

On THE PARCHMORE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

WORKPLAN 01/11/2018 to 30/10/2019

Item No	Subject	Lead Responsibility	Priority H/M/L	Progress to-date this year
1.0	Agree funding for the PPG with PMC	Mukesh Lead Mohan Brian		The Management agreed to meet the financial needs of the PMC/PPG provided the cost is justified and receipts are provided. Currently this agreement is successfully implemented. No further action is required currently.
2.0	Revisit the Terms of Reference. (ToR) approved at the October 2017 AGM.	Alan Lead Mohan Mukesh	When appropriate	The Revised ToR is ready to be placed on the website Action Les/Alan On website now.
3.0	Assist in development of the website so that it reflects fully the work of the PPG. Regularly check email ppgparchmore@gmail.com.	Ayaz Lead Pravin Mohan Brian Mary	Ongoing M	Examine the PPG section of the web-site and up-date where necessary. Terry with Mohan updated the Website input which is now ready for input to the PMC Website. Action Ayaz/ Brian/ Les. Terry with Mohan updated the PPG leaflet which is now ready for publication Action Ayaz/Mohan / Brian/ Les. Minutes of AGM and January/ February/ March committee meetings are ready to be placed on the website. Action: Mary/ Ayaz / Brian/ Les. Ayaz generated a new email address and password such that NAPP Bulletins, Newsletter, etc. can be accessed and then Pravin will contact NAPP. The new email address is ppgparchmoreht@gmail.com .The committee will be kept regularly up-dated on any emails received. Pravin is nominated to liaise with NAPP on behalf of PMC/PPG. Brian to make arrangements for PMC to pay the NAPP Membership fee when an invoice has been received.
4.0	Reach out to PMC patients	Mary Lead	H	Once a fortnight Committee Members will approach patients to explain the

	to promote the work of the PPG, Work hard towards better representation of the whole community within the PPG. Encourage more people of all ages to join the PPG.	Raj		<p>work of the PPG and the aims of the PPG Committee to fully represent all patients and groups (including youths). Patients should put their name forward to become Committee Members and come to observe the work at Committee meetings</p> <p>Mary & Raj to attend the surgery fortnightly to see whether we can recruit other members to the PPG and explain the work of the PPG.</p> <p>PPG members to liaise with the leads of the community hubs around spreading the workload of the PPG and to help enlist new recruits from the social prescribing programmes held locally.</p>
5.0	Promote the PPG in the community by holding open meetings, Health Fairs and having stalls at local community fairs. Advance the work on Social Prescribing	Mohan & Mukesh to Lead Brian Raj Mary Alan Assisted by all other committee members	H	<p>The PPG Awareness Week beginning Monday 10th June 2019 to Friday 14th June 2019. NAPP annual conference to be held at the Cheltenham Chase Hotel in Cheltenham. "Celebrating General Practice" Two delegates appointed Mary and Frances, conference fee paid by PMC. Mary attended the conference and produced a report</p> <p>Domestic violence Seminar on Monday 10th June 2019, 1100 – 1500hrs, St Paul's Church, St Paul Road, Thornton Heath was very successful. The speakers spoke of their own personal experience of domestic violence.</p> <p>The Domestic Violence Awareness event was attended by approximately 70 people with The Mayor present. Information stalls included Counselling, DV lawyer for pro bono work (she took in 5 clients), emergency accommodation team from Croydon council, Croydon Works and many more. This was in direct response to the public health crisis that shows that women in our area experience high rates of violence and harassment;</p>

