**Brixton and Clapham Park PCN PPG Zoom meeting 29/9/2020**

**Present:** JP (GP), AB (GP), CN (Clapham Park), LC (Assistant PM), CP (linkworker), PT(Lambeth Citizens, patient), NK (Patient), Rev FO (Patient), WHL (Lambeth PPG Network)

**Apologies:** DS (PM), Rz (Patient), CG (Patient) , RG (Patient), RM (Patient), CWW(Clapham Park project)

|  |  |
| --- | --- |
|  | **Agenda** |
| **1.** | **Welcome and introduction**  NK welcomed everyone to the meeting and invite participants to introduce themselves. She further explained that CW is currently on furlough from Clapham Park Project. |
| **2.** | **Primary Care Network update**  Dr Parker updated us, and said that at our last PG meeting we talked a lot about communication and sharing patient stories of life through the pandemic that were both positive and sad stories, and principles which the practices have found very useful.  The PCN is seeing increasingly more patients face to face. With winter approaching and resurging Covid numbers, the challenges for the Covid Hot hub now are:   * the problems with testing * how to work together for optimum impact   Flu jabs are now being offered but are restricted by supply. There are mixed patient feedback about coming in to have the jab; some are sceptic while some are keen about the flu jab. The practices are actively talking to patients and promoting the usefulness of the jab.  Practices are still working remotely and preparing for what will come in the next few months.  With regards to the national patient survey, JP suggested scheduling another time to review it. All 3 surgeries came out above average but we need to think about those areas that are not so well. Agreed we could consider a subgroup on the survey.  JP invited PPG members to attend the PCN’s staff protective learning time.  **Q&A**  **NK:** recently attended the practice for the flu jab. She felt the environment was very safe and the process efficient. She felt if positive experiences like this can be share, it will encourage more patients to take the flu jab. Maybe a video on the practice website?  **JP:** some patients are worried about going into the surgery and some misunderstood the content of the jab. As the situation is unpredictable, it is best that patients have the jab now. There is also a limitation of vaccine supply.  **CN:** has been actively encouraging patients to take the jab. All entitled patients will have to receive at least one written communication from the practice, it would be good to include positive story. This year, although 50 – 64 years old are also entitled to the flu jab, priority will be given to those who had the jab last year. Those who are not prioritised can still pay for the jab via the pharmacy.  **NK:** what about homeless people?  **JP:** this needs a separate discussion and different methods for different patient groups. Need to look at ways to help patient understand that they will have continuity of care even though they are seeing different GPs.  **Funke:** have the 3 practices merged? Do the practices have record of patients affected by covid and inequalities?  **JP:** The practices have not merged but we formed a PCN to work together. There are some national data but not at local level.  **CN:** not sure how accurate those data sources are.  **NK:** Lambeth Together has some Lambeth wide data and Lambeth’s record is not too bad.  **JP:** Covid related deaths in Lambeth is 293 but no detailed demographic breakdown.  **Lisa:** we are still going through Covid, numbers are changing all the time.  NK: can send table of current stats. |
| **4.** | **Digital divide subgroup**  NK explained that they subgroup had held more meetings and discussed digital issues experienced by patients, including those on the shielded list   * WiFi is expensive, so low income families will have to balance family expenses * Devices – there is a real issue- Lambeth Citizens UK scheme which distributes some devices to children and families * Skills – some patients lack the skills to do digital. The digital champion project was trying to address some of this issue, before it was closed due to Covid. * Confidence – some patients might have WiFi/devices/skills but still lack confidence to use digital on health   CP agreed and said that under “digital inequalities” there are many sub-categories of people not accessing services. A lot of initiatives /activities to promote health have gone online. There is the language and literacy issue and she has been supporting patients to complete online forms. This also affects housing and benefits problems.  Paulina explained that Lambeth Citizens digital divide project has been focused on young people. They have given out about 78 devices to young people, particularly those who have “no recourse to public funds” immigration status. It is not possible to give out devices indefinitely. Lambeth Inclusion Network is joining up issues, and aims to help people to go online. It is planning to map resources in the borough and see what can be done together.  **AB:** it is horrifying to hear that people still have to choose between basic living expenses and digital devices. There will be people who could and will donate devices.  **NK:** Agreed. She circulated the appeal through her church and money was donated. The practices could also consider how to be involved as a community. The sub group also talked about an example of a housing estate working together to support residents to have access.  **JP:** How can we work collaboratively with other organisations? Good to explore cross generation collaboration.  **Funke:** A lot of people use Whatsapp, can health info be sent via this?  **JP:** Not sure. A lot of Whatsapp groups have been created. There has been a lot of talk but this issue but how can we take it forward, a small project to show how it can work?  **AB:** It is good to have talk at the borough level if it is an issue that have been raised consistently. It will also be good to pilot small project to demonstrate how it can be done.  **Lisa:** Great idea to give devices but have to make sure these are cleaned and checked.  **PM:** Citizens Uk have a process to refurbish donated devices in place, and there are charities who can help.  **Funke:** Why are we talking only about digital access?  **JP:** Not suggesting that digital is the only access for patients, but need to offer options and also free up time and give GP flexibility to arrange appointments according to need. Some patients give a better account of their health needs on eConsult , than short face to face appointments.  How does Citizens UK choose who get devices?  **PM:** The group decided to work with people from Citizens UK member groups in the most need. They operate a first come first served basis and there is a waiting list system.  **AB:** CP, have you come across people who would devices useful?  **CP:** The needs have increased because health solutions have gone online. Devices have to go hand in hand with skills and support. A lot of the support organisations have also closed.  **AB:** CP has deeper conversations with patients but our receptionists would be talking to patients who have been to our practices in the past months.  Lisa: Start on smaller scale.  **JP:**In response to questions about eConsult, she agrees the form can be long, but it is outside the practice’s control. Feedback has been provided. Some practices’ receptionists help patients to complete.  **WH:** Not really a good idea to get receptionist to help complete the form as it will take up their time and phone access. This is the situation in her own practice with patients complained having to wait 30 mins to get through to the practice.  **PM:** We should map each point of intervention. To move from exclusion to inclusion involves many steps. Lambeth Citizen’s small scale service has now helped 30 people to use Zoom and trained volunteers as champions. If capacity is full, then refer to other organisations.  **WH:** We can create a snowball effect. Those who have been trained and became confident can show others.  **Funke:** People still prefer face to face appointments.  **JP:** Our message needs to be clear. Digital is NOT to replace face to face consultations.  To conclude, the digital divide subgroup will continue and pick up the points raised in this meeting, another subgroup will be created on the patient survey. |
| **5.** | **A.O.B.**   1. Paulina reported that London Citizen has received funding from SLAM Mental Health Trust to conduct listening events in the next 4 months on mental wellbeing. She is inviting this PCN to be involved. 2. Wai Ha bid the PCN farewell as she has left the PPG Network because of lack of funding. |
| **7.** | **Date of next meeting** – November, JP to confirm date. |