

## **Patient Participation Group (PPG) Network meeting 6 Notes**

### **Monday 17 October, 6:30pm**

We received 32 registrations for this event on Eventbrite and 22 people attended.

The 32 event registrations came mainly from patients registered at 12 Haringey Practices. 17 registrations for the event were from Haringey patients and of those, 13 were PPG members. There were ten registrations from Haringey practice staff, North Central London Integrated Care Board (NCL ICB) Public Voice and Healthwatch Haringey staff.

APOLOGIES: Adrienne Banks, Karen Doku, Mark Leveson

### **Agenda**

- 1. CDC in Wood Green Mall** with Raks Patel – Healthwatch Haringey
- 2. Primary care extended access service (weekday evening and weekend GP appointments)** with Caroline Gillett - Haringey Primary Care Development Manager.
- 3. The role of social prescribers in GP surgeries and working together with PPGs** with Andrea Somasundram - Senior Social Prescriber Link Worker.
- 4. Long COVID** with Dan Windross - Assistant Director, Integration, Development & Population Health Directorate, North Central London Integrated Care Board
- 5. How is your PPG working?** PPG members are invited to share their experiences.
- 6. Announcements and date of the next meeting.**

## **Action points arising from this meeting**

1. PPG Network members to provide feedback to Healthwatch Haringey on any experiences at the new CDC. Healthwatch Haringey is keen to ensure the CDC delivers on its potential.
2. Healthwatch Haringey to circulate the [PCN Map](#) listing all Haringey GP practices and showing which Primary Care Network they are in. This will enable people to look up how the primary care extended access service works for their practice.
3. Caroline Gillett to respond to the question from Hilary Sinclair: How do Low Traffic Neighbourhoods impact access to surgeries, for example Bounds Green.
4. Caroline Gillett to check the appointment system at Staunton to see if they have online booking.
5. Caroline Gillett to update us on when online booking for the primary care enhanced access service will be available.
6. Caroline Gillett to update us on plans for communicating the new service model of primary care enhanced access to patients.
7. Caroline Gillett to return to a future PPG Network meeting to update us when the new service has been reviewed after March 2023.
8. Healthwatch Haringey to find out if there had been an item in Haringey People Magazine about Social Prescribers, and if not, to consider submitting one.
9. PPG Network members to provide feedback to Dan Windross and Healthwatch Haringey on their experiences of the Long Covid pathway – both are keen to ensure issues highlighted in the Healthwatch reports are being addressed going forwards and that the pathway is working for everyone
10. Dan Windross to ask a clinical colleague to answer this question in more detail: How does Long Covid differ from Chronic Fatigue Syndrome / ME?
11. Healthwatch Haringey to ask the PPG Network how they reflect in their Terms of Reference the GP's contractual obligation to consult PPGs about services.

## **Items for the next agenda (6 Feb 2023)**

1. Invitation to NCL ICB to speak on the new right of online patient access to their medical records since November 2022.
2. Findings of the mystery shopping surveys on registering with a GP without proof of ID or address.
3. PPG Terms of Reference and GP GMS Contractual obligation to consult PPGs

## **Meeting Notes**

### **1. Community Diagnostic Centre (CDC) at Wood Green Mall**

Raks Patel from Healthwatch Haringey said the new Community Diagnostic Centre (CDC) in Wood Green Shopping Mall is now open. It provides key diagnostic tests (blood tests, x-rays and ultrasound) in the heart of Wood Green and Haringey, at a location which will be more convenient for many people. It is an NHS facility run by staff from Whittington NHS Trust – all local GPs and local hospitals can refer there. If people want to go there for blood tests, x-rays or ultrasound, they should ask their GP to refer them there. The CDC will help bring down waiting times for these tests. There is a [feature on the new CDC](#) on the Healthwatch Haringey website. Sharon Grant said she had been already for a test, and it was very efficient.

### **2. Primary care enhanced access service**

Primary care extended access service (weekday evening and weekend GP appointments)

Caroline Gillett, Haringey Primary Care Development Manager, had attended the last PPG Network meeting to present on changes to the primary care enhanced access service, which

were coming in this Autumn. She had encouraged people to participate in the consultation and share their views.

She was returning to this meeting to update on the results of the consultation and set out the new service model for the primary care extended access service.

The new system went live on 1 October. Under the new scheme, the extended hours service is still being run by the GP Federation, but the extended access hubs are being run by the Primary Care Networks (PCN).

The type of appointments on weekday evenings and weekends will change. There will be more advance bookings (regular appointments) and less urgent appointments. 111 is commissioned by the GP Federation separately.

The seven PCNs consulted patients in a survey about the new service. Across North Central London there were over 2,000 responses. Most people wanted a range of choices for appointment times and were happy to see the most appropriate person for their care. There was a lack of awareness about the current service. There was concern about whether there were enough NHS staff to cover the service.

Caroline shared a slide which showed at a glance what service is currently available in each of the seven PCNs. This shows which practice is open, when and where. There is also a Haringey map of where the extended hours are available. These two slides are available on the [Healthwatch Haringey website](#).

