

## Patient Opportunity Panel Meeting

### MINUTES OF THE MEETING HELD THURSDAY 14<sup>th</sup> APRIL 2016 OWEN HOUSE, ZION CHRISTIAN CENTRE,

#### Present:

Julie Jasper	Dudley CCG
Helen Codd	Dudley CCG
Keren Hodgson	Dudley CCG
Kate Green	Dudley CVS; Integrated Plus
Chris Barron	Healthwatch Dudley

#### Representatives from the following PPGs:

Geoff Lawley	AW Surgeries
Stuart Steele	AW Surgeries
Irene Arrowsmith	Three Vilages
Stephen Schwartz	Castle Meadows
David Bailey	Clement Road Medical Practice
Margaret Roberts	Stourside Medical Practice
Jackie O'Brien	Lion Health Medical Practice
Roger Harding	Feldon Lane (The Lanes PPG)
Stuart Rudge	Feldon Lane (The Lanes PPG)
Carole Evans	Limes Surgery
Sue Bicknell	Lapal Medical Practice PPG
Pat Lamb	Lapal Medical Practice PPG
Margaret Galligan	Feldon Lane (the Lanes PPG)

#### Apologies were received from:

Ken Taylor	Lapal Medical
Tony Durrell	St Margarets Well
Cicely Thomas	Ridgeway Surgery

#### 1. Welcome & Introductions

Julie welcomed all to the meeting.

#### 2. Draft minutes from February Meeting

All agreed, no amends to the minutes. Minutes will now be added to the public CCG website.

Helen provided an update on the hospital pharmacy; they are currently reviewing the outpatient service they provide. Although this doesn't give an answer either way they have stressed that they will take the opportunity seriously. We will keep asking for updates and keep the group updated

Julie added the request to invite Jason to a future meeting to keep POP's in the loop on current and future work, a progress report on the UCC building and any further update on the pharmacy will be requested.

Julie passed on apologies for Caroline Brunt who was attending today.

**ACTION: Request update on the building work for UCC and a pharmacy update**

**ACTION: Ask Caroline Brunt to attend the next meeting**

### 3. Update from board

[Chairman and Chief Officer Briefing](#) was provided for all in attendance.

### 4. Healthwatch Update

Chris shared an update from [Healthwatch, from their quarterly report \(January – March 2016\)](#)

Julie thanked Chris for the update and suggested a possible invite to the young health researchers to a future meeting, to be discussed further.

Discussion continued in regards to involving schools in health issues, bringing health and education together.

Chris Barron discussed the recruitment of the youth council. Carole shared with the group to swimming clubs could be a good way to get young people recruited.

### **ACTION: Healthwatch quarterly report to be attached with the minutes**

### 5. Reviewing the PPG Purse Fund

Kate Green tabled the [PPG Purse Fund](#) – what has been spent so far. This provided the group with a breakdown of where the PPG Purse Fund is currently at. Kate explained why the Purse Fund started and the current activities which have been funded through this. Kate advised the group this would be due to finish in December 2016, but not all this money had been spent, so decisions to the future of the Purse fund would need to be agreed.

The group was reminded there is still a £3000 budget for POP's.

Discussion took place around what happens next.

Geoff asked the group if he can put forward a request for some money for Dudley Association of Governing Bodies (DAGB) as they would like to be able to use this money to fund next year's schools competition. This involves school children and brings health and education together. Stuart confirmed his support of this as it is borough wide.

Geoff told the group the current cost this year has mounted up to £1,100. The money Geoff was requesting from POP's for next years competition would be used for the venue hire, refreshments, awards etc. Geoff advised the group how positive this is for the Dudley borough and working and supporting young people.

Questions were raised from the group, Jackie queried how this could be linked back to the surgeries and other PPG's to support this. Jackie suggested using POP's and individual PPG's to advertise the competition in the area/surgery.

Kate clarified next steps following the discussions; we would need to talk to the PPG's who haven't applied and ask them to confirm they will not spend their amount. Once this has been clarified, we can come back to the group to clarify what will happen with this money. Discussion took place around GP surgeries getting paid for having a PPG.

