



North Central London
Clinical Commissioning Group

Welcome

Online PPG Forum

9 February 2021

PPG Forum Quiz.... Celebrating LGBTQ+ history month

1. Name the city where the Stonewall Inn riots broke out on June 28, 1969?
2. What year did the law change to allow gay and bisexual people to be in the armed forces in the UK?
3. In 2017, the UK marked the 50-year anniversary of what major turning point in Pride history?
4. In what year did a law change to allow gay people to adopt children?

Camden PPG Forum Programme



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Topic	Time
Part one	
Welcome, introductions & ground rules	17:00 – 17:10
PPG survey feedback (and next steps)	17:10 – 17:15
Examples of PPGs responding to Covid	17:15 – 17:25
Part two	
Covid-19 Vaccine (progress so far)	17:25 - 17:40
Primary Care Recovery (after lockdown)	17:40 – 17:55
Question time panel	17:55 – 18:20
Next steps	18:20





PPG survey results

Mark Agathangelou
CPPEG vice chair



A funny thing happened on the way to the PPG forum!



Overview



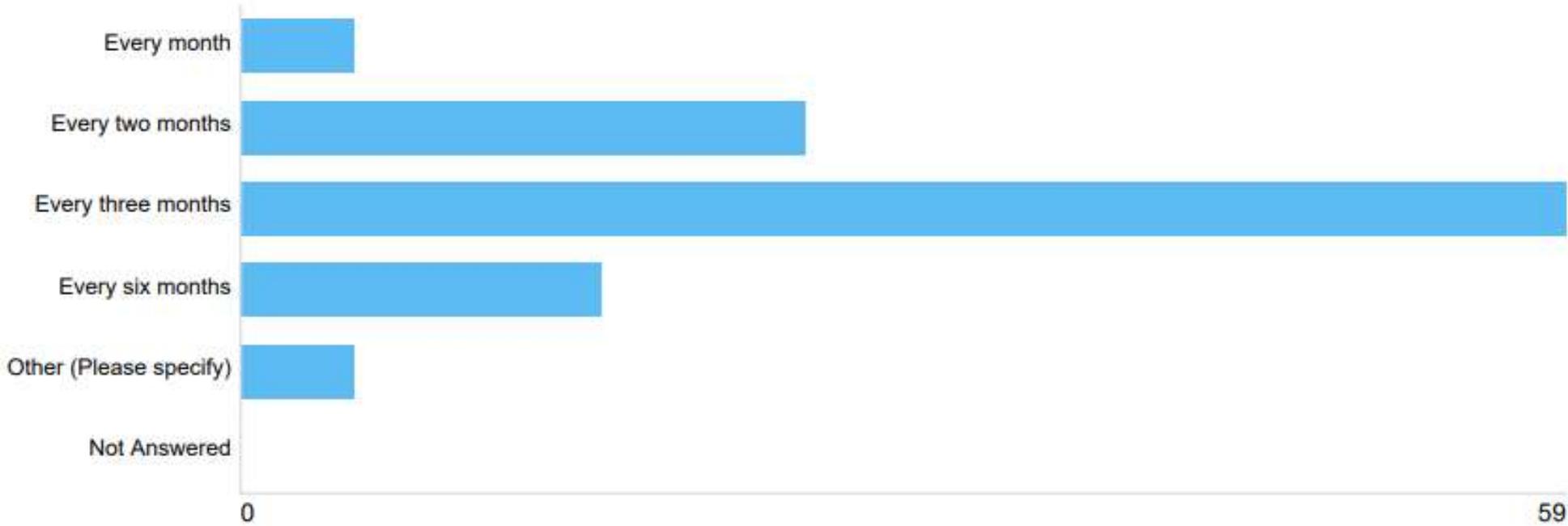
- ❑ Survey ran from 17th November to 12th December last year
- ❑ 106 responses overall
- ❑ Responses came from 20 out of the 32 Camden GP practice PPG's
- ❑ Main responder practices were:
 - Adelaide (17)
 - Caversham (14),
 - James Wigg (11),
 - Keats (10)

Overview



Question 6: How often would you like to meet with CPPEG?

