

Patient Participation Group (PPG) Network meeting 5 Notes

Monday 20th June, 6:30pm

We received 28 registrations for this event on Eventbrite and 22 people attended.

The 28 event registrations came mainly from patients registered at 13 Haringey Practices. 19 registrations for the event were from Haringey patients and of those, 14 were PPG members. The remaining registrations were Haringey practice staff, North Central London Clinical Commissioning Group (NCL CCG) staff and Healthwatch Haringey staff.

APOLOGIES: Adrienne Banks, Rose Echlin, Graham Day

Action points arising from this meeting

1. Invite NCL ICB to report on progress with recommendations in the Healthwatch Long COVID reports
2. Encourage NCL ICB and GPs to carry information about Long COVID and a link to the Haringey Long COVID report on practice websites
3. Caroline Gillett, or a colleague, to return to a future Haringey PPG Network meeting to update members on the results of the consultation
4. Caroline Gillett, or a colleague, to return to a future Haringey PPG Network meeting to set out the new arrangements for primary care extended access service
5. Further presentations on the ICS and the ICB at future Haringey PPG Network meetings, enabling dialogue to take place between PPG network members and the ICB.

Meeting Notes

1. Long COVID survey and report

Tanya Murat from Healthwatch Haringey gave a short presentation on the [Haringey Long COVID report](#). The report paints a picture of a damaging impact on people's health, their quality of life and their struggles to access support. We heard detailed feedback through four interviews with Haringey residents and we captured people's feedback through an online survey.

The research found there was a need for better access to health services, both at primary care through GPs and at secondary care through Long COVID clinics. There may be inequality of access to Long COVID health services (diverse backgrounds and disadvantaged communities). Those less able to advocate for themselves may not receive the support they need.

The report's recommendations include investigating undiagnosed Long COVID in the more deprived East of the borough, effective communications around Long COVID, raising awareness of what it is and encouraging people to seek medical help if needed, and better training for GPs so they can recognise Long COVID symptoms, give a diagnosis, provide their patients with good quality support and information within primary care, and refer on.

Raks Patel said Healthwatch Haringey is currently working with the four other local Healthwatch within North Central London, North Central London Clinical Commissioning Group (NCL CCG) and the relevant NHS Trusts to take the recommendations forward and we will report on progress at a future PPG Network meeting. There is real inequality and a lack of awareness about Long COVID so if you or your families or friends have had COVID and after a few weeks are not getting better, please see your GP. We would like the CCG to train GPs on recognising Long COVID and offer support including self-management techniques. We will invite the CCG and the Trusts to report on what they are doing.

David Teacher suggested we ask GPs to carry information on their websites about Long COVID.

Actions for Healthwatch Haringey:

1. Invite NCL ICB to report on progress with recommendations in the Healthwatch Long COVID reports

2. Encourage NCL ICB and GPs to carry information about Long COVID and a link to the Haringey Long COVID report on practice websites

3. Primary care extended access service

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

Caroline Gillett, Haringey Primary Care Development Manager shared a presentation. She stated that from October 2022 Primary Care Networks (PCN), the seven groups of GP practices, would be taking over the responsibility for enhanced access service. The extended access hubs are currently commissioned by NCL CCG. GPs also currently receive funding for practice extended hours appointments.

The change of responsibility to PCNs providing the services will mean some things are different. Some of these changes are:

- Saturday evenings, Sundays and Bank Holidays are not in the new specification. But NCL CCG is seeking to address this
- There may be fewer appointments for same day care and fewer appointments for 111 to book patients into
- Patients may not be able to access a hub outside of their PCN area

PCNs are currently consulting patients and there is an online survey.

More details are on the Healthwatch Haringey website <https://www.healthwatchharingey.org.uk/news/2022-06-24/out-hours-gp-service-consultation-nhs-seeks-your-views-enhanced-access-changes>

PPGs can ask their practices to consult them.

