

Patient Opportunity Panel Meeting

MINUTES OF THE MEETING HELD THURSDAY 6th OCTOBER 2016 Stourbridge Rugby Club 4.30pm – 6.30pm

Present:

Julie Jasper	Dudley CCG
Caroline Brunt	Dudley CCG
Helen Codd	Dudley CCG
Lindsey Harding	Dudley CCG
Keren Hodgson	Dudley CCG
Maria Prosser	Dudley CCG
Kate Green	Integrated Plus
Melissa Guest	Healthwatch Dudley
Faye Hall	Young Persons Project Co-ordinator

Representatives from the following PPGs:

Stuart Steele	AW Surgeries
Geoff Lawley	AW surgeries
Irene Arrowsmith	Three Villages
Cicely Thomas	Friends of Ridgeway Surgery
Steve Daniels	Netherton PPG
Pat Lamb	Lapal Medical Practice PPG
Bryan Caldicott	Moss Grove PPG
Stephen Schwartz	Castle Meadows PPG
David Bailey	Clement Road PPG
Margaret Roberts	Stourside PPG
Nigel Haydon	Lion Health PPG
Tony Durrell	St Margarets Well PPG
Jack Bates	Castle Meadows PPG
Stuart Rudge	Feldon Lane PPG
David Stenson	Moss Grove PPG
David Taylor	Feldon Lane PPG

Apologies were received from:

Laura Broster	Dudley CCG
Carole Evans	The Limes
Jackie O'Brien	Lion Health
Rachael Meredith	Quincy Rise

1. Welcome, Introductions & Apologies

Julie Jasper welcomed all to the POPs meeting and thanked all for attending.

2. Draft minutes from last meeting & outstanding actions

Urgent Care Centre (UCC)

Julie Jasper advised that the UCC will appear as a standing item on future meeting agenda's.

There was no update available at this time. Jason Evans, Commissioning Manager for Urgent Care will be invited to attend a future meeting (date to be confirmed).

2 bids for national funds have been submitted and both Dudley CCG & DGFT Boards should expect to receive an outcome in December 2016.

Caroline Brunt confirmed that at the Quality Review Meeting (QRM), Malling Health (UCC) advised that it continues to engage with staff. The new UCC site is not currently at the detailed design phase, but noted that funds have been provided to DGFT to support this service. Additional funds have been requested, but the CCG remain unsure of the delivery timescale.

The group noted that a complaint had been received with regards to triage at the UCC. To ensure that patients receive the correct care pathway, A&E data is regularly reviewed.

Mental Health Strategy

Julie Jasper confirmed that Mona Mahfouz, Trish Taylor & Ben Reed are to be invited to attend a future POPs meeting (date to be confirmed).

Future Meetings/Topics

December 2016: EPIC (Enabling Practices to Improve & Change) Programme.

Future topic discussions include:

- Mental Health Strategy
- Pharmacy Prescription Ordering Direct (POD) – service commences on 1 November 2016 between 10.00am – 2.00pm and the hub will be based at Brierley Hill Health Social Care Centre (BHHSCC). The service will allow for patient ordering and review of medications; the system will also take into consideration waste and costs.
- Urgent Care Centre (UCC) – Revised service location

3. Update from Board & Responses to POP questions raised

Public Consultation on developing a Multi-Specialty Community Provider

Julie Jasper advised the group that an executive summary paper was discussed at the CCG Board on 29 September 2016. The full report (approximately 50 pages in length) can be seen on the Dudley CCG website.

<http://www.dudleyccg.nhs.uk/wp-content/uploads/2016/10/Dudley-MCP-Consultation-EqIA-Report-20-09-2016-Final.pdf>

The Board have accepted the findings and recommendations and agreed to move forward with this process. Julie Jasper confirmed that the MCP will go out to procurement as this is a European legal requirement. We are looking at further involvement in the procurement process and we will share details when confirmed. Work continues on producing the specification/proposals. All deadlines remain with the service going 'live' on 1st April 2018.

David Stenson congratulated the CCG on managing a comprehensive public consultation and acknowledged the time and effort by all staff involved. The MCP is a system wide approach and providers need to get involved in this process. David offered to share his summary.

Action:

- **Helen/Keren to circulate executive summary & David's summary.**

Poster shared by Leeds CCG – Lindsey Harding advised that circulating this poster within the Dudley borough has assisted in reducing the number of DNA's. The poster has been circulated to all practices and will also appear on the 'Envisage' screens.

4. POP & PPG Funding

Helen Codd & Kate Green advised the group that £3,000 remains available within POPs and proposals are welcomed by all to bid for funding support.