Frequency



Overview



Ranking - Covid-19 vaccine update

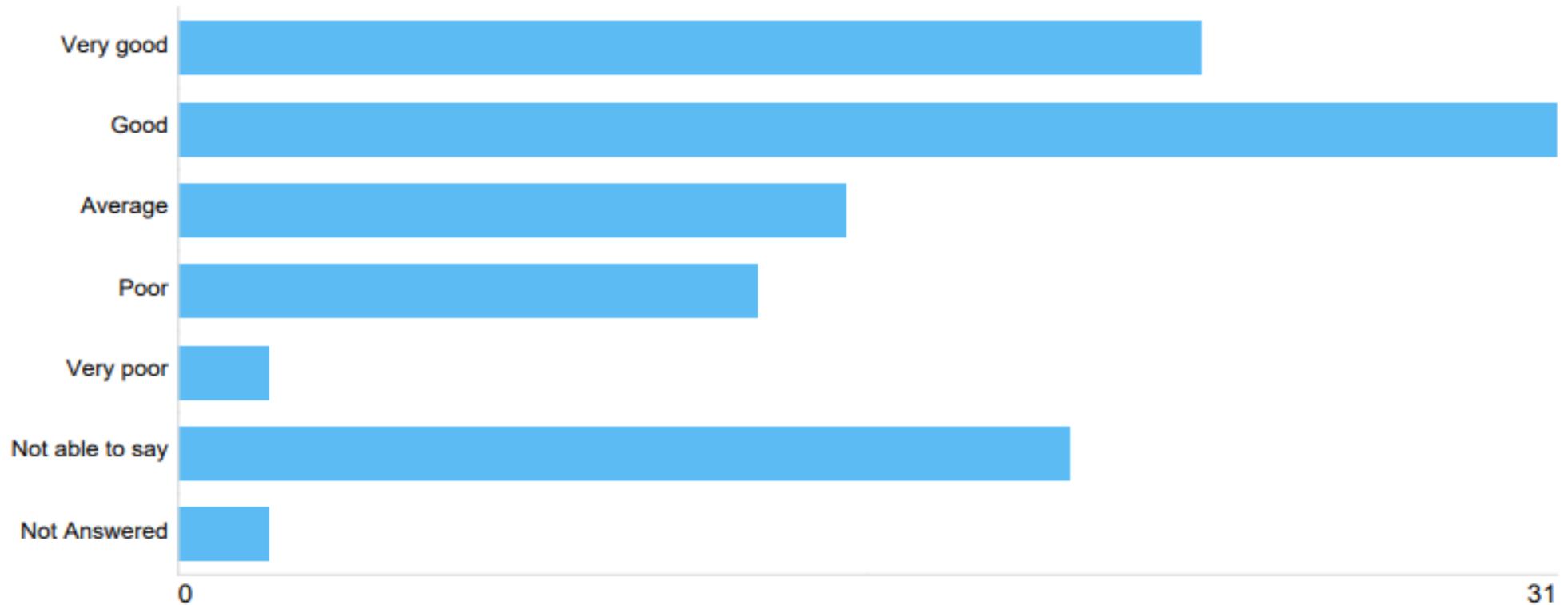


Overview



Question 13: Please rate the communication between the practice and PPG during Covid?

Communication



**James
Wigg
Practice**



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Helping Out in First Lockdown April 2020

Gill Walt
PPG Chair

High anxiety over lack of PPE



- GP link at James Wigg contacted PPG
- PPG in touch with local networks (a residents' association, other PPGs, a local dry cleaning company)
- Sent out an SOS
 - Have you any spare fabric?
 - Could you sew masks and scrubs?
- Warm and rapid response
 - 'Got out my sewing machine, oiled it, ready to go!'
 - 'Will old duvet covers and sheets do?'
 - 'I've downloaded some patterns from the internet'

Heart warming response



- Yani, from Universal Dry Cleaners collected fabrics from people's homes, washed them, distributed them to those sewing
- He and others, printed off patterns to share
- Yani then collected the completed masks and scrubs, and distributed them to GP practices in Camden
- Within a couple of weeks
 - Local community had made 54 pairs of scrubs & hundreds of masks
 - One household made over 100 scrubs in a couple of months

