

## PATIENT OPPORTUNITY PANEL MEETING

### MINUTES OF THE MEETING HELD THURSDAY 5 OCTOBER 2017 Lecture Theatre, Lion Health, 2 Lowndes Road, Stourbridge, DY8 3SS 4.30pm – 7.00pm

#### Present:

Julie Jasper	CCG Lay Member, Dudley CCG
Dr Richard Gee	GP Engagement Lead, Dudley CCG
Keren Hodgson	Engagement Officer, Dudley CCG
Maria Prosser	Communications & Public Insight Support Officer, Dudley CCG
Sue Day	Alzheimers Society
Melissa Guest	Healthwatch Dudley

#### Representatives from the following PPGs:

Pat Lamb	Lapal
Sue Bicknell	Lapal
Stuart Steele	AW Surgery
Geoff Lawley	AW Surgeries PPG
Stephen Schwartz	Castle Meadows
Jack Bates	Castle Meadows
Tony Durrell	St Margarets Well PPG
Sue Hatton	Moss Grove
Rachael Meredith	Quincy Rise PPG
Irene Arrowsmith	Three Villages PPG
Cicely Thomas	Friends of Ridgeway Surgery
Margaret Roberts	Stourside
Bryan Caldicott	Moss Grove

## 1. Welcome, Introductions & Apologies

Julie Jasper welcomed all to the POPs meeting and thanked all for attending. Introductions took place. [Chair and Chief officer briefing](#) was made available to all.

#### Apologies were received from:

Laura Broster	Director of Communications & Public Insight, Dudley CCG
Helen Codd	Engagement Manager, Dudley CCG
Stuart Rudge	Feldon Lane PPG
David Taylor	Feldon Lane PPG
Harvey Woolf	Northway PPG
Leila Woolf	Northway PPG
Karen Hindley	Northway PPG
Carole Evans	The Limes
Bob Parker	KMP PPG
David Orme	KMP PPG
Allan Hughes	Woodsetton

## 2. Presentation by Sue Day, Alzheimer's Society: Update on dementia and work delivered by Alzheimer's Society

Sue Day, Dementia Support Manager from Alzheimer's Society joined the POPs meeting and provided oversight on the work Alzheimer's Society are carrying out and the services available in the Dudley borough.

Dudley CCG contract a number of services operated and provided by the Alzheimer's Society.

'Support services' has 2 support workers who provide information, signposting and advice to people who are living with or caring for someone with Dementia. The support workers can help with referrals and peer support.

Carers Information Support Programme Level 1 is a course arranged for carers, friends and family of people with dementia, who require information following a recent diagnosis of dementia ie coping strategies, understanding dementia, legal and money matters, etc. Anyone wishing to attend or obtain further information should contact Julie Whittall on 0121 521 3028 or email [blackcountrydementiasupport@alzheimers.org.uk](mailto:blackcountrydementiasupport@alzheimers.org.uk)

Carers Information Support Programme Level 2 is a course arranged for carers, friends and family of people with dementia, who require information as dementia progresses, coping with the implications of this and the support available to them. Anyone wishing to attend or obtain further information should contact Julie Whittall on 0121 521 3028 or email [blackcountrydementiasupport@alzheimers.org.uk](mailto:blackcountrydementiasupport@alzheimers.org.uk)

The Level 1 and 2 courses will each run five times over a 12 month period. Sue stated that she hopes to run these courses within each of the localities, but in the meantime the courses will be held at AW Surgery, St James Surgery & in Sedgley.

A 'Live Well with Dementia' course is currently being piloted and will run for a period of 7 weeks. The course helps those newly diagnosed with dementia and will provide support to individuals to allow them to maintain their independence. It is hoped that participants will value meeting others in a similar situation and provide a support mechanism by the exchange of contact details.

Keren offered to scan and circulate all course details to members of POPs ([please click here](#))

'Young Messengers' is a monthly group for people dementia, diagnosed before their 65<sup>th</sup> birthday, who are keen to influence publications, products and services aimed at those affected by dementia. Sue's long term aim is to arrange a support group in this area.