Paul Zickel pointed out that there needs to be an understanding about what need there is for out of hours appointments and who is using them.

David Winskill stated that this was the first time he'd heard about this change. He asked how the PCNs were going to circulate the consultation. How will advance appointments be organised?

Brenda Allan said that 111 had been keeping detailed figures about the distribution of need for out of hours appointments. GP surgeries are barely standing up, and not offering a daytime service due to the lack of GPs. It is difficult to recruit practice nurses. Where will we notice the difference?

Caroline Gillett responded that the service would allow patients to pre-book in advance. Practices are already considering early morning appointments and there is a lot of data capture going on. The communications team at the CCG is looking to ensure that PPGs do meet within their PCNs and practices. This is high priority. There are a number of channels being considered for people who are digitally excluded. People can ask their practices about how they can feed back.

Caroline Gillett recognises that staffing is under pressure. The CCG is aware that the Sunday offering is not there, and they are looking at that. The funding for additional staff is available and the new staff are likely to be part of the new enhanced access service.

Sharon Grant commented that patients currently have problems getting an appointment and if the new provision is off-site, it will mean even less availability in people's practices. There is a real problem with continuity of care, of people getting a named doctor, and if there is no increased capacity how will this be addressed?

Lauritz Hansen-Bey said it would be useful to have a hard copy magazine listing health and social care services in Haringey.

Caroline Gillett stated that the CCG is looking to ensure that there is a PCN-wide PPG in each PCN which can feed back to the relevant practice PPGs. There will be PPG at practice level and at PCN level. The CCG needs to check if the practice websites show which PCN they are a part of. The PCNs are considering having additional appointments either in their own practice or in the hubs which are available to book in advance for people in their PCN

only. The capacity is the same, but more specific to the area. There may well be an appointment with your named GP, but this can't be guaranteed.

David Winskill asked Healthwatch to circulate a crib sheet about the changes with questions that PPG members could ask their practices.

Tanya Murat from Healthwatch Haringey shared that the PCN map is held on the NCL CCG website:

<https://gps.northcentrallondonccg.nhs.uk/service/haringey-primary-care-networks>

Actions:

1. Caroline Gillett, or a colleague, to return to a future Haringey PPG Network meeting to update members on the results of the consultation
2. Caroline Gillett, or a colleague, to return to a future Haringey PPG Network meeting to set out the new arrangements for primary care extended access service

4. Transitioning to the new Integrated Care System

Lara Sonola, Transition Programme Director, North Central London ICS gave a presentation with an overview of transitioning to the new ICS, with a slide about the new Community Partnership Forum where there is representation from Healthwatch in the five London boroughs covered by the ICS area and a patient representative. All staff transfer over to the new body, with the Integrated Care Board (ICB) at the top. The ICB replaces the NCL CCG. The Chief Executive Officer is Frances O'Callaghan.

On the new ICB there will be one representative of the Local Authorities.

The Community Partnership Forum, a strategic patient and resident forum, was established in October 2021 under Mike Cook. It is meant to ensure that there is effective resident involvement at

a system level. Lara Sonola stated that it was working very well and included representatives from all the PPGs, and from Healthwatch. The idea is that the ICB gets feedback on potential changes, and these changes are “iterated” first, before it goes up to the Board.

The ICB is looking at having a single waiting list across the hospitals and concentrating more on prevention of illness.

David Winskill asked how the PPG representative on the CPF was recruited as he had not heard that the CPF was established until today. He asked if there were any plans for getting patient voice in commissioning and service design.

Sharon Grant said that the presentation was the clearest explanation of the ICS that she had seen so far.

Hilary Sinclair asked how the IT system would link all the organisations.

Lara Sonola responded that the Chief Information Officer retired at the end of March but the new one, once recruited, would look at better communication between the GP practices in Primary Care Networks (PCNs).

Brenda Allan noticed that there was just one representative from the five Local Authorities, and she wondered if there was scope for increasing that as the ICB will be the main source of funding and resource allocation.

