

PATIENT OPPORTUNITY PANEL MEETING

MINUTES OF THE MEETING HELD THURSDAY 7 DECEMBER 2017 DY1, Stafford Street, Dudley, DY1 1RT 10.00am – 12.00pm

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
Melissa Guest	Healthwatch Dudley
Adam Sadler	Specsavers (Wolverhampton)

Representatives from the following PPGs:

Bob Parker	KMP PPG
Pat Lamb	Lapal PPG
Irene Arrowsmith	Three Villages PPG
David Gill	Lower Gornal PPG
Christine Bate	Lower Gornal PPG
David Stenson	Moss Grove PPG
Karen Hindley	Northway PPG
Stephen Schwartz	Castle Meadows PPG
Cicely Thomas	Friends of Ridgeway Surgery
Keith Bevan	Wordsley Green PPG
Bryan Caldicott	Moss Grove PPG
Keith Attwood	Lapal PPG
Stuart Steele	AW Surgeries PPG
Geoff Lawley	AW Surgeries PPG
Tony Durrell	St Margarets Well PPG
John Mason	Netherton Health Centre PPG
Nigel Haydon	Lion Health PPG

1. Welcome, Introductions & Apologies

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

The [Chair and Chief Officer briefing](#) was made available to all.

Apologies were received from:

Laura Broster	Director of Communications and Public Insight, Dudley CCG
Helen Codd	Engagement Manager, Dudley CCG
Dave Taylor	The Lanes PPG
Sue Bicknell	Lapal PPG
Sue Hatton	Moss Grove PPG
Stuart Rudge	The Lanes PPG
Margaret Robert	Stourside PPG
Allan Hughes	Woodsetton PPG
John Lucock	St James PPG

Adam Sadler from Specsavers (Wolverhampton Branch) thanked the group for inviting him to come and talk about the NHS Hearing Care in the Community services. [Presentation slides](#) were received by members.

It was noted that Specsaver branches are operational in the Wolverhampton, Stourbridge, West Bromwich, Bilston areas. It was noted that Specsavers does not have a contract in Shropshire.

Specsavers have for the past 5 years provided NHS Hearing services. The services include:

- Addressing the unmet need
- Supporting early intervention and prevention
- Convenient settings in the community (with a new store now opened in Kingswinford)
- Easy access to aftercare
- Reducing the stigma attached to hearing loss

Hearing loss is a growing issue:

- Approximately 10 million adults are affected by hearing loss in the UK. This equates to 1 in 6 people.
- By 2031, the number is expected to increase to an estimated 14.5 million adults affected.
- Of the 10 million adults affected, only 2 million currently have hearing aids.
- The lack of hearing impacts on lack of independence; social isolation; depression; dementia & alzheimer's and misdiagnosis of other conditions.

A free and full hearing test will be available from March 2018. A results print-out will be provided at this time, allowing the patient to make a personal choice on where they choose to obtain further services.

Adam advised that a member of the public can walk in and request a free hearing test at any time. If it is found that the patient requires hearing support, the patient has two options:

1. Go to their GP and request a referral to Specsavers
2. Choose to go via the private route

Adam Sadler circulated sample hearing aids that are currently available on the NHS. Members were surprised to hear that hearing aids can be obtained on the NHS. From the referral appointment, a hearing aid can be fitted within a one week timeframe. Members agreed that the aids were very discreet.

Discussion took place as to whether all public places are fitted with a hearing loop and if hearing tests should be routinely carried out ie at over 55years health checks. It was also suggested that an audio trained healthcare assistant is employed at the practices to relieve the pressure on GP appointments.

Dr Richard Gee confirmed that the Community ENT Service allows GPs to refer patients to audio services ie Specsavers/Scrivens. Ideally it would be more beneficial to have an open access service which would require the support from NHS Improvements. **(Action: RG)**

It was agreed that awareness needs to be raised and this could involve Adam Sadler attending a meeting or 'tea party' with the various PPGs.

Keren Hodgson to share Adam Sadler's contact details.

