

## Patient and Public Involvement (PPI) Forum for Brent tPCT

**Minutes of a Forum Meeting held on  
Monday 10<sup>th</sup> December 2007 at Wembley Centre for  
Health and Care, Chaplin Road, Wembley**

	<b>Item</b>	<b>Action</b>
	<p><b>Present</b> Mansukh Raichura (Chair) Elcena Jeffers Ken Morjaria</p> <p><b>Apologies</b> Anne Lando Suryakant Patel</p> <p><b>In attendance</b> Winnie Hamilton, Community Dental Service Manager, Brent PCT Rushda Butt, Patient Services Officer, Brent PCT Susan Holtom, Community Investors Forum Support Organisation (FSO)</p> <p><b>Documents Circulated Before the Meeting</b></p> <ul style="list-style-type: none"> <li>○ Minutes of meeting 12-11-07</li> <li>○ Agenda for meeting 10-12-07</li> <li>○ Response from PCT Chair re waiting times for Community Dental Service</li> </ul>	
<b>1</b>	<p><b>Introductions and apologies</b> Mansukh R opened the meeting. Apologies were received from Anne Lando and Suryakant Patel.</p>	
<b>2</b>	<p><b>Minutes of meeting held on 12<sup>th</sup> November</b> – these were <b>AGREED</b>.</p> <p><b>Matters arising (not already on agenda)</b> Rushda asked that Sue Little, PA to PCT Chair and CEO, be sent a copy of Forum minutes.</p> <p>BCAD model – Forum to follow up request an update on implementation with PCT.</p> <p>Diabetic Management Guidance – Forum to follow up with PCT.</p> <p>CPPIH Development Workshop – Anne L, Aderonke J-C and Mansukh R have been booked onto workshop on 28 January 2008. Ken M applied for a place but it was full. He would be keen to take up a place if anyone is unable to attend.</p>	<p>FSO</p> <p>FSO/PCT</p> <p>FSO/PCT</p> <p>AL, AJ-C, MR, KM</p>
<b>3</b>	<p><b>Communication with Brent PCT</b> <b>(i) Community Dentistry – Winnie Hamilton</b> Winnie apologised that she was unable to attend the meeting in November, due to ill-health. She hoped to address the Forum's concerns about community dentistry services. Ken M welcomed this, since he did not feel that the PCT Chair's reply to the Forum Chair had satisfactorily dealt with the issue of waiting times.</p> <p>Winnie H explained the background to the current community dentistry contract. On 1 April 2007, Brent PCT was de-segregated from Hammersmith and Fulham, with whom it previously delivered services. Several consultants left the service but Brent has not been able to fill the posts, due to commissioning and budget restraints. Brent PCT can see only Brent residents and patients cannot go outside the borough. Endodontal (root canal) and Periodontal (gums and bone) therapies are provided through the community</p>	