Stuart felt PPG's shouldn't be fundraisers when they give their own time, this was agreed by the group.

Helen advised the group there is a contact to the Practice Managers via the DPMA – Dudley Practice Manager Alliance. Group asked if we could attend one of their

meetings and update the Practice Managers on POP's and the Purse fund. The group were advised that a representative from DPMA sometimes attends the meetings.

Roger spoke of the smooth process for applying for the money from the Purse fund. But also mentioned it took a while before they knew what to apply for, and if PPG's are struggling they need to ask for support. Kate advised she was able to support any PPG with ideas of support with application of funding.

Irene spoke of Three Villages, Tea Party.

Jackie advised the group they hadn't accessed the fund yet. Discussion around who is accountable and who owns the money which has been supplied. Who will be approached when advising the PPG the money is still left.

Kate confirmed the money is for the PPG (not the Practice) and in regards to a bank account, there is support to set this up. It was agreed the CCG would approach both Practice Managers and the POP's mailing list to get the information regarding the Purse Fund.

David asked if it could be seen as a new pot once this information has been gathered, the group agreed this would need to be discussed once all the information and confirmations from PPG's have been received.

Julie asked the group if a decision could be made for Geoff's request for money from the POP's account. The group agreed a standardised application form would help to ensure detail is received. The group agree there was an agreement in principle, but once the paperwork is completed this can be confirmed by POP's at the next meeting.

Kate advised the group about the PPG Funding Surgery on Wednesday 4<sup>th</sup> May, this had gone out in the POP's newsletter.

A request was made for PPG activities to be regular on the agenda and Roger advised the group of their future activity of a quiz night, working with two surgeries together.

Further discussions around ensuring all PPG's receive information regarding POP's and the Purse fund availability. Margaret asked what happens with people who aren't here today and how would they find out this information. Julie advised this has evolved with time, so it's still fairly new, and information would be circulated with the minutes.

Final discussion came from Kate, who advertised the [PPG blog](#). Although new in the making, Kate asked the group if they would be interested to share stories which can be blogged about.

**ACTION:** Julie to find out details of GP's being paid for having a PPG

**ACTION:** Follow up with DPMA once received Purse fund feedback

**ACTION:** Identify PPG's signed up to the mailing list, request PM's to advise of updated contact details

**ACTION:** Contact all PPG's/Practice Managers for decision on access to Purse fund

**ACTION:** Kate to develop a standard application for applying for POP's funds

**ACTION:** PPG update around the table at future POP's

## 6. Break and networking

Julie asked the group if there are any particular items people would like to discuss during this time

## 7. Update from CCG

Helen updated the group about the CCG being a Vanguard site and the New Care Models. The listening exercise has taken place over the last 6 weeks and visited 50 different groups/venues. Healthwatch have delivered Activate workshops in each locality.

In June there will be further engagement to look at the real outcomes that make a real difference to people's lives. This will go on until July, then there will be a procurement process which will take place. It's going to be a busy, intense time, but there is going to be a regular update on this at POP's.

It was queried if there could be a simple presentation to explain all this to the group, this had previously been done, but we could ask Paul Maubach to attend a future meeting to provide an update.

**ACTION:** send link out for the doodle ad

**ACTION:** invite Paul to a future POP's meeting

## 8. Questions to Board

Julie informed all members that they can submit questions from the public to the Board.

Any questions to be sent to [Helen.codd@dudleyccg.nhs.uk](mailto:Helen.codd@dudleyccg.nhs.uk) and all questions must be submitted at least 48 hours prior to the Board meeting.

