**Hampton Hill Medical Centre’s Patient Participation Group Meeting
Saturday 7th November 2020

Attendees:**

* The Co-Chairs: Hugh Rogers & Alison Young (patients of HHMC)
* Dr Babeeta Staples (Partner), Deborah Murphy (Practice Manager), & Rosie Page (Senior Support Team Member),
* 7 HHMC patients who responded to an open invitation to take part

This was our first PPG Meeting held by Video Consultation on Zoom, and it resulted in our best level of attendance to date – as a result, there was a short discussion about whether Zoom is the way forward for futures meetings and it was agreed that it should continue after the pandemic – but we agreed we should also explore other methods of engaging with patients, to ensure that we touch base with and inform as many groups as possible

**Agenda:**

* Welcome and Introductions; outline of the Agenda; brief explanation of what the PPG is, the confidentiality of individual opinions and how we should conduct ourselves in the meeting
* A Presentation by Genevieve Bagge about the work of Richmond Wellbeing, with questions from the audience
* A short Video about how NHS services in London Borough of Richmond Borough (particularly GP practices) are operating during the pandemic
* An update on what’s been happening in HHMC, by Dr Staples
* Final Q&A’s

**Key topics covered in the meeting:**

**Richmond Well-Being -** Genevieve Bagge from Richmond Well-Being gave a Presentation on the care that they offer (through GP referral or through self-referral) including support for those with anxiety or depression (instances of both conditions have increased during the Coronavirus pandemic), diabetes, and also for those with medically unexplained symptoms.

* Services include Cognitive Behavioural Therapy (CBT), support to manage conditions through subtle lifestyle changes, and couples’ therapy. Discussions take place through individual telephone sessions, online groups, computer-based programmes and digital support ‘pods’.
* Dr Staples said that, since Coronavirus started, c. 1 in 3 consultations at Hampton Hill Medical Centre have been related to Mental Health so Richmond Well-Being is a very important additional NHS resource. It is free to all who live in the Borough.
* Treating symptoms of anxiety & depression improves physical health outcomes as well and so it is cost-effective to provide support for these through Richmond Well-Being as it reduces the number of surgery appointments that are required. Long-term conditions are also supported and there are courses for e.g. Diabetes, Heart Conditions, Respiratory Conditions, and Joint Pain (in addition to groups run by HHMC).

The slides for the presentation on Richmond Well-Being (including how to access the services) are attached to these Minutes, will be publicised in the next Newsletter and will be made available on the HHMC website. Also see www.richmondwellbeingservice.nhs.uk

**Video on NHS Services in the Richmond Borough during the pandemic**

We were shown a short video based on how local NHS services are still being delivered while adhering to Covid-19 precautions, thus ensuring that patients and staff remain safe. Innovations include e.g. greater use of telephone appointments, where appropriate. This video is available on the HHMC website and we are looking at other ideas to make it more widely available e.g. in the waiting room.

**Update on HHMC activities, by Dr Staples**

Dr Staples started by saying how proud she is of the whole team at Hampton Hill Medical Centre and how they have coped with everything during the Pandemic – not just the changing practices and increased workload caused by Covid-19 but the introduction of a new computer system (EMIS) right at the beginning of this incredibly busy period. She also said that: we have not closed the Practice at any time during the pandemic but have continued to provide services to our patients, with the practice being even busier than ever. To cope with the extra demand on services,

* HHMC has recruited two ex-Matrons who provide community support and home visits, it has had access to two paramedics who can be deployed to see urgent cases at home (with or without Covid-19 symptoms, with full PPE being worn as appropriate),
* Extra telephones lines have been added to accommodate greater use of telephone consultations (thus helping to address the problem of patients getting the ‘engaged’ tone)
* Our Social Prescribers have been helping patients to receive their medication and food parcels, while also assisting them with issues like housing and clothing and support for their mental health.
* Other vital support to patients has been provided by our Nurse Practitioners and the recently recruited Pharmacist.

To protect patients and staff, there has been a greater emphasis on telephone consultations, with face to face appointments only being booked if a GP considers it necessary – this approach will continue. Queries about e.g. lumps, moles, or mental health will be “fast tracked” and are likely to require a face to face appointment.

Currently, up to 18 face to face appointments are provided each day, the rest being telephone or video consultations (which can be pre-booked online or through Reception) or nurse appointments

**Flu Vaccinations**

These are particularly important this year and have been taking place in the surgery for some weeks now, under strict rules to protect everyone’s safety. So far HHMC has carried out 800 vaccinations among the over-65 group and 500 among those who are either over 65 or have a chronic illness. The 50-64 group will be eligible from December.

**New Computer System and Online Access to Services**

HHMC’s records have been moved on to a new system (EMIS). As a result, patients need to register with ‘Patient Access’ in order to book telephone appointments or order repeat prescriptions – even if they were registered for the previous online system. This facility will be expanded to include access to e.g. test results and medical history.

Participants said that communication about the new system and registration had been confusing and we agreed that this issue would be looked at. There is information about on the HHMC website (click on the purple tile on the right of the Home Page, titled ‘Online Access’) but we agreed that a more pro-active approach is needed and this will become a key action point!

**Widening access to the PPG Newsletter and other communications from HHMC**

The PPG Newsletter is emailed to patients who have provided an email address and have agreed it can be used to receive information about the PPG or other activities run by HHMC. Participants said that the Newsletter needs to be seen by more people, and more regular communication about the practice would be welcome.

* We need to encourage more patients to ‘opt in’ for emailed information: in addition to it being part the registration process, it is mentioned on the website and there are ‘opt in’ forms in Reception and the waiting room but this isn’t working it would seem
* Hard copies of the Newsletter can be made available in the waiting room, also in the Library and in pharmacies
* We need to look at other ideas to engage with patients who don’t visit the surgery and/or do not use a computer or smartphone – any suggestions are welcomed!

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Many thanks to all who attended! The next PPG Meeting will be held c. March 2021.