Expanding the response



- Small factory in Walthamstow opened to seamstresses
- Crowdfunding raised over £20,000 so they could be paid, more fabric could be bought (if not donated), and a greater number of scrubs and masks could be delivered free to NHS practices and hospitals
- Other boroughs and GP practices came on board
- By the end of the project, over 2000 scrubs were delivered to NHS free

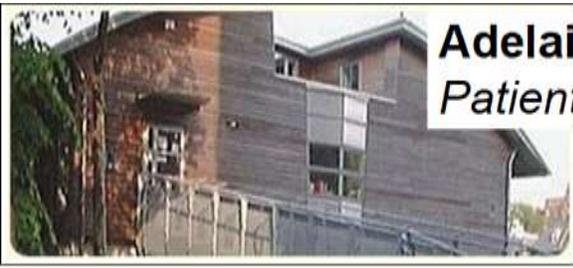
Why was this a success story?



- Helpful and supportive to both NHS and community
- GPs were hugely grateful, especially as the Camden Covid Centre opened
- PPG members and neighbours echoed Mike Jennings from Brondesbury medical centre, who said ‘It’s kept us busy during lockdown – no time to get depressed ...my skills have improved ... every scrub we make is unique ...I have taken so much from the NHS it is nice to finally give something back’
- Networks collaborated
- Collaboration, coordination and enthusiasm between local networks was essential (email lists, contacts, neighbours), plus the energetic individuals who had, or made, time to communicate, coordinate, sew, think big, and spread the word. They were the glue between the networks.

Thank you from the James Wigg Practice





Adelaide Medical Centre
Patient Participation Group (PPG)

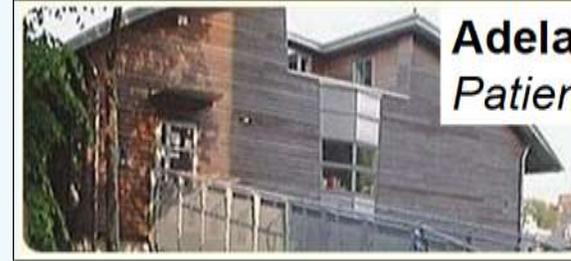


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Impact of lockdowns and COVID restrictions on the work of the PPG

Hilary Lance
PPG Chair

Frequency of and type of meetings

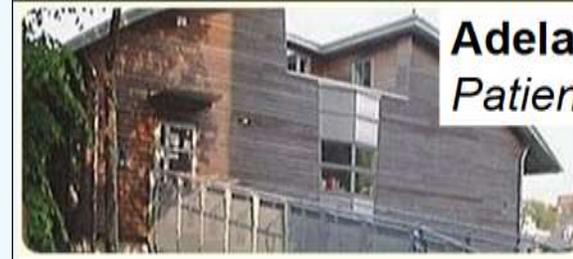


Adelaide Medical Centre
Patient Participation Group (PPG)

Frequency of and type of meetings

- ✓ Fewer - 4 last year all on zoom
- ✓ Shorter - 1 hr
- ✓ No open meetings
- ✓ Arranged as we go along - formerly planned a year in advance
- ✓ This year (2021) first meeting delayed to enable vaccination work to take priority
- ✓ Thinking about a virtual open meeting later in the year

Format of agendas



Adelaide Medical Centre
Patient Participation Group (PPG)

Before Lockdown - prior to March 2020	After March 2020
<p>Formal structured agendas, agreeing minutes, follow progress on actions agreed. Agendas covered:</p> <ul style="list-style-type: none"> ✚ regular items eg practice updates ✚ topical issues ✚ planned items / Qs from members ✚ Overview of routine work of the practice <p>Items on significant planned changes rare</p>	<p>Meeting 1 – April</p> <ul style="list-style-type: none"> ✚ Four meetings <p>Meetings more focussed on the new key issues and updates</p> <ul style="list-style-type: none"> ✚ Agendas less structured ✚ More patient consultation