			<p>BP, Blood Glucose measurements, online Training, talk by Pharmacist: Wednesday 12th June 2019 at PMC Beulah Wing 0900 – 1200hrs. The event was successful thanks for the help from of PMC staff. A positive comment was received from 30 patients who attended.</p> <p>Mental Health Seminar: Thursday 13th June 2019 1100 – 1500hrs Parchmore Methodist Church & Community Centre Thornton Heath.</p> <p>This seminar had over 100 patients/residents in attendance again with the Mayor in attendance. Stalls included a carers information centre, mindfulness, BME Forum, MS Foundation, library services, tenancy sustainment team. Overall, on both events, we had over 24 stalls and over 170 attendees, with each stall/workshop having minimum of 5 residents going to their stall for information or signing up for their project/workshop.</p> <p>This is the way forward for future years and the Mayor wants to replicate these events borough wide. The feedback from the local community as a whole has been hugely positive.</p> <p>All three events were very successful, big well done goes to the PMC Social Prescribing team lead by Brian and in particular to Saera for her excellent organisation and the PPG members for running of the activities for the Patient awareness week.</p> <p>Following Subjects were suggested by Mohan for the PPG awareness week June 2020</p> <p>(a) Dementia</p> <p>(b) Carers Awareness in relation to Carers & Cared for</p>
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6.0	Attegic tend regular meetings with outside bodies, including Croydon PPG Group, and keep updated with new regulations on healthPM issues. Attend training courses, give regular updates to the PPG. Advance the work on Social Prescribing.	Raj Lead Mary Brian Pravin Mohan	H	<p>Give regular updates to the Croydon PPG network on our workplan, e.g. social prescribing, and work with network to encourage other Surgeries in Croydon to setup PPG Group's. PMC PPG should attend other PPG Practices. Give feedback on wider plans, innovation and opportunities to both the PPG and other organisations. PMC PPG to receive regular updates. PMC/PPG is working closely with Mersham and Thornton Heath Medical Centres organising two PPG awareness week Seminars on Domestic violence and Mental Health.</p> <p>PPG Members to develop close working relationship with three Thornton Heath Ward Councillor's to assist Thornton Heath communities to benefit from Social prescribing programmes.</p> <p>Raj, Mukesh and Brian to arrange a meeting with three ward Councillors at PMC. Brian recently contacted Cllr Callton Young OBE, he has agreed to hold a meeting with PPG soon.</p>
7.0	Work with the CCG in commissioning services for the people of Croydon giving regular updates to PPG.	Mohan lead Raj Brian Mary Alan	H	<p>Brian and Mohan will pass the meetings dates and why it is important to attend. In any decisions CCG makes about health care within Croydon it is essential that the patients views are fully taken into account. PPG members and practice staff to feedback on meetings attended and other CCG/health initiatives that they are aware of or involved in.</p> <p>Comment and make representations to the appropriate authorities on the impact of cost cutting to Practice/Patients/ CCG/ NHS Long Term Plan.</p> <p>Mukesh & Mohan attended CCG Annual meeting and Pravin, Allen, Mukesh PMC strategic meeting.</p>
8.0	Promote Prevention, Self Care and Shared Decision Making with patients. Social prescribing programmes	Mukesh Lead Brian Raj Alan	H	<p>The PMC and PPG will work together to arrange for funding to setup health based community intervention.</p> <p>As the social prescribing/community engagement programme progresses,</p>

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		Mary Peter	<p>ensure that we hold six monthly events, linked to themes, to encourage attendance by patients and the community. This community get together will cover clinical and non-clinical issues and will allow the PPG to promote their work and to add to the Committee membership. It will also allow the large mass of patients to feedback and have a voice around any concerns or needs they may have.</p> <p>Social Prescribing has arranged an open World Mental Health day with Mind in Croydon, which PPG members & Brain attending.</p>
9.0	Provide support and guidance to the PMC Carer's.	Pravin Lead Peter Luke Brian	<p>PMC to date has identified 78+ carers and has appointed Care connector Karen Barnett who is based at two surgeries, Auckland and Parchmore. Training on CSP sign posting was also given to Care Navigator at Thornton Heath medical centre. Care connector is doing great work, sign posting patients to activities/ workshops/welfare and housing benefit drop in sessions at Thornton Heath Library.</p> <p>The PPG has approved the Carers Charter at the PPG April 18 meeting (Annex 1 attached). The Carers Strategy has been accepted by PMC for full implementation. PPG still waiting from PMC the proposals on how the Carers Charter will be implemented.</p> <p>Pravin has produced a revised version of the Carers charter which will need to be discussed.</p> <p>PPG meeting on 25th September 2019 it was agreed that best way to make progress on this issue will be at the PMC clinical meetings. Brian will make arrangements ASAP for PPG members to join the clinical meeting when the Carers Charter is on the Agenda</p> <p>The Carers Charter will be updated and its Action points will be reviewed at each meeting.</p>