There are now many more practices / locations where extended hours are available, whereas there used to be only four out-of-hours hubs. People should have an extended hours service much closer to them than before.

There will be a review of the new service in March 2023.

Raks stated we would send out a reminder of which PCN people's practices are in.

Hilary Sinclair asked how Low Traffic Neighbourhoods would impact access to surgeries, for example Bounds Green. Caroline Gillett stated that she would find out and respond to that question.

Sharon Grant stated her surgery had not drawn her attention to the changes. She thought that some publicity would be important especially for people who are working and can't go to a GP in working hours. She asked if it was possible to call a GP reception and ask if they can have an evening appointment.

Caroline Gillett responded that most GPs hadn't displayed the service on their websites yet as they were testing the IT system. The Integrated Care Board (ICB) has now sent a toolkit to GPs so they can provide communications to patients, and they are advised to let their PPGs know.

Paul Zickel stated he had experienced the new service. He had previously made appointments directly in the hub. Now he can make evening appointments directly at the West Green surgery, which is in a new building, and it is an excellent building. He also expressed support for the CDC which is very convenient.

Welbourne and East Central PCNs do not currently have access to the Hub number as they are providing their own enhanced hours service.

Izzy Knight asked if they would divert you to a GP service if you call 111. Caroline Gillett responded there is no change to the 111 service, which the GP Federation has commissioned.

Mary Weaving asked about online booking for enhanced access appointments. If your practice, like Staunton, doesn't have an online booking facility, does that mean that you can't book online for enhanced access?

Caroline Gillett said she would look at what Staunton is doing, as most practices do have online booking. There isn't online booking for enhanced access at the moment. The ICB is working with PCNs to see if they can make this available.

Tara stated in the Chat, once the appointments run out at your GP surgery, the surgery then offers hub appointments wherever they are available, across various hub surgeries.

Sharon asked in the Chat, can we have some of the monitoring information?

The [PCN map](#) is held on the Healthwatch Haringey website.

### **3. The role of social prescribing in GP surgeries**

Andrea Somasundram, Senior Social Prescriber in Public Voice, working for JS Medical Practice shared a presentation. Social prescribing is a key component of universal personalised care. GPs and practice staff can refer patients. The Social Prescribers are getting a lot of referrals.

The Social Prescriber offers a series of appointments for patients, setting a goal with the patient and helping the patient work towards the goal.

They can signpost patients e.g. to housing or benefits services. They liaise with support services and volunteering organisations around health and wellbeing. They provide phone and face to face appointments. They might work with a patient for four to five weeks.

Some of the benefits of using the services of a Social Prescriber are reducing isolation; increased knowledge and self-awareness, gaining confidence; learning new skills and developing friendships and network of support.

Andrea talked about promoting and encouraging people to make use of the local assets within the community. For example, Community groups and activities; Parks, the River Lea and Tottenham Marshes; Local walking and exercise groups and Libraries.

Raks Patel talked about the ability to meet with a Social Prescriber over time, and there is more time than GPs have available for appointments.

Hilary Sinclair stated that some support groups, like Different Strokes have been defunded so she wondered if some of this work would now fall to Social Prescribers.

Polly Frayne, Programme Manager, Public Voice for Social Prescribers responded that the service doesn't replace charity services like Different Strokes. They signpost to services, and they are able to have a person-centred discussion and help patients to get in touch with organisations who might be able to help.

Hilary noted that there had been a policy change in the provision of wheelchair services, and charities might not be available anymore. She advised Social Prescribers to keep up to date with what is available.

Izzy Knight posted in the Chat, I am desperate for assistance with my wheelchair and to get me beyond Stroud Green. I'd love to have this help. Been trying for ages to get this type of help. Sounds brilliant. Tara Sujendran, Social Prescriber, responded in the Chat, Hello Izzy, please speak to your GP surgery and find out if your surgery has a Social Prescriber and I'm sure we can help.

Tara responded to a question from Rose Echlin about whether Social Prescribers can help people following discharge from a hospital. She stated that they sometimes liaise with the hospital Discharge Team who put in place a package of care for when they leave the hospital. Then they can also refer the patient to Adult Social Services for a care package.

S Adu asked in the Chat, how many sessions for a social prescriber, is it depending on needs of patient? Tara responded that it depended on need. Sometimes an initial consultation might last 45 mins or an hour and then if a client's main goal is reached within two to three weeks they can close the case, but sometimes clients might need ongoing support for longer.

Esther Myerson shared that she was recently in hospital and was able to come home with help from the Discharge Team at the Hospital working with Haringey Social Services who provided a care package over six weeks, called 'Regaining your



independence'. This was provided by the Reablement Team. The service was amazing.

Lauritz Hansen-Bey suggested a permanent entry in Haringey People Magazine which lists all services.

Raks Patel thought it would be a good idea to have an item in Haringey People Magazine about Social Prescribers.

Polly Frayne stated that their average active caseload size for Social Prescribers is about six people a day. If you are full time, we hope you would see around 150 - 200 people in a year.

Social Prescribers are funded by the NHS via GP practices.