It was also noted that all PPGs are now eligible for an additional £352.00; however there are provisos:

- All applications must be submitted by July 2017.
- PPGs current allocation of £1,000 must be spent by December 2016.
- From receipt of the monies, the PPG has 9 months to spend the allocation and submit all receipts.

Helen reminded the group that there was no further funding and once monies had been spent it would be gone. The group were also reminded of the original purpose of the POP fund and PPG Purse fund

The following proposals were submitted for consideration and agreement by the POPs members.

4.1 Proposal from AW PPG

Geoff Lawley submitted a Better-Health business case for Dudley Association of Governing Bodies (DAGB) to endorse a poster competition with all schools in the Dudley LA. The competition will be based around health issues and education and will interlink with the MEFestival.

Full costs are not yet known but a cap of £1,000 was set.

The winning poster will be sent to all GPs in the Dudley borough for display.

Following a discussion, a vote was cast and the members of POPs agreed to support this proposal.

4.2 Proposal 1 - Caroline Brunt, Chief Nurse & Quality Officer, Dudley CCG

Caroline Brunt submitted a Looked-After-Children (LAC) 'Health Passport' request to produce and print 200 'Health Passports'. The 'Health Passport' would empower the child and would accompany the child at all times.

Costs (to include set up and printing of 200 passports) would equate to £2,000.

The passport would require recurrent funding on a yearly basis, but this current proposal is based on the forthcoming year only.

It was noted that there are currently 700 LAC in Dudley; half of which are in the borough whilst the remaining half are out of the area.

Faye Hall asked whether the passport could include young people aged 16 and above and Stuart Steele asked if this would include under 12's. Caroline Brunt confirmed that this could be considered in the future.

Concern was expressed that the health passport could be open to abuse ie vulnerable children; how would this be managed?

Following a discussion, a vote was cast and the members of POPs agreed to support this proposal.

As POPs members had agreed to allocate the £3,000 to support the AW PPG and LAC proposals; Caroline Brunt's additional requests for support were discussed and it was suggested that members could discuss this further within their PPGs.

4.3 Proposal 2 - Caroline Brunt, Chief Nurse & Quality Officer, Dudley CCG

Caroline Brunt requested funding for submitted an Inflatable Birthing Pools. The purchase of five pools was requested to support in each locality, parents-to-be that are financially unable to purchase their own pools. Midwives would look after the pools.

Cost of each pool would amount to £125.00

4.4 Proposal 3 - Caroline Brunt, Chief Nurse & Quality Officer, Dudley CCG

Caroline Brunt advised on a Pressure Ulcer Service for Housebound Patients. Members were requested to consider the request to purchase 5 IPADs to assist the District Nursing Team in setting up and running a pressure ulcer service for housebound patients. The nurse would photograph the pressure ulcer, send it to the Consultant and obtain immediate medical expertise and implement treatment plans. This service would reduce the cost of appointments, waiting times and treatment of patients.

Cost of each IPAD would amount to £650.00

A lengthy discussion took place and concerns were raised as to why DGFT were not funding this service. Caroline Brunt advised that DGFT do not have monies available to support and implement this service.

4.5 Update on Funding

Self-Care Week: 14-20 November 2016

Lindsey Harding invited all PPGs to participate in this national campaign. All materials have been sent electronically to all GPs. The 'Envisage' screens will display all 'Stay Well' information. Packs are available this evening for members to return to the PPGs. The Medicines Management Team has 'signed off' the leaflet which is included in the packs.

Lindsey Harding advised that all PPGs are invited to take part in a National Team competition by setting up a 'Stay Well' display in the GPs surgeries, which will then be photographed and submitted to the national team. The prize is £500.

Keep Warm-Keep Well / Flu Jabs / Winter Warmth – Keren agreed to send out information but requires accurate contact information. PPGs to update Keren.

Actions:

- **Lindsey to photograph all GPs displays and submit to the national team.**
- **PPGs to provide Keren with accurate contact details.**

5. Introduction to Faye Hall – Young Health Champion Project Lead

Faye Hall has been appointed as Young Health Champion Project Lead and has been in post for four weeks. This post is jointly funded by Dudley CCG and Dudley Office of Public Health.

Faye is keen to engage with young people, practices and organisations (ie youth clubs, mental health facilities etc) to discuss the project further. The voice of young people (aged 11-25 years of age) is vitally important and by introducing 100 Young People Champions this will allow Dudley to listen to this important group of people.

Eve Hill Medical Practice has already agreed to meet with Faye. Anyone wishing to learn more about the project, Faye is happy to meet on a 1-1 basis or facilitate engagement meetings.