Three Dementia Cafes are held on a monthly basis and allow carers an opportunity to obtain peer support from other people in a similar situation, share experiences and information. Guest speakers and activities are often arranged, it was noted that the sessions are very informal. The cafes are held:

- 2<sup>nd</sup> Monday of the month at 2.00pm - 4.00pm  
Nine Locks Community Centre, Hill Street, Brierley Hill, DY5 2UE.
- 3<sup>rd</sup> Friday of the month at 2.00pm - 4.00pm  
Beacon Centre for the Blind, Wolverhampton Road East, Wolverhampton, WV4 6AZ.
- Last Wednesday of the month at 6.00pm - 8.00pm  
Broad Meadows Assisted Living, Kite Drive, Russell's Hall, Dudley, DY1 2GS.

Sue is currently setting up a new dementia café from November 2017 on a Thursday 2.00pm – 4.00pm at Mary Stevens Hub – once confirmed the dates will be circulated. An additional premise is required in the Halesowen area; Tony Durrell suggested the Village Hall – Hunningtree and Geoff Lawley recommended Lutley Lane Community Centre.

Sue advised that she is working with the Halesowen Asian Elders, but support in this area is limited due to funding and cultural differences ie attached stigma.

Dementia Friends has a poor update from within GP surgeries. A 1 hour interactive session can be arranged to help staff understand what dementia is and isn't. Staff would then also be encouraged to 'make a promise' ie show patience with a person who may be struggling with money in a queue in front of you – they may suffer with dementia. If the POPs members feel it beneficial to receive a training session, please let Keren know who will make the necessary arrangements. POPs members could also become a Dudley Champion and go back to their practices and train members of staff.

### 3. Questions

*Q1 How do we get the information out into the public arena?*

Sue Day advised that the Dementia Action Alliance in Dudley work closely with members of the public such as shops etc and meet on a bi-monthly basis. The alliance is keen to make organisations dementia friendly.

A 'Dementia and Memory Loss' MDT is held in Dudley and would be keen to work with Sue and her team. Sue agreed to follow this up.

Cicely Thomas suggested that Sue and her team attend PPG meetings and the Practice Managers Alliance. Keren Hodgson agreed to include Sue's details in Members News.

Dudley is slightly short 65% of the 67% dementia diagnosis target; this is not uncommon in the Black Country.

Melissa Guest from Healthwatch Dudley suggested that Sue and her team access the Information Health Checkpoints. Further discussions are required by Melissa and Sue to look at this in more detail.

Julie Jasper stated that thinking about the wider community, it may be worth considering contacting ASDA, Waitrose etc; as these organisations have community champions and by working together a larger population of people could be targeted.

*Q2 Who monitors newly diagnosed dementia patients?*

Sue Day advised that the Alzheimer's Society is not able to monitor newly diagnosed patients due to limited resources.

Dr Richard Gee confirmed that GPs monitor newly diagnosed dementia patients. Most of the Dudley GPs work to a quality based contract 'Dudley Quality Outcomes Framework (DQoF); which was designed by Dudley CCG. GPs are required to newly diagnose and design care plans for dementia patients and it is Dr Gee's responsibility to ensure this work is carried out.

It was noted that there is a reluctance to 'label' patients as a dementia sufferer, however this is dramatically improving. Approximately 18 months ago there were only 40% of new diagnoses, whereas today this has risen to 65%. GPs use the diadem tool developed by NHS England. GPs have the ability to refer patients to the Memory Assessment Service and once a definitive diagnosis has been confirmed, further referrals to other organisations ie social services etc can be arranged.

The 'Clinical Lead for Frail & Dementia' is Dr Richard Bramble and Andrew Hindle is the Commissioning Manager.

It was reported that DGFT routinely assess patients over 65 years of age upon admittance to the Trust. The Trust is not contracted to carry out this service, but have opted too voluntarily perform this provision.

Tony Durrell advised the group that Walsall Manor Hospital use the 'Butterfly' system and any patient identified as suffering with dementia have a butterfly stamped on their case notes.