Raks said [Disability Action Haringey](#) will be able to help people who need help and support with disability issues.

#### **4. Progress on Long COVID care in North Central London**

Dan Windross, Assistant Director, Integration, Development & Population Health Directorate, North Central London Integrated Care Board (ICB) reported on the NHS's Long COVID action plan, responding to the recommendations in the Healthwatch Haringey report and North Central London 5 Healthwatch Report into the impact of Long COVID.

Dan expressed gratitude for the 5 Healthwatch Long COVID report, which was a great example of the Healthwatch working together in North Central London. It took lots of feedback from patients and gave the NHS insight into how the health services were working.

The report was really helpful in making big changes to the Long COVID pathway. He talked through a detailed action plan, which he provided afterwards (uploaded to [Healthwatch Haringey website](#).)

Firstly, on the interaction with GPs – the first point of contact.



GPs were unsure about where to send people. The pathway the ICB had designed was too complicated. Many GPs didn't know a lot about Long COVID and the Healthwatch report made it clear that communications with GPs about the condition had to improve.

The improvements which have been introduced include:

- A GP Clinical Lead for Long COVID in each borough.
- The Clinical Lead is reaching out to practices and trying to understand where practices are under-referring and having a conversation with them.
- The referral form for Long COVID support has been simplified so the GP has to do a lot fewer tests.
- There is now a single point of access for all onward services supporting people with Long COVID.
- The GP will make a single referral to the UCLH Long COVID Clinic. The Clinic may then refer to specialists and have diagnostic investigations.
- The ICB has produced a series of videos for GPs on Long COVID.

In the Healthwatch Long COVID report, patients fed back that there were inconsistent outcomes. So now, all patients will get the same access to self-help materials and online resources. Patients will get started on the same outcome-measuring so that the NHS can understand how they are managing at the beginning of the pathway and how they are doing at the end of it.

Patients will be given information on how to initiate 'patient-initiated follow-ups' which is a phone number allowing people to get back in touch.

In response to the report, the ICB has also published information to schools, and public health analysis about how many people have Long COVID and where under-diagnosis may be happening. The ICB has also done some work with HR departments.

In Haringey the NHS is working with Bridge Renewal Trust who have ten partners going out and informing people about Long COVID.

Groups that experience health inequalities also tend to have poorer outcomes from Long COVID – They tend to be underdiagnosed, they have the condition for longer and they tend to have more severe symptoms. This needs to be addressed.

Tanya from Healthwatch Haringey stated that there are over 200 Long COVID symptoms.

Dan would like people to keep feeding back to him on their experience of the Long COVID pathway and shared his email address in the Chat [dan.windross@nhs.net](mailto:dan.windross@nhs.net)

In response to a question from Hilary Sinclair, Dan confirmed that there is no time limit on patient-initiated access.

Rose Echlin asked, when should people be worried about their post COVID symptoms? Dan responded that the 'official' date for post COVID syndrome to start is 12 weeks after infection. This doesn't mean that people should wait for 12 weeks to see a GP. The Clinic will see people even eight or ten weeks after infection. However, most people will recover after 12 weeks.

John Rokos asked how does Long Covid differ from Chronic Fatigue Syndrome / ME? Long COVID comes about because of COVID infection, but Long COVID has potentially taught us more about ME / CFS. There are crossovers, but they are clinically separate conditions. Dan will ask a clinical colleague to answer this question in more detail.

Dan would like to talk to Healthwatch again about repeating the report.

The [NCL ICB action plan](#) is available on the Healthwatch Haringey website.

## **5. How is your PPG working?**

Esther Myerson, Staunton PPG, said she had been reviewing their PPG's Terms of Reference. Contained within this document is reference to the GP contract which is signed with the NHS. The role of the PPG since 2016 has been a contractual requirement. It

is very generalised, and the PPG is struggling to put into their Terms of Reference how they realise these contractual requirements. If any other PPGs have done this, The Staunton PPG would like to know and discuss this with other PPGs. Esther has contacted the National Association of PPGs and asked if other PPGs have examples.

Raks from Healthwatch Haringey stated that Healthwatch could send a message to the Network asking this question.

Sharon Grant posted in the Chat, there are important changes coming in in November to free up patients' access to their medical records - can we make sure that PPGs know about this and are aware of the pro's and con's? Perhaps a topic for discussion at our next meeting? I think PPGs might wish to discuss this with their practices?

Raks suggested that we could invite someone to speak on this at the next Network Meeting.

## **6. Announcements**

### **GP Registration project**

Tanya from Healthwatch Haringey talked about the project to make GP Registration easier. Many Haringey practices insist on ID or proof of address. People who are experiencing homelessness, domestic abuse survivors and recent migrants are some of the people most likely to be turned away. We are doing a mystery shopping exercise and we will be able to report the findings at the next Network Meeting in February 2023.

More details here:

<https://www.healthwatchharingey.org.uk/news/2022-07-11/healthwatch-haringey-starts-project-make-it-easier-register-gp>

**The next PPG Network meeting will be at 6:30pm on Monday 6 February 2023.**