

Patient Opportunity Panel Meeting

MINUTES OF THE MEETING HELD THURSDAY 9th FEBRUARY 2017
Bank Street Methodist Church,
Bank Street, Brierley Hill, DY5 3DA
4.30pm – 6.30pm

Present:

Julie Jasper	Dudley CCG
Helen Codd	Dudley CCG
Maria Prosser	Dudley CCG
Keren Hodgson	Dudley CCG
Dr Richard Gee	Dudley CCG
Minesh Parbat	Pharmaceutical Public Health Team, Dudley CCG
Nathan Coyle	New Union
Chris Barron	Healthwatch Dudley

Representatives from the following PPGs:

Stuart Steele	AW Surgery PPG
Geoff Lawley	AW Surgery PPG
Helen Lawley	AW surgery PPG
Stephen Schwartz	Castle Meadows PPG
Jack Bates	Castle Meadows PPG
Pam Houghton	Eve Hill PPG
Sue Bicknell	Lapal PPG
Pat Lamb	Lapal PPG
Nigel Haydon	Lion Health
David Stenson	Moss Grove PPG
Arthur Brown	Quarry Bank
Tony Durrell	St Margarets Well PPG
Margaret Roberts	Stourside PPG
David Taylor	The Lanes PPG
Irene Arrowsmith	Three Villages
Harry Bloomer	Wychbury PPG

Apologies were received from:

Carole Evans, Laura Broster, Bryan Caldicott, Cicely Thomas, Leila Woolf.

1. Welcome, Introductions & Apologies

Helen Codd welcomed all to the POPs meeting and thanked all for attending.

Helen advised that Nathan is available this evening to record any member views on the prescribing consultation. Consent forms would require completion.

2. Draft minutes from last meeting & outstanding actions

The minutes from the meeting held on 8 December 2016 were agreed as a true and accurate record.

Actions:

- Helen Codd provided the 6 practice names which have not yet signed up the Dudley Outcome Health Framework: Central Clinic; Crestfield; Thorns Road; Meadowbrook; The Limes and Norton.
- Tea Party video link was provided by Helen Codd in previous minutes.
- Julie Jasper to discuss with Jason Evans (1) providing an update of the UCC at June 2017 meeting and (2) Priory Pharmacy (independent advice and none profit organisation).
- Dudley Healthwatch Quarterly Report link circulated by Keren Hodgson in previous minutes
- Vibrating pager update from Deb Attwood:

'We have received the pagers and are currently setting them up (PAT testing etc...). They should be in action sometime next week.

The pagers will be available to patients with a communication need in ED and main outpatients department. We are looking to also purchase them for Trauma and Orthopaedic Outpatient Department.

- Update on UCC – Money has been secured from NHS England and Dudley CCG. Money will be used to develop the architectural plan; with the Trust and CCG Boards in March 2017 to agree the work and timescale. The idea is to remodel the current emergency department and extend it. Once the business case has been approved – Jason Evans will discuss the design process in June 2017.

3. POD Update and Report

The Prescription Ordering Direct (POD) system is currently being trailed by Dudley CCG at 3 surgeries:

- AW Surgery
- Halesowen Surgery
- The Links Medical Practice

There are four call handlers who are supported by an on-call onsite pharmacist; and the service is operational between 10.00am – 2.00pm Monday to Friday.

Within the 9 week period between 24 October and 31 December 2017:

- 2 practices: AW Surgery & Halesowen Surgery have engaged in this trial.
- Between 10.00am – 12.00pm is notably busy.
- Various IT challenges have occurred and a call waiting service will be purchased.
- 4,826 calls were received in POD (majority of calls from AW Surgery).
- Dudley CCG POD is benchmarking against Coventry whose service has been operational for the past 18 months.
- 18% of calls were referred to the Pharmacist for intervention.
- 53% prescriptions required urgent intervention and the Pharmacist assisted in this.
- GP receptionists have seen a reduction in the volume of calls.

As the POD service trial progresses and more practices come on board, the team will reflect on service needs and capacity. At this time the CCG are unsure of the predicted timescale to have all practices on the POD system; but it was noted that Coventry are aiming at a 2 year plan.

It was reported that the POD is operated by Dudley CCG and all staff employed are NHS employees – this is not a private company providing this service.

Dr Gee questioned whether IPatient was still operational; Minesh confirmed that IPatient and EMIS patient access/choice remain operational.

Electronic prescription service remains in service thereby a patient who may be on holiday can call the POD team and request for medication (prescription) to be sent to a local GP at their destination.

4. Prescribing Consultation: Minesh Parbat – Pharmaceutical Public Health Team, Dudley CCG

Minesh Parbat thanked the group for allowing him to attend this meeting and provide an update on the Prescribing Consultation.

Hand-outs were available for all members.

The public consultation will look at reducing prescribing costs in Dudley and the NHS overall.

Example:

Approximately 22 million prescriptions per year are written for painkillers by GPs, costing clinical commissioning groups more than £80million.