(Action: KH)

2. Questions

- Dr Richard Gee was asked if he could raise this with the CCG Board and ask if the legislation could be changed. Dr Richard Gee agreed to take this forward.
- A question was raised as to whether services can be provided in the home. Adam Sadler stated that this service is available to housebound patients.
- Is it possible to offset the NHS cost against a private service? Adam Sadler stated that unfortunately this is not possible.
- The new test becomes available in March 2018 – is it possible for Specsavers to attend a PPG event and test patients. Adam Sadler agreed this would be possible.

3. Break

Following the break; Julie Jasper expressed her sadness at the passing of Leila Woolf from Northway Surgery. Leila's input and enthusiasm will be sorely missed.

5. Minutes from last meeting & outstanding actions

The minutes from the meeting held on 5 October 2017 had the following minor amendments:

Page 7 - Item 8.3 – MCP Update

Birmingham Community Health – revised to Birmingham Community Healthcare NHS Foundation

Black Country Alliance – revised to Black Country Partnership

Dudley & Walsall Mental Health Partnership Trust – revised to Dudley & Walsall Mental Health NHS Trust

Dudley Group of Hospitals NHS Foundation Trust – revised to Dudley Group NHS Foundation Trust

6. PPG sharing good news stories

Members took time to share ideas and information.

Tony Durrell stated that St Margaret's Well surgery will employ three new practice nurses as of 11 December 2017. Tremendous improvements have been seen with GP appointments now triaged. It was also noted that Dr Jonathan Darby has retired.

Dr Richard Gee asked members to share any practice changes.

Geoff Lawley advised that 4-6 medical students are now receiving training/support from AW Surgeries. The medical students are from the University of Birmingham Medical School.

Keith Bevan reported that the 48-hour turnaround on prescriptions has now increased to 7 working days. Dr Richard Gee suggested that patients register for I-Patient-Services, which will enable them to order prescriptions online and also register with a local pharmacy.

Cicely Thomas reported that a number of young registrars are working closely with Northway surgery on Suicide Prevention. A presentation is to be arranged and dates will be circulated.

Cicely Thomas noted that Andrew Hindle, Commissioning Manager for Integrated Services has agreed to look at Ladies Walk Submission (Dementia). Dr Richard Gee advised that any decision will be made not by Andrew Hindle but by the local authority.

Bob Parker advised that KMP practice is doing well, with prescriptions sent across to Morrison's Pharmacy within 2 days. A new practice nurse is to be employed and online booking of appointments is working well.

Nigel Haydon asked who will be replacing Dr Mona Mahfouz. At this time the CCG is awaiting on a decision by Dr Mahfouz.

Stuart Steele expressed concern at the lack of KAB MDT Committee meetings taking place. There has not been a meeting for the past three months following the 'Locality Lead' stepping down. Dr Richard Gee stated that the locality needs to address this; identifying a new Locality Lead is vital and this can be a very rewarding role. It was noted that the Locality Lead does not need to be a member of the CCG; but can be a clinical professional.

John Mason from Netherton Health Centre advised the group that there have been very few PPG meetings held and that for the past 2 years there has been no GP involvement. Dr Richard Gee agreed to look in to this. There have been problems booking GP appointments at Netherton Health Centre even though the practice is open on a Sunday. John asked how the number of hours a GP works per week. Dr Richard Gee stated that usually contracts are held from 8.00am – 6.30pm for the 5 week days. David Gill advised that patients could utilise the services of other local GPs, as the EMIS system allows GPs to access patient records.

A discussion took place surrounding the hours and role of the GPs ie contracts, paperwork, session availability and teaching. Dr Richard Gee advised that by bringing GPs under the umbrella of the MCP, could result in freeing up GP time, with the MCP body taking on the administrative role. As the MCP is new organisation, with three organisations coming together; it is possible that a new Trust will need to be developed in conjunction with NHS Improvement. The STP is not an organisation, it is a number of CCG's working collaboratively in developing services and projects. The STP is an ongoing venture. The MCP will develop separately from the STP.