Chairing, minutes, notes, action log, annual report



Adelaide Medical Centre
Patient Participation Group (PPG)

	Before Lockdown - prior to March 2020	After March 2020
Attendance by PPG members	Good	Down a bit
Attendance by practice staff	Usually: 3	Fewer
Chairing meetings	Patient	More fluid - shifted between Practice Manager and patient chair
Minutes, notes of meetings	<ul style="list-style-type: none"> ✚ Formal, drafted by PM agreed with chair and formally agreed at next meeting ✚ Posted on Practice website but not circulated to PRG email list 	<ul style="list-style-type: none"> ✚ Informal notes mainly drafted by patient chair and agreed with PM ✚ Posted on website and ✚ emailed to PPG and PRG (wider circulation) ✚ Not formally agreed
Action Log	Regularly maintained	In abeyance
Annual report	2019-20 completed	2020-2021 planned

Reflections



Adelaide Medical Centre
Patient Participation Group (PPG)

- Changes in the way of working were not consciously planned, they happened, as Chair and PM worked together
- Changes were driven by:
 - need to inform patients about essential changes in the way the practice works
 - a wish to sound out patients about some different ways of working
 - wanting to avoid additional pressures and reduce work on the Practice
 - recognising the potential of different ways of working and use of new technology

The future



Adelaide Medical Centre
Patient Participation Group (PPG)

- ✓ Eventual return to physical meetings will be welcome.
- ✓ The downside of digital provision (inclusion v exclusion). e.g. problems with e consult / risk management in clinical consultations.
- ✓ Potential advantages to having a more informal approach.
- ✓ Thinking about how the PPG can be used in different ways
- ✓ Build on the experience of sounding out patients early in the process of planning changes



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Covid-19 vaccine progress so far

Simon Wheatley, Assistant
Director, Primary and
Community Commissioning -
Camden Directorate

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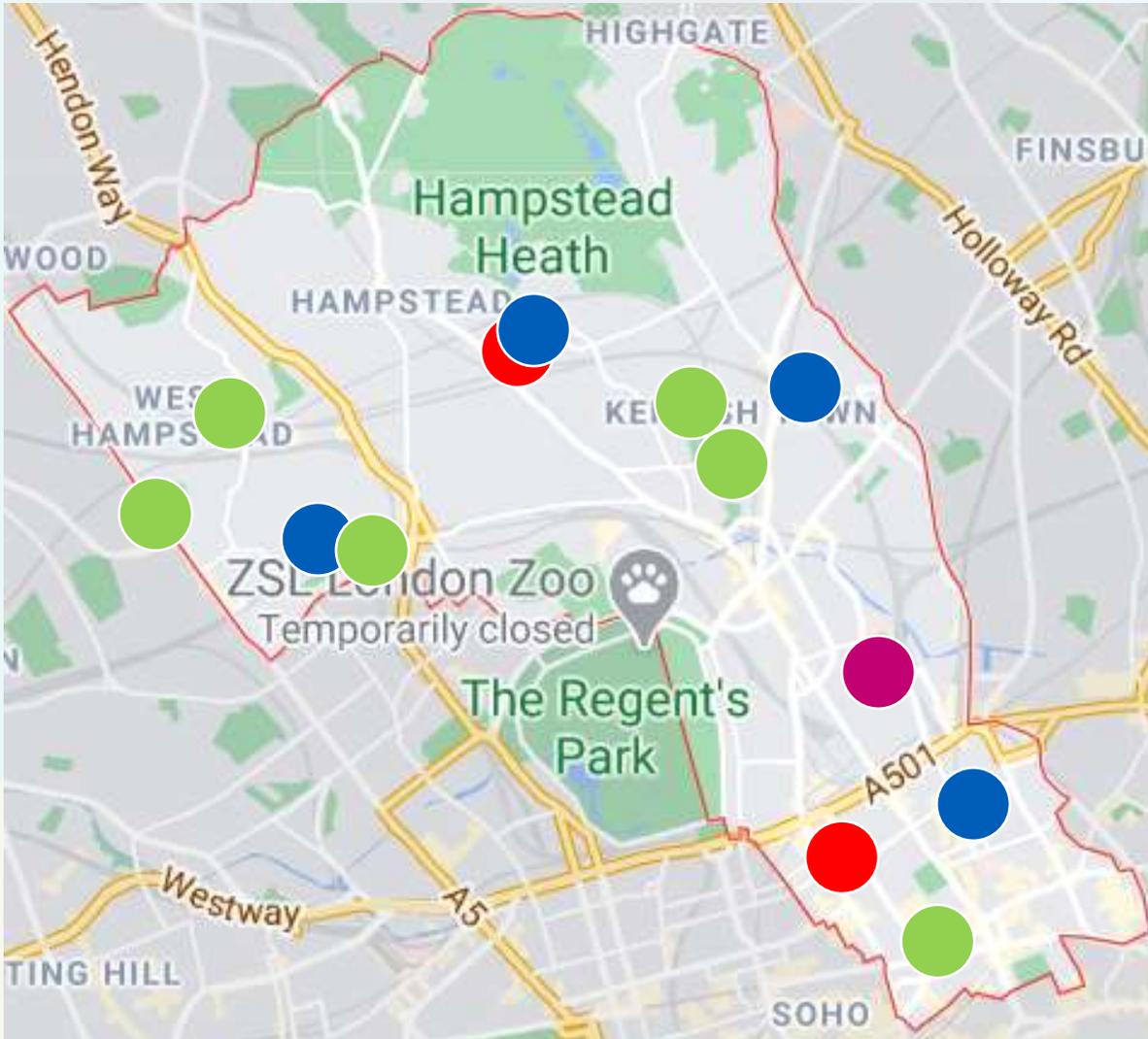
Dr Ammara Hughes, Partner
Bloomsbury Surgery and Clinical
Director Central Camden
Primary Care Network

