

MINUTES OF MEETING DATED 27<sup>TH</sup> JUNE 2019 HELD AT PARCHMORE  
MEDICAL CENTRE, BEULAH WING

Present:

Mukesh Patel - Chair

Brian Dickens OBE – Group Operations Manager

Mohan Dhamrait OBE - General Secretary

Mary Auguiste-Ernest - Secretary

Frances Meer – Committee Member

Ayaz Ahmad – Committee Member

Michael Collins – New Committee Member

Terry Guy – Committee Member

1.0 Chairman welcomes Committee members and new member.

2.0 Apologies:

Raj Rajendran, Pravin Kapadia, Luke Ernest, Alan Mills

3. Minutes of meeting Tuesday, 29<sup>th</sup> May no amendments made.

To be discussed today is the Work Plan.

4.0 Matters Arising

None

**5.0 Work Plan 2018-2019**

It was decided that only Section 5 and Section 9 of the work plan will be discussed at this meeting

Section 5 of the Workplan

Mohan, Terry, Mary and Raj attending all the weeks' events, Mukesh attended Monday's event.

Relating to the Domestic Violence event, over 70 people attended (for more details see Annex1). The PPG is disappointed at those committee members who did not attend only Pravin sent apologies. All three days were successful recognising the excellence of the Social Prescribing Team.

Parchmore's PPG must continue to have a partnership with other PPGs in the area to make these events such a success -Thornton Health, Gillett Road, can move to Brigstock. The Auckland Road Surgery want to get involved in what we are doing go forward. By taking a partnership approach all the PPGs in the area will gain an understanding of what its' mantra means.

Speakers on the Domestic violence and Mental health awareness events were given 15 minutes to talk which we had to cut short, at times. The Mayor attended and congratulated us for arranging such an important event for the Thornton Heath Communities.

On Wednesday at PMC the PPG raised awareness of sugar levels and carried out blood pressure checks. A **big thank you to the staff**, especially Beverley HCA, Susan Senior Patient Services Team, and Nargis Practice Pharmacist who all did brilliant jobs.

Some of the staff attended the health check during their lunch break, which was a good idea.

Brian's Social team in particular **Saera** for doing excellent job in organising and helping out on both the domestic violence and Mental Health big thank you goes to all; well done,

The PPG committee gives an enormous vote of thanks to Saera. She was the backbone of the events and put everything together. She will be the Thornton Health Link Worker. She organises, fundraises and she is brilliant and was very instrumental in ensuring the Mayor's presence at the events.

The Domestic Violence event had 70 plus people present. A solicitor was there who picked up 5 cases which would not have occurred, if the event had not taken place. This puts Parchmore PPG in a position wherein women were allowed to be helped.

In terms of the talks around deaths in Croydon, this is a crucial matter upon which the Mayor will work with the PPGs for a wider borough event.

The Mental Health Awareness event had over 170 attendees with 24 stalls (For more details see Annex1) and a varying range of speakers. Lee Townsend, Peter's mindfulness session was good, Gateway and Cllr Manju gave a lot of information.

It will take time for the PPGs recognition.

Saera is analysing feedback forms and report will be produced

### Councillors support

It was noted that **none** of the Thornton Heath Ward councillors attended.

Each Councillor receives £8,000 from the community Chest to support community projects within the ward. Each councillor decides distribution of the awards after studying the request for money from the Thornton Heath Ward Members. All the events that are taking place in the community grew from the initial investment from one ward councillor.

It is important to speak to local Councillors in order for us to continue the community programmes that are taking place. Cllr Carlton has not given funding at present time, we need invite him to our meetings again.

### **PPG website input and the PPG leaflet:**

Some discussion took place in the meeting whether the councillor who gave initial funding to start the social prescribing programme that should his name remain on both website and leaflet,

The committee decided that the name to be **removed** and the General Secretary's suggested replacement wording, " **The first project was small, using support initially provided from community chest funds by a Thornton Heath Ward councillor**". **A decision has to be made at this meeting.**

## **Section 9 Work Plan Support and Guidance Carer'**

Pravin & Mary attended the Carer conference events on Wednesday 12<sup>th</sup> June 2019 and a report was produced and circulated.

The work on PPG/ PMC charter will be progressed by **Brain, Pravin and Mary** soon.

### **6.0 Receive written report from the PMC Management on Practice, GP news and local Community programmes progress/update**

**Annex 1 gives full details.**

There have not been any new staff appointments. We now need to focus on the Primary Care Network.