David Stenson thanks Christine Bate for providing support with regards to Facebook and noted that the practice is now looking into and moving forward with this social media avenue.

7. Questions to Board

One question in relation to the earlier presentation was asked. Dr Richard Gee confirmed that the Community ENT Service allows GPs to refer patients to audio services. Ideally it would be more beneficial to have an open access service which would require the support from NHS Improvements. Dr Richard Gee agreed to raise this at the Dudley CCG Commissioners. **(Action: RG)**

Members were invited to email questions via email to Keren Hodgson; keren.hodgson@nhs.net

8. Update and Any Other Business

8.1 Healthwatch Dudley

Melissa Guest provided an update on:

Thrive and Neglect Work: the promotion campaign will raise awareness to the causes of neglect. There is a need to develop understanding in this area – people have varying ideas of what neglect entails. Two groups of young people/professionals and POP members learned new techniques on how to talk to people using different techniques ie Think-Feel-Experience. Feedback will be provided to decision makers.

This topic formed part of the Dudley CCG #MeFestival in November 2017. Children and teachers were involved in discussions.

A 'Tell & show Neglect/Thrive Street' formed part of a recent conference and was well received.

Any interested parties, please contact Melissa.

Christine Bate suggested that Melissa contact Martin Smith – the Dudley Federation Chairperson; to be obtain the TRA contact list and to request attendance at the DEFRA meetings. **(Action: MG)**

Melissa Guest advised that a market stall in Dudley town centre on Friday 15 December 2017 between 10.00am – 3.00pm, will encourage members of the public to engage in conversations around Thrive & Neglect.

David Stenson recommended that Melissa contact the Adults and Childrens Safeguarding Board; plus the School Nurses.

Geoff Lawley asked 'How safe is Healthwatch Dudley?'. Melissa stated that there is a statutory obligation and Healthwatch functions to be provided. The contract is up for renewal; and members were made aware that Dudley MBC hold the money for this function, however funding has not been ringfenced. The POPs will support Healthwatch Dudley.

8.2 RHH Building - Urgent Care Centre

It was reported that the new Urgent Care Centre will open on 27 January 2018. Site visits in the New Year will be arranged and individuals to let Keren know if they are interested in being part of this visit at the end of the meeting.

8.3 MCP Update

Dr Richard Gee provided an update on the MCP process. Over the past 6 weeks, there has been positive collaboration with NHS Improvement in how to develop the MCP organisation. It is possible that a new 'Foundation Trust' could be developed from an existing Trust, but would operate in its own entirety with contracts in place. Work continues at looking at regulations for CCGs – MCP's and Trusts. Dudley CCG would like the contract signed by 1 April 2019.

Julie Jasper explained that there is no template for the MCP development and the CCG are working hard to ensure that this is developed and implemented correctly.

Members asked that they and the public are kept informed of progress; this was agreed.

Keren Hodgson reported that the bidders have the contacts of the Vanguard Group and understand they will make contact in the near future.

8.4 Healthcare Forum

The next Healthcare Forum 'Investing in the Future' to be held on 14 December 2017 at 4.30pm, the meeting will be held at DY1 due to Christmas events taking place at Brierley Hill Civic Hall.

8.5 Dudley CCG Board

The CCG Board meeting is to be held on 11 January 2018.

8.6 Future Discussion Topics

- Domestic Violence/Safeguarding – booked for February 2018
- Diane Wake (Chief Executive DGFT) – booked for April 2018

Further suggestions;

- 24/7 working update – Joe Taylor

Keren advised the group that Lorna Prescott felt doing a social media session as a whole group would not be appropriate but the social media surgeries would be a better way to gain support if thinking of getting the PPG involved with Facebook or Twitter

If members have any further discussion topics they wish to be covered within POPs, please email Keren Hodgson (keren.hodgson@nhs.net).

9. Date, Time & Venue of next POPs meeting

Thursday 15 February 2018
4.30pm – 7pm
Beacon Centre, Wolverhampton Road, WV4 6AZ