digital copy of the newsletter – if a patient requires the newsletter, please could staff print this out to allow patients to have a copy.
- The newsletters are also on the PCN website.

Patient Group Meetings

- IO keen on group meetings within own practices, especially for those with long term medical conditions.
- An ideal place for those to meet likeminded people and chat informally. Good place to share experiences and is likely more patients will attend their GP surgery than other locations. AgeUK service no longer available in Hounslow, has moved to Feltham so no longer easily accessible.
- Jersey could trial the first patient group April 2024 – alongside the social prescribers/ Diabetes Specialist Nurse if T2 diabetes group.

Action: SD to provide GC email to IO for plans in April/May 2024.

Date, Time and Place of Next Meeting:

TBC