Q3 *Would it be possible for Dementia and the Alzheimer's Society to be discussed at the Healthcare Forum?*

Keren was agreed to bring this to the attention of Helen Codd.

Julie Jasper asked that POPs members raise the topic of dementia and services available in Dudley at their PPG meetings.

Julie thanked Sue for attending today and providing a very thorough and insightful discussion.

#### 4. Networking & Break

Members took time to share ideas and information.

Geoff Lawley from AW Surgeries PPG shared with the group that they had held two MacMillan Coffee mornings and raised approximately £120.00.

Stephen Schwartz from Castle Meadows also confirmed that a MacMillan Coffee morning had been held and they believe they have raised approximately £500.00.

Irene Arrowsmith from Three Villages PPG informed the group that the 'Memory Walk – Dr Liz Pope' is taking place on 21 October 2017. Anyone wishing to sponsor Irene or make a donation, please speak to Irene.

#### 5. Draft minutes from last meeting & outstanding actions

The minutes from the meeting held on 10 August 2017 were agreed as a true and accurate record.

#### 6. PPG sharing good news stories

Members took time to share ideas and information.

Keren Hodgson shared with the group a number of key points that she thought would be of interest and benefit to the PPGs.

##### **Social media surgery**

New date to the one advertised on POPs newsletter; Friday 20th October at 9.30am

Venue: Chemistry cafe, 50-51 High Street, DY8 1DE

Please register: [www.socialmediasurgery.com/surgeries/Stourbridge](http://www.socialmediasurgery.com/surgeries/Stourbridge)

## Support network

It would be great if we can get PPG's supporting each other and using their experience/skills /interests to support other PPGs in doing amazing things.

To kick start this, Christine Bate from Lower Gornal PPG has offered a couple of expertise areas.

- Opportunities of Facebook page (Already visiting Moss Grove)
- Working with other community groups in the area

If anyone is interested in accessing this support, please contact Keren and she can put you in touch.

Let Keren know if interested in sharing or if need some support in anything particular.

Three Villages would be keen to have some support from Chris around social media. (Keren to action)

## Talks/information

- **Falls prevention service**  
Leaflets and information as well as talks available.  
Contact: Amanda Bowdler - 01384 812736 (Falls Co-ordinator)
- **Chadd Housing**  
The hidden issue - domestic abuse within older people  
Leaflets and talks available and is being advertised nationally.  
There is a 'Free' awareness event on 14th November 2017  
Contact – Karen Turnock via email [Karen.Turnock@chadd.org.uk](mailto:Karen.Turnock@chadd.org.uk)

Keren will include a list of useful organisations/speakers which people can add to if they can feed this information in please.

## 7. Questions to Board

Stuart Steele raised concerns surrounding the prescriptions of limited or no clinical value. Problems are occurring in schools and nurseries in relation to administering liquid paracetamol by carers, which has not been prescribed by a GP. Is this being looked into?

It was agreed that both the Health & Education sectors need to work together to iron out issues such as these. Jag Sangha from the Medicines Management Team is passionate about work in this area and is working closely with the Local Pharmacy Committee to see how these two areas can work better together.

Dr Richard Gee agreed that this is a difficult situation and asked that Stuart email him directly via [Richard.Gee@nhs.net](mailto:Richard.Gee@nhs.net) and Richard agreed to speak to Clair Huckerby in the Medicines Management Team.

Concerns were raised about asthma inhalers and the management of asthma. Some variations occur between GPs and the Trust (Dudley Group of Hospitals NHS Foundation Trust). Dr Richard Gee advised that most GPs follow the NICE guidance; however some junior doctors in the hospital setting are not aware of such guidance and this then causes confusion.