Group consultations are a success. Diabetes, COPD and healthy lifestyles.

Planning around improving patient access.

We need to have ability to have more input online. Presently, there is an issue about how we change the current telephone message. There has been work done which will be shared with us by Brian in September 2019. Set-backs have arisen where appointments can only be booked 4 weeks in advance. If patients go online at 6.30 pm they are able to book appointments for the next day.

**Ayaz.** There are two different systems to book online. There is direct link process that will be coming on. This matter has been put forward to the partners, senior teams and an action plan will be put in place. We are looking at what our local community needs from patient information fed back to us.

A number of refugees have come into the Croydon area.

In looking at the Map distributed, it alludes to the guided walk.

**The next Group Strategic Meeting will be held on 27<sup>th</sup> July 2019, Raj, Pravin and Alan to who will attend and produce report.**

### **7.0 Correspondence Ebullition June 2019**

We need a report on the NAPP conference – Mary will prepare a report by the next meeting. **Action: Mary**

Terry is still having a problem with receiving the direct email NAPP. When we use our Email we do not get updates including bulletins download automatically. Pravin was able to sort out the problem previously we should for his help again on this matter. **Action Pravin**

Parchmore MC has been shortlisted for a General Practice Award. Posters will be put up on Community Notice Boards.

To bring people in we need to have user friendly and well-being, community activities.

We need to consider all things that are out of date. Can a meeting be arranged with Natasha. Terry is awaiting a response from her. Brian will get in contact with her. Mohan to send Terry an email. Brian will copy Mukesh in.

## **8.0 Any Other Business**

We should have a sub-group to meet around mid-day to attract people going to any of the events happening. A lot of people are out and about during this period - between 11am and 3 pm. This would enable us to get more input from a different demographic of people.

It may be a good idea to link with the Job Centre to get volunteers to come in so that they can learn new skills. Once this group is set up, its objectives will be identified.

We should go with vegetarian and non-vegetarian foods. Disclaimers cannot be guaranteed.

Living alone – has great political bias. It is written by the LGBT activists. Worth looking at it. Terry to write a short note.

TV systems. To be put back on the agenda.

WiFi – NHS public Wifi. It is a public hotspot. There is a security aspect. Password should be specific to the surgery.

**Nargis** is going to attend next PPG meeting and will produce report on her work also will take questions.

## **9.0 PPG's next meeting**

**Will 27<sup>th</sup> July 2019 at 6.30 pm with Partners in Beulah Wing.**

## **ANNEX1**

### **PPG MEETING 27<sup>th</sup> June 2019 THE PARCHMORE GROUP – News**

#### **1. Group Update**

**New Staff appointments:** None this month

The Main focus for the Practice at the moment includes the following: -

- The forward planning on the primary Care Network approach for Thornton Heath Practices
- Forward planning for next round of Group Consultations
- Planning to improve Patient Access

#### **2. Social Prescribing and Community Development programme.**

## **Croydon Social P Thornton Heath**

The last month has seen CSP develop from strength to strength in Thornton Heath with a mix of new activities and partnerships, maturing of established initiatives and well received network-wide events.

All initiatives met with priorities set by practices to offer:

- Access to activities for older people;
- Support the emotional and well-being of young people and children;
- Greater use of green spaces;
- Creating safe public spaces for women and refugees;
- Innovative ways of offering health and wellbeing information, advice and guidance to men

We have outlined the current activities in the table at the end of the report. Now that we have established the programme and gathered feedback data we will be submitting information to the Research team for analysis in time for the next Network meeting.

### **New activities include**

- Mindfulness for young people and children at St Johns church Hall. This has two weeks left to run and has been increasingly well attended;
- Line dancing at St Johns church hall has a month run and is again well attended;
- Intergenerational project at Thornton Heath Community Garden Project in conjunction with Pamper Indulge Give and Croydon Voluntary Action;
- Guided walks for residents at Brigstock Hostel

### **Case Study - Guided Walks**

CSP has played a pivotal part in developing a weekly local guided health walk for residents of Brigstock Hostel. These involve a walk around Thornton Heath looking at local landmarks and services such as GP surgeries, library, Post Office, Leisure Centre etc.

The aim is for individuals to learn about the area as part of their life journey even though they are only here for a short time. They will also be introduced to services such as the library and GPs that they will encounter again and understand what they offer and how to access them so that they will be better prepared when they are 'relocated'.

