



# SWL Integrated Urgent Care Patient Partnership Group

## Minutes

9 November | 2020

Date	Version/Notes	Author
26 November 2020	V1 DRAFT	Jacqueline O'Meara
2 December 2020	V2	Paul Pegden Smith

## Held at 18:00 9 November 2020 - Virtual Meeting

### Attended by:

Paul Pegden Smith – Chair	PPS
Shaun Crinion – Vocare	SCr
Paul Dong – Wandsworth	PD
Katie Hackett – Vocare	KH
Steven Pink – CEO SELDOC	SP
Richard Okerchiri - Merton	RO
Dr Kevin Barnett - SELDOC	drKB
Jacqueline O’Meara - SELDOC	JOM
Roy Simpson – Croydon	RS
Logie Lohendran - Merton	LL
Jatinder Bhuhi - SWL	JB
Maureen Levy - Croydon	ML
Launa Watson – Sutton	LW
<b>Apologies:</b>	
Scotty McLeod – Kingston	SM
Charity Mutit	CM
Michael Hembest – Croydon	MH
Shakeel Cockar – Croydon	SCo
Juliet Motley-Wilcock - Croydon	JMW
Anne Milstead - Croydon	AM
Chris Coke - Kingston	CC
Jeffrey Vanhek - Kingston	JV
Shakti Mathers - Kingston	SM
Yvonne Peel - Richmond	YP
Mark O’Connor	MoC
Anabel Claro	AC
Andy Gregory – Vocare	AG
Eddie Ramlakhan – SWL Alliance	ER
Wendy Micklewright – Richmond	WM
Caroline Cameron – Wandsworth	CC
Karen Birbeck – Croydon	KB
Janet Marriott - Richmond	JM

Paul Pegden Smith chaired the meeting and Jacqueline O'Meara took the minutes.

	Agenda	Action
4	<p><b>Election of Vice Chair</b></p> <p>Item 4 was moved forward to start the meeting. Roy Simpson was unanimously elected Vice Chair to replace Tariq Salem who resigned in August 2020. All members were in favour.</p>	
1	<p><b>Introduction and Apologies for absence</b></p> <p>PPS noted that the meeting was quorate with patient representatives from 5 of 6 Boroughs present (see list above for apologies)</p>	
2	<p><b>Approval of Minutes from 9 August 2020</b></p> <p>The minutes from 9 August 2020 were approved.</p>	
3	<p><b>Action Log Update</b></p> <p>Please see updated action log for changes. PPS noted that any members that have not attended a PPG meeting since December 2018 would be removed from the invite list. <b><i>PPS to send out emails to those members affected to thank them for their previous contribution and advise them of the action taken.</i></b></p>	PPS
5	<p><b>Provider Performance Presentation</b></p> <p>KH gave a summary of the presentation for November 2020 with key points listed below:</p> <ul style="list-style-type: none"> <li>• CQC inspection will take place on the 11/12<sup>th</sup> November 2020</li> <li>• Call centres in Newcastle &amp; Teeside are struggling with absences, due to COVID.</li> <li>• 25% increase in activity with more patients being seen during day time service</li> <li>• <b><i>Call waiting target in November's KPI had deteriorated from 80.8% in October to 49.4%. Activity to return this KPI performance to contract levels to be brought to next meeting.</i></b></li> <li>• PPS pointed out significant shift in 'calls offered' data between January and February for Merton and Wandsworth. One almost doubled and the other dropped over 70%. He had raised this at the last CQRG. KH would report on this data shift.</li> </ul>	KH

6	<p><b>Area Patient Feedback on local IUC Provision Updates</b></p> <p>LL noted that the new Community Hospital is now up and running – he proposed that the DoS should be amended to reflect this.</p>	
7	<p><b>Update on Engagement Strategy</b></p> <p>Results from the survey consulting PPG members were discussed, particularly with the complexity of increasing communications with local patients. SP proposed that a webpage be set up, that members can refer to and source up-to-date information and be able to provide feedback both to the PPG and to the relevant patient consultative bodies in each of the 6 Boroughs. SP offered to arrange this and to keep the site up to date along with financial support from Vocare. <b>Webpage link to be shared before next PPG Meeting.</b></p> <p><b>JB to send to SP list of contacts so that we can invite all to use this service.</b></p> <p>The aim for this to go live is January 2021. SP to bring update to next PPG (to include link to webpage) and report on progress.</p>	<p><b>SP</b></p> <p><b>JB</b></p>
8	<p><b>Patient Surveys/Feedback</b></p> <p>KB shared the October patient feedback data, this is the first full month since introducing fully automated responses. 94% and above are positive with increased patient responses.</p>	
9	<p><b>PPG Terms of Reference</b></p> <p>PPS shared the revised Terms of Reference – with minimal changes required to be submitted to JB for final approval by the CQRG.</p>	<p><b>PPS</b></p>
AOB	<p>Meeting ends 1900hrs</p>	
	<p>Next Meetings</p> <p>8 February 2021 –Venue SELDOC Norbiton or on Virtual media - TBC</p>	