				<p>Pravin has also submitted a detailed Report to PPG on his attendance at the Carers Centre for a meeting with Guy Van Dichele (Croydon Council's Executive Director of Health & Wellbeing of Carers). It is planned that such meetings of Carers with the Executive Director will take place regularly every two months.</p> <p>Pravin proposed that our PPG's Carers' Strategy Work Plan be re-issued to all at the Parchmore Medical Centre to ensure its full implementation.</p> <p>(1) for a review</p> <p>(2) to establish who is going to do what, by when.</p> <p>The above proposal was accepted unanimously.</p> <p>Pravin & Brian to prepare a paper on the carers strategy for input to next meeting of the PMC Strategy Business meeting incorporating the salient points from the report of the meeting with Guy Van Dichele. Once the paper is prepared it will be discussed at the PMC Clinical Meeting</p>
10.0	<p>Assist Management to prepare up-to-date lists of the Patients with the Type 1 and Type 2 diabetes. Help Management to prepare self care guidelines.</p>	<p>Raj Lead Mary Brian Pravin Luke</p>	H	<p>Attend meetings arranged by CCG and other Croydon bodies involved with diabetes, give feedback to the PPG and suggest any changes to the PMC guidance on diabetes. PMC is holding regular diabetes awareness group meetings with patients which have proved to be successful. PMC have the list of the patients with diabetes type 1 & 2 Arrange awareness Seminars to inform community on how to prevent getting diabetes, what actions are required on how to live with diabetes. Prepare handy guidelines for patients on how to live with this condition.</p>
11.00	<p>Working with patients with disabilities to enhance their overall physical development and well-being through</p>	<p>Mary lead Brian</p>	H	<p>Apply for funding to encourage and introduce Inclusive Dance wherein patients with disabilities and learning needs, together with their parents/carers, gain an opportunity to include music and movement as a way to developing their physical, cognitive, social and emotional skills.</p>

	movement.			<p>Brian will apply for funding. Mary will provide Brian with details about Inclusive Dance and the benefits to individuals with sensory impairments and/or learning difficulties The PPG agreed that Mary can start the dance classes for patients with wheelchairs. The Initial funding for the wheelchair will come out of the Councillors Community Funds.</p>
12.00	Working with patients with mental health and dementia to improve their life style.	Mary Lead Mukesh Alan Mohan	H	<p>Identify how many PMC patients are suffering from mental health/ dementia and determine what help is available. The Mental Health seminar event was successfully arranged by PPG/PMC jointly with Mersham and Thornton Heath medical Centres (note item 5.0 above)</p> <p>There is a demand for the Mental Health event to be repeated again next year.</p>

ANNEX 1

CARERS CHARTER: ACTION TO BE TAKEN BY PARCHMORE MEDICAL CENTRE

1.0 PMC should pro-actively establish & identify the number of carers amongst its patients, as well as their names and the names of the patients cared for by carers.

Action By (Name) Action By (Date)

2.0 PMC should annotate patient records to ensure that all records clearly show to the Reception Staff and GPs if a patient is a carer or a cared-for patient.

Action By (Name) Action By (Date)

3.0 PMC should take steps to ensure that all GPs at PMC and all PMC reception staff take care to demonstrate awareness of carers' needs and the needs of patients who are being cared for. **Any necessary training to be provided to the staff.**

Action By (Name) Action By (Date)

4.0 PMC must make systemic arrangements to offer carers double appointments as well as flexible appointments **whenever appropriate from the carer's perspective.**

Action By (Name) Action By (Date)

5.0 PMC should take steps to systematically inform carers & cared for patients of the annual NHS Health Check; the free annual flu jab; and other such matters **by sending text messages.**

Action By Name Action By (Date)

6.0 PMC must work with the patient's carer when managing patient care, sharing appropriate information with the patient's consent.

Action By (Name) Action By (Date)

7.0 PMC must ensure that GPs know about the caring role of their patients who are carers by providing appropriate training.

Action By (Name) Action By (Date)

8.0 PMC must inform its carer patients of the support available in the community, including at the Croydon Carers Information Service and the Carers Support Centre. **Identify where free training is available for the carers.**

(9) Appoint Carer's Connector with clear responsibilities and job description.

Action By (Name) Action By (Date)

SOME BACKGROUND INFORMATION WHY THE ABOVE IS NECESSARY.

The following were some of the common issues experienced by carers **within Croydon GP services.**

- (a) A lack of adequate support for their own needs as carers and also a lack of adequate support for the cared for person;
- (b) A negative or unsympathetic attitude from certain GPs and practice staff.

Approved by PPG **25 April 2018**

Date Agreed with the PMC Management:

Review Date:

Progress to be monitored via an item on the workplan.