Geoff Lawley offered to work with Faye and Mel and link into all Dudley borough schools via newsletters etc.

Helen Codd agreed to circulate Faye Halls contact details: Fayehall@dudleycvs.org.uk

Melissa Guest confirmed that the Dudley Young Health Researchers Consultation will be discussed at the Partners in Paediatrics Event to be held by the Young People of Dudley on 11 October 2016. It was suggested that Mel provides an update following this event and shares the link for the report.

Actions:

- **Helen to circulate Faye's email address (above)**
- **Mel to provide report/link for Dudley Young Health Researchers Report**

6. Networking

Three items were raised by members; these included:

David Bailey asked what practices do with regards to staffing levels. David also asked Lapal if the 'Men's Health' event had been a positive experience. Pat Lamb stated that the event was well received.

Cicely Thomas stated that on the 6th September the 'Stay Well Sedgley' campaign took place in the Gardens in Sedgley. The event was well attended and aims to repeat this campaign again in September 2017 but at St Andrews Church, Bilston Street. Funding to cover items such as printing and indemnity insurance is required.

Tony Durrell advised members that he had encountered the Virtual Nurse 'Olivia' and the practice feedback had been positive.

Members spent time sharing information.

7. Questions to Board

Julie Jasper asked those present if there were any questions they would like raised at the DCCG Board Meetings.

Questions can be sent to Helen.Codd@Dudleyccg.nhs.uk 48 hours in advance of Board meetings. The next Board meeting will be held on 10th November 2016.

8. Any Other Business

8.1 Healthwatch Update

No update provided at this time.

8.2 Smoking Study/Questionnaire

Mel advised the group that the four Black Country Partners have released a smoking questionnaire (approximately 11 pages) with a deadline for return by 20 November 2016. Mel asked if members would be willing to support the completion of this questionnaire.

Action:

- **Helen Codd agreed to circulate questionnaires.**

8.3 Pharmacy4U

Following the Pharmacy – Prescription Ordering Direct (POD) discussion; David Stenson advised the group that leaflets have been circulated by Pharmacy4U encouraging Dudley borough patients to sign up to the new service and have medications delivered by post. Julie Jasper agreed to raise this with Duncan Jenkins and Clair Huckerby and Jag Sangha in the Medicines Management Team at CCG. Response below:

These promotional flyers/letters/leaflets are legitimate from Pharmacy2U (the largest online distance selling pharmacy in the UK) and Pharmacy2U are commissioning these to be delivered to every door within local geographies.

They are addressed "to the Householder" (not by name) and sent out as a postal mail shot. It will list local GP surgeries surrounding the postal location advising of their service.

In small print under the list of surgeries it states something along the lines of "*your doctor has not authorised or contacted us for you to participate in this service*". This is in small print which can be easily overlooked and make patients/individuals think that this is a service your GP is supporting when clearly not the case.

Complaints have been received about this from several other local pharmacies as patients have inadvertently signed up to the service in the belief it is being endorsed by their GP. However, although pharmacies have been asked to provide facts/evidence of this, none has been forthcoming.

However, I do not believe they are doing anything wrong and they clearly have the funds to support such a marketing strategy.

8.4 Future Meetings/Venues/Timings/Participants

Julie Jasper asked members if the current format of the meetings and venues were working well.

Tony Durrell asked that all questions go through the 'Chair' – Julie agreed to this.

Venues appear to be satisfactory.

Times of meetings now alternate between evenings and day time. It was suggested that the meetings are extended by 15-30 minutes.

It was suggested that 30 minutes of the meeting will be used for networking. Members agreed that this would be useful. Keren agreed to revise the agenda and timings of the meetings.

It was noted that with winter now approaching and potential inclement weather, it may be necessary to postpone meetings. All those present agreed to this.

Members agreed that not all PPGs are represented at the POPs meeting. It was suggested that the 'Chair' of PPGs write to all localities encouraging new members. All PPGs were asked to provide Keren with locality details ie GPs and contacts at each of the surgeries in order to email or circulate meeting schedules and other vital information.

Action:

- **Keren Hodgson agreed to revise the agenda and timings.**
- **All PPGs to provide accurate contact lists to Keren.**
- **Keren to circulate locality map.**

9. Date, Time & Venue of next POPs meeting

POPs Meeting

Thursday 8th December 2016
10.30am – 1pm
Zion Centre, Halesowen, B63 3AJ.

Dudley Borough Healthcare Forum

Thursday 1st December 2016
12.30pm – 2.30pm
Brierley Hill Civic Hall