## 8. Update and Any Other Business

### 8.1 Healthwatch Dudley

Melissa Guest provided an update on:

***The People's Network – 'Let's talk about dementia'.***

This event to be held on 8 November 2017 will talk about dementia, the support that people in Dudley can access and what this should look like, as the need of our society change and grow. If you wish to attend, you are advised to book your place via [www.dudleydementia.eventbrite.co.uk](http://www.dudleydementia.eventbrite.co.uk)

The Children and Young People's Alliance invites all young people between 13 and 19 years of age to participate in '**Thrive**'. This informal event is taking place between the 25 - 27 October 2017; and will explore what young people in the community think and feel and practice different ways of communicating and capturing what we hear. To register via: <https://youngpeoplethrive.eventbrite.co.uk> or alternatively please call Faye Hall, Dudley CVS on 07903 374686 or email [fayehall@dudleycvs.org.uk](mailto:fayehall@dudleycvs.org.uk)

The Children and Young People's Alliance have organised 2 x 2 day free sessions with regards to '**Neglect**'. The alliance & Healthwatch Dudley are keen to build and develop an awareness campaign on the back of these sessions. The sessions will be held on 30<sup>th</sup> & 31<sup>st</sup> October – Learn It Days and 9<sup>th</sup> & 10<sup>th</sup> November Try It Days; which will allow adults who are passionate about local communities to learn and practice different methods of empowerment, build community knowledge and encourage local action. Participants will be asked to commit time to the Action Week (25<sup>th</sup> November – 1<sup>st</sup> December). The sessions are free and are limited to 20 places so booking is essential via [www.thrivedudley.eventbrite.co.uk](http://www.thrivedudley.eventbrite.co.uk) or email [Melissa@healthwatchdudley.co.uk](mailto:Melissa@healthwatchdudley.co.uk) or call 03000 111 001.

### 8.2 RHH Building

Stuart Steele and Geoff Lawley provided an update on the Urgent Care Centre building works. A planned site visit was not able to go ahead due to safety concerns, but Stuart and Geoff were shown the site plans. Both Stuart and Geoff agreed that if the plans for the building and the service go ahead as expected, then the streaming of patients and ambulances to the relevant services ie the Urgent Care Centre and/or Accident & Emergency Department will provide a positive experience to patients and staff.

It was reported that the service for paediatrics will be operational 24 hours/7 days per week and will have its own pathway area.

The blood testing service will regain its own area close to both the Urgent Care Centre and the Accident and Emergency Department.

The revised opening date of the new Urgent Care Centre building has been agreed for 18 December 2017. A site visit will take place one week prior and both Stuart and Geoff have been invited to provide input.

Julie Jasper thanked the POPs members for their support and noted that the Urgent Care Centre had taken on-board the advice and views of the members.

### 8.3 MCP Update

Dr Richard Gee provided an update on the MCP process.

The Pre-Qualifying Questionnaire (PQQ) process has now completed and the CCG in partnership with Dudley Council will enter into a dialogue process with a consortium involving four local NHS Trusts and local GPs;

- Birmingham Community Healthcare NHS Foundation Trust
- Black Country Partnership NHS Foundation Trust
- Dudley & Walsall Mental Health Partnership NHS Trust
- The Dudley Group NHS Foundation Trust

The Dialogue Process is now underway with the procurement team regularly interviewing the '5' providers to identify the partner ideas and to share the CCG expectations. Financial models and plans are also being shared and discussed.

It was noted that with the integration of mental health services due to the Black Country Partnership NHS Foundation Trust, Dudley & Walsall Mental Health Partnership NHS Trust and Birmingham Community Healthcare NHS Foundation Trust, should be seen as a positive move forward.

Dr Richard Gee confirmed on behalf of Dr Mona Mahfouz – Clinical Lead for Mental Health, that an 'ageless' service (a mental health service for individuals across all age ranges) will allow referrals to come through family members, libraries, etc. It is also hoped that online access to services will be developed in the near future.

Members of POPs commended the CCG for listening and taking views into consideration when developing and reviewing the MCP process. Members were pleased that the MCP will be kept and operated at a local level by Dudley's own healthcare professionals.

## **9. Date, Time & Venue of next POPs meeting**

Thursday 7 December 2017  
10.00am – 12.00pm  
DY1, Stafford Street, Dudley, DY1 1RT.