### **Q: Is there an update on the progress with estates/premises regarding Castle Meadows practice please?**

*'The response given was that a request had been received from Castle Meadows Surgery to co-locate the surgery with Lower Gornal Medical Practice in new premises. The request was considered by the Board in March and whilst it supported the co-location of the surgery with Lower Gornal as it fits in with the strategy for 'primary care at scale', the view of the Board was that the population served by the new building would be too small to meet the needs of the new model of care and investment criteria for new developments. Therefore the CCG was working closely with the surgery and other practices locally, to identify potential other practices to join the development. The supplementary question in response to a conversation the PPG had with their practice in regards to the question asked 'would the Board seriously look at agreeing to looking at providing funds to extending our surgery and hopefully the car park; we are desperate for more space. We have a great team of Doctors but we need more space. We have been fogged off for many years; we now require the Board to take action and release the funds to enable our surgery to advance'. The response given was that the request to the CCG for new premises came from the practice and had always been a joint proposal with Lower Gornal Medical Practice for the joint needs of their patients. The CCG had not received a request from either Castle Meadows or Lower Gornal for funds to develop the practices independently. The reason for the estates strategy in Dudley was to implement the new*

*model of care, which is based on primary care at scale with ‘attached’ community services to support the patients served by those practices. It was not financially viable for this to be in place for 46 practices independently so the CCG is encouraging practices to work together to enable the CCG to commission services locally to support them. The CCG is currently in the process of discussing options with the GPs at Castle Meadows and will ensure this will be covered. Mr Maubach added that he had attended the practice and agreed with the Patient Opportunity Panel that there was a lack of space and that there are other surgeries in the same situation. There was a requirement to resolve the matter however this would be done in line with the strategy to find the right solution.’*

Margaret asked if the query on DNA’s was raised at board, Julie confirmed there is no current collection of this data on a big scale

**Q: What impression does the CCG have on DNA’s and what can be done about it? Is it a quality measure as part of the Productive General Practice and could it be used as a cost saving exercise?**

*‘The response provided was that the CCG is supporting practices to manage and reduce their DNA rates through the EPIC programme (Enabling Practices to Improve and Change). As part of the programme, practices that focused their attention on reducing DNAs saw a reduction of 30% across six different clinics in General Practice. These service improvements and changes are being shared and rolled out as part of the programme for 2016/17 – there are savings to the practice in reducing their DNAs (approximately £600 per month) but the benefit in DNA reduction is the improvement in patient access. Mrs Brunt also added that work was being undertaken to identify DNAs with regards to vulnerable patients.’*

Group discussed individual practice experiences, Stephen advised his practice is now 100 times worse than last year.

## **9. Any Other Business**

Julie closed the meeting.

**Date of Next POPs Meeting**

Thursday 9<sup>th</sup> June  
4.30pm – 6.30pm  
Beacon Centre, Sedgley

**AGM**

Thursday 7<sup>th</sup> July 2016  
5.30pm – 6.30pm  
Brierley Hill Civic Hall

**Dudley Borough Healthcare Forum**

Thursday 4<sup>th</sup> August 2016  
5.30pm – 7.30pm  
Brierley Hill Civic Hall

**Date of Next Board Meeting**

Thursday 12<sup>th</sup> May 2016  
1pm – 3pm  
Room T051, 3<sup>rd</sup> floor, BHHSCC

**Glossary of Terms**

CQC	–	Care Quality Commission
DAGB	–	Dudley Association of Governing Bodies (DAGB)
DG NHS FT	–	Dudley Group NHS Foundation Trust
DIRD	–	Do It Right Dudley!
DNA	–	Did Not Attend
DPMA	–	Dudley Practice Managers Alliance
ED	–	Emergency Department
EPS	–	Electronic Prescription Service
GP	–	General Practitioner
H&WBB	–	Health & Wellbeing Board
MCP	–	Multi-speciality Community Provider
MDT	–	Multi-Disciplinary Team
NHSE	–	NHS England
POP	–	Patient Opportunity Panel
PPG	–	Patient Participation Group
RHH	–	Russells Hall Hospital
SPP	–	Single Patient Portal
UCC	–	Urgent Care Centre
WiC	–	Walk in Centre
WMAS	–	West Midlands Ambulance Service

**Attachments:**

- Chairman and Chief Officer briefing
- Healthwatch update
- Patient Participation Group Purse Fund (breakdown of spending)
- Link to PPG Blog