The national vaccination programme

- Towards the end of last year, nationally there was a shift towards primary care playing a leading role in delivering the Covid-19 vaccine
- In Camden and elsewhere, primary care networks (PCNs), working with partners, began planning for a large and urgent vaccination campaign
- Using the Joint Committee for Vaccination and Immunisation (JCVI) priorities framework (*right*), PCNs were asked to:
 - identify and prepare potential sites
 - set up call and booking systems
 - put in place the right team to deliver

#	Population group
1	Residents in a care home for older adults and their carers
2	All those 80 years of age and over Frontline health and social care workers
3	All those 75 years of age and over
4	All those 70 years of age and over Clinically extremely vulnerable individuals
5	All those 65 years of age and over
6	All individuals aged 16 years to 64 years with underlying health conditions which put them at higher risk of serious disease and mortality
7	All those 60 years of age and over
8	All those 55 years of age and over
9	All those 50 years of age and over

Borough overview



Local vaccination service: primary care network 'hubs'



Local vaccination service: primary care network 'satellite' sites



Vaccination centre



Hospital hub

Progress to date and next steps

Achievements

- ✓ By Monday last week, **over 1,000,000** vaccinations had been given across the whole of London
- ✓ Of that, **200,000** vaccinations had been given in North Central London – with the majority (71%) delivered by primary care sites
- ✓ In Camden the national target of offering vaccinations to all care home residents and staff (priority cohort 1) was **achieved 10 days ahead of the national deadline**, 31 January
- ✓ And the national target of offering vaccinations to all residents in priority cohorts 1 – 4 was achieved in the middle of last week, **ahead of the national deadline**, 15 February

Our next steps

- Continue joint working between primary care network hubs, CNWL, C&I and other teams to deliver for eligible residents – including people who are housebound, those with a learning disability, and those who are homeless
- Working to ensure the fullest possible coverage of the vaccine – working with the Council to reach under-represented communities including those who are deprived, black and minority ethnic (BME) and those who are hard to engage (asylum seekers, unregistered residents, those who are homeless)
- Planning and delivering 2nd doses alongside first doses

How you can help

- The three main 'asks' for the general public are:
 - We'll contact you when it's the right time to come forward – please don't seek a vaccine before then
 - Please act on your invite and make sure you attend your appointments when they're arranged
 - Please continue to abide by social distancing and hand hygiene guidance, which will still save lives.
- A Covid-19 vaccine resource centre has been published on the NCL CCG website:
<https://northcentrallondonccg.nhs.uk/covid-19-vaccination-information/>