Lara Sonola stated that the membership of the ICB is set out in Statute and the one representative is chosen by all Local Authorities. She accepts that you could have more than one, but they have chosen to have just one. Other non-voting members will be able to attend Board meetings.

Brenda Allan asked how the CPF were chosen. As a PPG Chair she had no idea they were recruiting for the CPF, and she suspected that no-one else in her PPG or anyone else knew that the body had been created. She asked how the representation by patients would be improved.

Lara Sonola stated that the initial membership of the CPF was decided in the summer of last year, but now Mike Cook will want to refresh that grouping so she will take that back and ask if they need to go through a process where there is a bit of transparency and people can apply. She would expect that PPG members will feed back to the PPGs on what is happening, and it seems like this is not happening. It shouldn't be a surprise to PPG members.

Brenda Allan also stated that she understood some of the partner organisations for the ICS are in deficit and these will be coming into the ICS which would mean cuts to services.

Lara Sonola stated that there are patients involved in service redesign, this will not be changed. The first Board meeting will be on 4 July and this meeting will be held in public.

Some of the providers in NCL are running a deficit, but Frances O'Callaghan the CEO of the ICB has been meeting with all the Trusts to think collectively about how the system ensures there is enough resource, so that we can offset those hospitals who are doing better with those who are not doing so well, rather than just looking out for themselves. They are not expecting additional funding from NHS England. They are trying to be more efficient and remove some of the waste where they can.

Paul Zickel stated that the most important issue is what the outcomes and results are, and we should be focussing on that most of all.

Note: An updated version of the presentation, including the membership list of the Community Partnership Forum, is uploaded to the Healthwatch Haringey website:

<https://www.healthwatchharingey.org.uk/haringey-ppg-network-meetings>

Actions:

1. Further presentations on the ICS and the ICB at future Haringey PPG Network meetings, enabling dialogue to take place between PPG network members and the ICB.

5. How is your PPG working and how is the CCG supporting your practice?

Following the last network meeting we wrote to NCL CCG to ask what support was available for practices where PPGs have not met recently or don't exist. We invited Owen Sloman from NCL CCG to attend and respond.

Rachel Lissauer, Borough Director for Haringey at NCL CCG gave an update on support for PPGs.

First, she stated that the ICS does enable them to look at relative spend in each borough. This has shown that in some service areas Haringey spending was less than other boroughs. There is an opportunity to see how they re-look at the allocation of resources in community services.

The CCG have done a survey of practices (Caroline Gillett and the Primary Care Team) to identify where PPGs have not met during COVID. A maximum of 50% of PPGs have been running, which is disappointing. But practices will need to speak to their PPG about the changes to extended access. This could be in the PCN where the practices have a meeting and invite all the PPG members for their particular network. Caroline has been reaching out to practices and has experience with PPGs. She will be offering to facilitate and support these meetings. The relationship between the PPG and the practice can strengthen the services. There is not additional funding, but Rachel Lissauer can offer scrutiny.

Raks Patel from Healthwatch Haringey asked if patients could get in touch with Rachel Lissauer in the case of there being no PPG and the practice not setting one up at the patients' request. Rachel Lissauer responded that they would welcome this insight and could build on that.

Caroline Gillett responded that two practices had already contacted her, and she was able to offer them support.

Mike Wilson mentioned that the Healthwatch Haringey has a PPG toolkit online and people could be pointed towards this. Caroline Gillett stated that she has used this toolkit in the past, including the Terms of Reference for PPGs.

PPG Toolkit: <https://www.healthwatchharingey.org.uk/patient-participation-group-ppg-toolkit>

6. Announcements

Jano Goodchild from Healthwatch Haringey announced the Older Peoples Workshop: Thursday 30 June which is an opportunity for older people to feed back their experiences of health and social care services in Haringey. They are looking to broaden and diversify the membership. It will be a hybrid meeting.

The next PPG Network meeting will be at 6:30pm on Monday 17 October 2022.