The walks will also give an opportunity for issues of concern to be discussed and used to inform services to provide targeted information at the hostel that will help individuals. The sessions will last an hour and be led by a local community member and end with tea and refreshments at a local hub.

There have been 4 walks to date and we will look at the idea of the guided walks being open not just the hostel residents but also residents from the wider local

Thornton Heath community as it would be good for all to mix and help tackle isolation and the initiative to have a befriending element. It will also build on the positive work of projects such as Free Art and Off the Record. To begin with the key partners, include Migrant Help, Rainbow Health Centre, Thornton Heath Community Action Team, Off the Record, St Pauls church, Croydon Social P and Palace for Life Foundation.

### **Partnership working**

- We are working with Parchmore Methodist church regarding Food Stop, Parchmore Medical centre have members of staff who have volunteered their time to do voluntary work in Thornton Heath;
- Narcotics Anonymous and Alcoholic Anonymous are working in partnership with CSP to allow us to refer patients that need to be signposted to bespoke services;
- We are working on the Barbers Project with Off the Record and BME Forum. This is going well and the next steps to introduce training as Macmillan Cancer became very interested in our project from the Cancer Wellbeing event - see below - and they are looking to deliver workshops regarding awareness around cancer in men. They also have a What's App group set up with the barbers and a doctor from Parchmore and they can ask any questions health related regarding any clients that come in to the barber shop;
- We have linked The Hive homeless project, with the BME forum to help sign post people to services and will be holding an event at St Johns and helping with accessing funding.

### **Public events**

CSP has been integral to developing and supporting the following events:

We held the Cancer Wellbeing Event led by our colleague Cheryl Johnson at St Pauls church which was again well attended by residents, patients and service providers. Key outcomes included a need to develop more patient led support networks.

It has also led to the Macmillan Trust offering Community Champions training to existing community organisations to enable them to better support the needs of people affected by cancer. We are looking at arranging a date/venue for the training. Please see the details below.

The London Engagement Team at Macmillan recently finished the design and development of a new Macmillan Community Champions training programme that we would like to roll out and offer to community organisations for free.

It acknowledges that community and third sector organisations have skilled and experienced staff and volunteers – they are experts in their field, they understand the

needs of the local population and are best placed to reach and support their community. The aim of the Macmillan Community Champions 1-day training programme is to upskill this existing workforce, to train, support and equip them with the confidence, skills and knowledge in supporting service users/members of the local community that are affected by cancer and signpost them to appropriate support.

The training sessions covers topics such as:

- Cancer awareness
- Macmillan information and support services – where/how to signpost people affected by cancer
- Asset based community development – looking at existing community assets that may help us meet gaps in support/services for people affected by cancer in your local community
- Listening skills

The training (including lunch/refreshments) would be provided free of charge by Macmillan and we can facilitate the training at a community venue on a date that is convenient for your organisation (including weekends if necessary). The training would run from approximately 10am – 4pm, but we can be flexible around this. Attendees of the training would receive a certificate, resource pack, continued support from myself, the Macmillan Engagement Lead for your area, and access to further training and Macmillan resources online.

### **Care Connector**

Our colleague, Karen Barnett 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.

Next step is discussing the possibility of placing to have Care Connector in Upper Norwood, Mersham and South Norwood Hill medical practices.

### **Patient Awareness Week**

I know we will talk more about this at the meeting, but just need to say a big well done to the PPG for the organisation (along with Saera) and running of the activities for the Patient awareness week. The Domestic Violence Awareness event was attended by over 70 people with The Mayor present. Information stalls included Counselling, DV lawyer for pro bono work – she took in 5 patients, emergency accommodation team from Croydon council, Croydon Works and many more. This

was in direct response to the public health crisis that shows women in the area experience high rates of violence and harassment;

The second event, focused on Mental Health Awareness with over 100 patients/residents in attendance again with the Mayor. Stalls included carers information centre, mindfulness, BME Forum, MS Foundation, library services, tenancy sustainment team, overall on both events. The event 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.

I feel this is our 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

### **Group Strategic Meetings**

The next group strategic meeting will be held on Monday 29<sup>th</sup> July at 12.30 pm, the partners would welcome a representative from the PPG at this and subsequent meetings. The format has changed from an evening to an afternoon to try and ensure that there is a good spread of representation from all clinical and non-clinical staff.

### **3. Complaints / Compliments / NHS Choices**

Nothing major to report.