A day in the life of a GP





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Primary Care Recovery (after lockdown)

Simon Wheatley, Assistant Director,
Primary and Community
Commissioning - Camden
Directorate

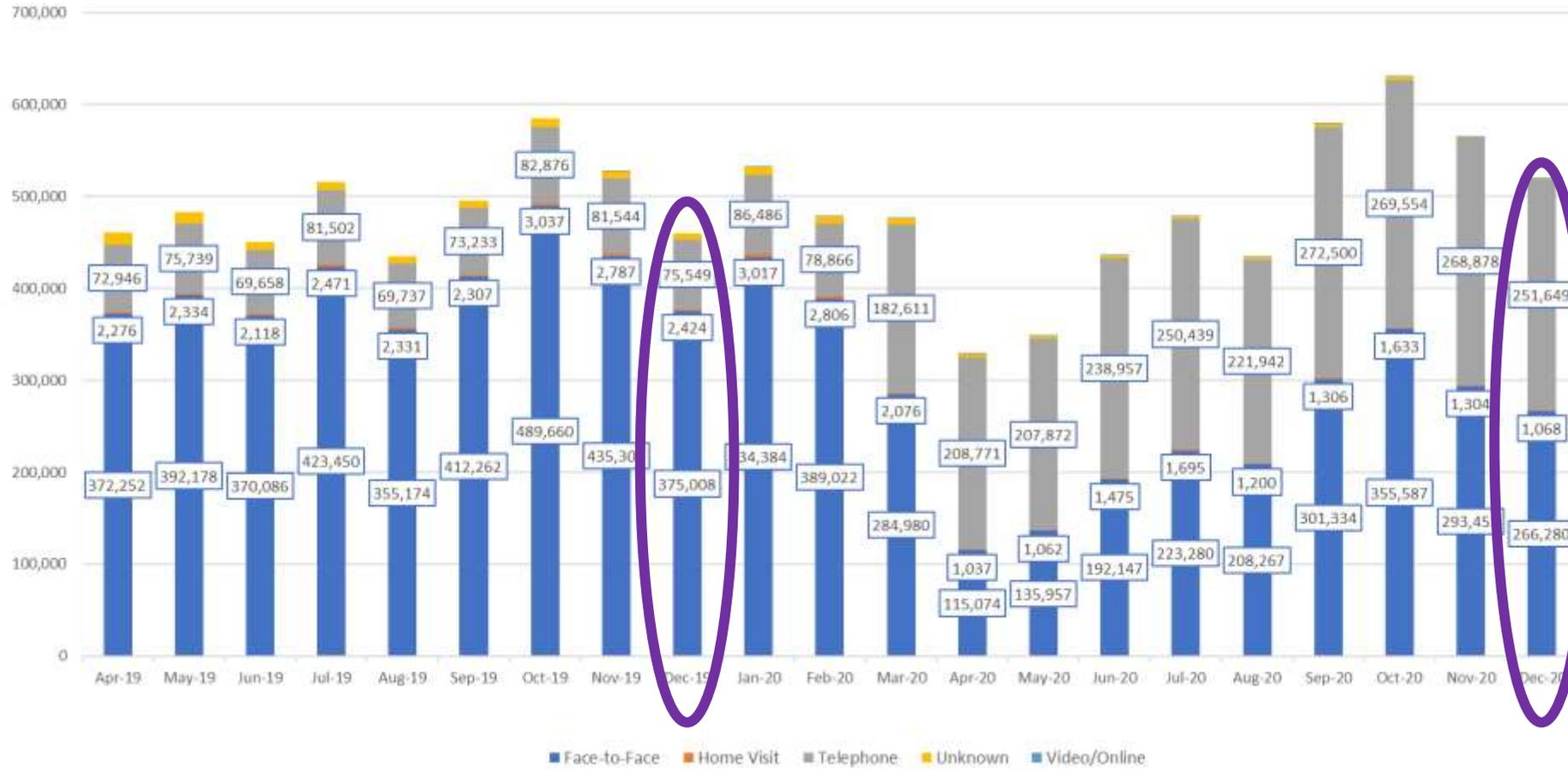
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Dr Alex Warner, Partner Caversham
Group Practice and Clinical Director
Kentish Town Centre Primary Care
Network