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	<p>dental service.</p> <p>Ken M spoke about his experience of the service – he was referred in November 2006, heard nothing until June 2007 and was finally assessed after waiting over a year. Winnie H apologised that Ken M did not receive a letter of acknowledgement, which should have been sent following his referral. Ken M also contacted his MP about his complaint, but felt that this reply simply reiterated the PCT's unsatisfactory response.</p> <p>Winnie H outlined current waiting times for community dentistry in Brent:</p> <ul style="list-style-type: none"> <li>• <i>Endodontics</i>: 3 week waiting time for assessment. 26 patients on waiting list; further 78 patients assessed and awaiting treatment.</li> <li>• <i>Periodontics</i>: 54 week waiting time for assessment. 66 patients on waiting list.</li> </ul> <p>Elcena J commented that Brent PCT's community dental service does not appear to be sufficiently funded or flexible enough to serve its patients satisfactorily. A waiting time of 54 weeks for periodontics is very unsatisfactory. In response to a question from Elcena J about the costs of endodontic and periodontic treatment, Winnie H said that endodontic treatment costs approx £650 per session. She agreed to provide more detailed information to Elcena by email.</p> <p><b>Brent Health Select Committee</b> - Mansukh R reported that he will be attending the Brent Health Select Committee review of dental services on 13-12-07 to give a Forum/patients' perspective on dental services. Susan H will compile a briefing for Mansukh. Winnie H added that Jamil Choglay will be attending to give the PCT's perspective.</p> <p>Mansukh thanked Winnie H for her input and she left the meeting.</p> <p><b>(ii) Update on PCT Governance and Senior Management Changes</b> Rushda explained that there are 4 interim senior management posts arising from PCT restructuring. A number of staff posts are at risk and vacancies have been ring-fenced. Mansukh questioned how the Darzi report might have further repercussions for staffing requirements in the PCT. Rushda suggested that the Forum ask for an update on governance and restructuring issues for its next meeting.</p>	<p>Winnie H</p> <p>Mansukh R, FSO</p> <p>FSO/PCT</p>
4	<p><b>Feedback on meetings attended by members on behalf of Forum</b></p> <p><b>NWLH PPI Forum</b> – Mansukh had received an invitation from North West London Hospitals (NWLH) PPI Forum to attend the forum's business meeting, which follows the first hour of the meeting held in public. Susan H added that the NWLH Forum January 22<sup>nd</sup> 2008 meeting in public will focus on LINKs; all are welcome to attend. The Forum had invited LINKs leads from Brent and Harrow councils. Mansukh suggested that the Brent LINKs lead might also be invited to a Brent PCT Forum meeting in the new year.</p> <p><b>Healthcare for London</b> – Mansukh attended the London Network of PPI Forums meeting about the Darzi report on 6-12-07. A London-wide consultation is being organised with local meetings taking place, including 16-2-08 at Willesden Library. Mansukh suggested that the PCT be invited to address the Forum on implications of the Darzi report for Brent residents. He was particularly concerned about the lack of reference to health inequalities and the needs of BME communities. Rushda suggested that the Forum follows this up with Patricia Atkinson at the PCT.</p>	<p>FSO</p> <p>FSO/PCT</p>
5	<p><b>Update on Local Involvement Networks (LINKs)</b> Mansukh reported that Brent Council is holding a Links Stakeholder meeting at 1030</p>	

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	on 21-12-07 with a further event planned in January 2008. He will also be attending a Brent voluntary sector meeting on 12-12-07 at Willesden Library at which LINKs (amongst other topics) will be discussed. Susan H reminded the Forum that the Dept of Health consultation on LINKs closes on 21-12-07. Mansukh wished to endorse the need for LINKs to have powers to request information and for clarity on monitoring of children's services.	Mansukh
<b>6</b>	<p><b>Any Other Business</b></p> <p>PCT information – Rushda circulated copies of draft PCT information on 3 topics: 'Ethnic Monitoring', 'Patient Satisfaction Survey' and 'How to Make a Complaint'. She invited Forum members to submit comments to her directly or via the FSO. Rushda added that the PCT will also be drawing up a new PPI strategy.</p> <p>The Forum wished to record its thanks and best wishes to Judith Lockhart who will be leaving Brent PCT on 21<sup>st</sup> December.</p> <p>Brent Brain website – Rushda B pointed out that the Brent PPI Forum information on this website needs updating. FSO to action.</p> <p>Certificate of involvement in PPI Forums – Mansukh showed a certificate he received when Brent CHC closed, thanking him for his involvement. He suggested that Forum members are given something similar when PPI Forums are replaced by LINKs. FSO to follow up with CPPIH.</p>	<p>All FSO</p> <p>FSO</p> <p>FSO</p>
<b>7</b>	<p><b>Date of future meetings</b></p> <p><b>Monday 14<sup>th</sup> January 2008 from 1030-1300</b> in Training Room 1 at Wembley Centre for Health and Care.</p> <p><b>Monday 11<sup>th</sup> February 2008 from 1030-1300</b> in Training Room 1 at Wembley Centre for Health and Care.</p> <p><b>Monday 10<sup>th</sup> March 2008 from 1030-1300</b> in Training Room 1 at Wembley Centre for Health and Care.</p> <p>NB Since Forums are due to be abolished at the end of March 2008; no meetings have been arranged beyond that date.</p> <p>Mansukh R closed the meeting at 1300, which was followed by lunch in the Wembley Centre canteen.</p>	<p>All</p> <p>All</p> <p>All</p>