Paracetamol can be purchased in shops for as little as 14p per pack. £300K per year is spent on paracetamol alone, which does not include the cost of the GP prescription, prescribing etc...

Items that could potentially be excluded from the prescribing list include:

- Cough mixtures
- Co-proxamol (is currently imported into the UK amid safety concerns)
- Vitamins (self-care by individual; clinical need to be reviewed).
- Dosulepin (used for depression – NICE Guidance recommends that is no longer prescribed).
- Paracetamol (refer to minor ailment scheme)

All localities have received presentations on the public consultation. It was noted that there is a requirement to ensure the consistency of prescribing. Patients and health-care professionals all need to be educated in this area.

An impact assessment is due to take place and an update of the public consultation will be provided at the next Healthcare Forum taking place on Thursday 23 March 2017 at 4.30pm at Brierley Hill Civic Hall.

5. MCP meeting the needs of Dudley: Dr Richard Gee

Dr Richard Gee explained that he is a member of the MCP Procurement Group and will attend all future POPs meetings.

Free flow of information is the primary aim of Richard attending this meeting, in order to identify with the help of the Dudley POPs members issues surrounding services, healthcare requirements either needed or a cause for concern. Feedback from all members is welcomed and can be directed to Richard via. Richard.Gee@dudleyccg.nhs.uk

A question was raised around how staff were being engaged through this period of change. HC advised that consideration has been given to all CCG employees with regards to the MCP and future prospects of employment. All staff are regularly engaged via team briefings and newsletters but a full consultation for staff will take place through HR if staff are likely to be affected by changes.

Julie Jasper arrived.

Richard asked that all members discuss ideas etc with other networks – there is a need for people to get talking and coming up with ideas. There is a need to get community & integrating primary care providers to manage patients closer to home.

The MCP provider is expected to be named around Christmas 2017 with the service commencing on the 1 April 2018. Dates of presentations will be circulated to all members in order for POP member representation to be in attendance at these events.

Sustainability and Transformation Plan (STP) is a model of care with local organisations working together to put plans in place to service patients/services – too work in collaboration. The STP is not a statutory organisation.

Mental health is a concern of the MCP with Dudley & Walsall Mental Health; Black Country Partnership Foundation Trust and Birmingham Community Trust are working in collaboration. Richard stated Dudley requires a reablement service to allow adults to remain independent and avoid hospital admissions.

6. Networking

Members took time to share ideas and information.

7. Questions to Board

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

It was reported that 12 pages of questions were received for the past Board meeting – this is unprecedented.

Question received from POP's; *What assurances can you give to staff with all the changes happening as we move towards procuring an MCP?*

Response read out at Board on 9th March 2017 provided by Laura Broster and Stephanie Cartwright;

Staff have been involved in developing the model since before we became a vanguard and are the strongest advocates of the model. It has helped their working lives and improved the care they are able to provide to their patients. Last summer we established a group working across the system with representatives from all organisations to ensure that staff assurance and engagement was prioritised throughout the development stages. Since last October we have regular briefings in place across the borough inviting all staff to attend, involving staff in discussions around the changes and encouraging them to ask questions or share concerns.

We have a number of drop in sessions across the whole of Dudley aimed at staff from all organisations which Paul Maubach, CEO of Dudley CCG is leading. We also have collaborative briefings which are also being delivered in each of the 5 localities by leads from the different organisations.

The CCG is supporting and encouraging providers to have the right conversation with their staff, but ultimately this responsibility sits with each individual organisation.

The CCG is responsible for CCG staff and we are committed to sharing as much information as possible with our staff and giving them the opportunity to ask questions.

As the procurement progresses and we understand which staff may be affected, we (and possibly other organisations) will begin a consultation process with staff which will be in line with robust Human Resources (HR) policies.

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 11th May 2017.

8. Updates

8.1 Healthwatch Update

Chris Barron advised that the October – December 2016 Quarterly Report is now online and Keren agreed to share the link with members. Paper copies of this report were available at the meeting.

It was suggested that contact numbers are included on the report. Chris agreed to do this.

Communication Information Training is aimed at GP receptionists. A practice from each locality is expected to attend and become a Communication Information Champion.

Make Every Contact Count (MECC) is asking for volunteers to take part – please direct enquiries to Chris.

Chris confirmed that he is happy to attend PPG meetings.

8.2 Gardening for Health

Harry Bloomer invited all members and families to attend the ‘Gardening for Health’ event taking place at Wychbury Medical Practice on Saturday 4 March 2017.

There will be expert gardening talks and professional NHS advice onsite along with stalls and questions & answer sessions. This event is free for all.

8.3 ‘Do-Fest’

This is a three day festival taking place between 13-15 March 2017.

9. Date, Time & Venue of next POPs meeting

Thursday 6 April 2017

9.30am – 12.00pm

DY1 - Stafford Street, Dudley, DY1 1RT.