GP practices adapting to Covid-19

- When the pandemic started, GP practices in Camden and elsewhere made important changes to continue to remain available for patients, including:
 - triaging (reviewing) all patient appointment requests
 - prioritising those patients with the most pressing health and care needs
 - putting in place new and additional ways of speaking to a member of the practice team (eConsult, telephone consultations, text messaging)
 - making use of new services and kit to support patients at home.
- These changes have made sure practices can remain open and contactable for patients, and ensuring the safety and wellbeing of staff and patients alike

Covid-19 has affected GP workload



Across NCL, over 520,000 GP appointments were provided in December 2020 - 13% more than in December 2019. Just under half (48%) were provided by telephone, compared to 17% the previous year.

Source: NHS Digital <https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice>

Other changes due to the latest wave

- Health and care services, including general practice, in Camden and North Central London continue to remain under pressure
- As well as helping meeting the normal needs of residents, GP practices have also been:
 - leading the way in the Covid-19 vaccination programme
 - supporting the largest ever flu campaign
 - helping people with Covid-19 to remain safely at home using remote monitoring and consultations, including pulse oximeters
 - supporting people with post-Covid (“long Covid”) symptoms, including those leaving hospital
- To help meet the needs of patients, practices have been supported and changes have been agreed with other health and care providers
- For the time being practices have been asked to focus on urgent and priority patient needs, and to pick up routine needs when the system is under less pressure

Key questions for recovery planning

- While GP practices have responded to the pandemic to remain open, we know electronic booking and remote consultations do not work for all. **Practices will need to continue to make sure general practice services are available for all**
- GP teams has been working under pressure for a year. **Frontline staff will need space and time to recuperate**
- It's important to get the balance right so that routine patient needs are not 'stored up' for the future, or risk health problems later. **Practices will need to continue to triage and prioritise patient needs, while checking in and supporting those with long term conditions**
- There are growing numbers of residents with complicated post-Covid needs. **Practice teams will need to work closely with other NHS and care organisations to make sure these patients receive the support they need**
- **What opportunities will there be for doing things differently..**



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Question time panel

Dr Ammara Hughes

Dr Alex Warner

Simon Wheatley

Hilary Lance

Gill Walt

Mark Agathangelou

Facilitator:

Sally Mackinnon, Director of Integration,
Camden Directorate



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Next Steps

Hilary Lance
CPPEG Chair



Quiz....the answers are in

1. Name the city where the Stonewall Inn riots broke out on June 28, 1969?

New York City is where patrons of the gay bar clashed with the police, triggering riots that are often cited as the beginning of the modern gay rights movement.



Quiz....the answers are in

2. What year did the law change to allow gay and bisexual people to be in the armed forces in the UK?

2000 - it was the year 2000 when the law changed allowing gay and bisexual people to be in the armed forces in the UK.



Quiz....the answers are in

3. In 2017, the UK marked the 50-year anniversary of what major turning point in Pride history?

The decriminalisation of homosexuality - In 1967 it stopped being illegal for two men to be in a relationship in England and Wales - meaning it wouldn't be a crime anymore. Up until this date, gay and bisexual men could face a maximum sentence of life in prison. The law changed in Northern Ireland and Scotland later. It was never illegal for two women.



Quiz....the answers are in

4. In what year did a law change to allow gay people to adopt children?

2002 - The law was changed in 2002 to allow gay people and also unmarried couples to adopt children



Additional information



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Stonewall riots

<https://www.stonewall.org.uk/about-us/news/stonewall-uprising-50-years-lgbt-history>

Red ribbons

<https://www.worldaidsday.org/the-red-ribbon/>

Rainbow laces – LGB acceptance in sport

<https://www.stonewall.org.uk/our-work/campaigns/rainbow-laces>