

PATIENT OPPORTUNITY PANEL MEETING

MINUTES OF THE MEETING HELD THURSDAY 19 APRIL 2018 Lifecentral Church, Halesowen 10.30am – 1.00pm

Present:

Dr Richard Gee	Chair - GP Engagement Lead, Dudley CCG
Helen Codd	Engagement Manager, Dudley CCG
Lindsey Harding	Communications Lead, Dudley CCG
Maria Prosser	Communications & Public Insight Support Officer, Dudley CCG
Melissa Guest	Healthwatch Dudley

Representatives from the following PPGs:

Bryan Caldicott	Moss Grove
Chris Bate	Lower Gornal PPG
David Gill	Lower Gornal PPG
Stephen Schwartz	Castle Meadows PPG
Pat Lamb	Lapal Medical PPG
Sue Bicknell	Lapal Medical PPG
Stuart Steele	AWS PPG
Geoff Lawley	AWS PPG
Karen Hindley	Northway PPG
Irene Arrowsmith	Three Villages
Stuart Rudge	Feldon PPG
John Bendall	Feldon PPG
Mike Boast	Feldon PPG

1. Welcome, Introductions & Apologies

Dr Richard Gee welcomed everyone to the POPs meeting and thanked all for attending. Introductions took place.

Dr Gee welcomed from The Dudley Group NHS Foundation Trust: Diane Wake, Chief Executive and Jill Faulkner, Head of Patient Experience to the meeting.

Apologies were received from:

Jayne Emery	Healthwatch Dudley
Keren Hodgson	Dudley CCG
Julie Jasper	Dudley CCG
David Stenson	Moss Grove
Cicely Thomas	Friends of Ridgeway
Tony Durrell	St Margaret's Well
Margaret Roberts	Stourside

2. Presentation: Diane Wake (Chief Executive) & Jill Faulkner (Head of Patient Experience) – The Dudley Group NHS Foundation Trust

Diane Wake thanked the group for their invite and updated them about some really positive changes taking place at Dudley Group NHS Foundation Trust (DGFT). When she started in post 12 months ago she identified a number of issues including culture, governance, capacity and knowledge. She has worked with the Trust Executive Team and made changes to the team and around these issues with support from the Board.

Issues around workforce plans were tackled as there were high vacancies in community nursing and long term locums were being employed. Siobhan Jordan has been appointed as Chief Nurse and Jill Faulkner as Head of Patient Experience. Since these appointments staffing and patient experience has improved.

The recent CQC inspection (January 2018) helped the team revisit previous CQC inspections and ensure that actions were taken in response to issues identified – for example new nurses have been recruited into the children’s emergency department and will be commencing shortly.

Maternity services were reviewed as part of the Quality Improvement Board (QIB). The number of ‘serious incidents’ reported has now decreased and there are areas of good practice particularly in relation to skill and staffing mix.

A Community Matron has now been appointed.

The Emergency Department (ED) and the Urgent Treatment Centre (UTC) had struggled in the past with triaging. Changes have now been made with national guidelines being adopted and followed. Triage areas have increased from 4 to 14 and the increase in extended access to primary care has helped to reduce the number of people turning up. Staff teams are working well together.

They have adopted the national sepsis tool and increased staffing levels and skills in the ED and clinical leaders are undertaking leadership development.

Diane Wake and Jill Faulkner thanked the group for allowing them to come along and present on the MCP, Emergency Treatment Centre, Winter Pressures in ED, the DGFT 5-10 year vision, update on the Metropolitan Hospital delayed build, Trainees, Communications and Discharge summaries.

MCP

- Diane Wake provided an update on the MCP.

Emergency Treatment Centre

- A combined reception with the Urgent Care Centre and the Emergency Department ensures patients are triaged (usually within 15 minutes) and directed to the appropriate service area.

Winter Pressures in ED

- Every month during winter, the Trust saw more ambulance arrivals than the same month the previous year. Two days during winter, the Trust saw the highest ever number of ambulance arrivals.
- The Trust works closely with Dudley Social Care to reduce the number of days people remained in hospital. Month on month during winter, delays came down for Dudley residents.
- Extra beds were opened on Ward B16 to cope with the increased admissions. This was managed by 65% permanent staff and housed 16 beds.

The Next 5-10 Year Vision

- Become a clinically led organisation.
- Provider of high quality, safe care and an excellent patient experience.
- High quality stable substantive workforce in all areas – reduce agency staff/spend.

- Embed a patient safety culture based on learning – recently joined AQUA and applied to be Trust to be support by Virginia Mason in the USA – this has been agreed.
- Expansion to border CCGs.
- Clinical Leaders Day arranged at Himley Hall and will be held on 20 April 2018.

Midland Metropolitan Hospital – Delayed Build

- Potential for increased elective activity coming to DGFT, as new building would have accommodated increased demand; however once built could take work from the Black Country.
- DGFT requested capital funding to rebuild the ED resus area.

Trainees

- Pressures on medical workforce relate to an expanding population and a reduction in medical school places.
- Dudley is at the forefront of creating a blended workforce.
- Community facing posts have been implemented to tie trainees in GP to the locality.
- There are 15 Physician Associates and DGFT have an active training programme through the University of Birmingham.
- Other initiatives include nurse consultants and prescribing pharmacists.

Communications

- In 2016/17, 64,500 patient feedback responses were received.
- Hold listening events with patient user groups throughout the year to engage specific groups (ie Stroke/Bereavement etc) of people in service redesign and developments.
- Looking to obtain funding for an End of Life garden from the Leukaemia organisation. The paediatrics garden is now open and used regularly.
- Currently looking at Chaplaincy services and the redesign of the main reception area, although this is proving difficult as it is a PFI building.
- The Trust Magazine is an annual summary of accounts and annual report is issued yearly.
- DGFT are more proactive in the use of website, Facebook and Twitter pages as useful way to communicate news in real time to patients and the public.

Discharge Summaries

- National problem of hand offs between organisations.
- Recent work has improved the completion rates of discharge summaries (94%).
- In June 2018, the Sunrise EPR will go 'live' and generate a discharge summary from the clinical notes to improve completion and quality of the document.
- £22m has been spent on a new IT system and will launch the 2nd week in May 2018.

3. Questions

- **What is the Trust doing to recruit new staff and who is funding the staff increases?**
Diane Wake advised that in the previous year £14m had been spent on agency staff this has decreased by £3m this year. The number of whole-time equivalents (WTE's) has increased and fortnight recruitment sessions are held, with contracts issued on the day. The Trust is offering incentives to new employees such as paying the first year nurse registration and free car parking for 6 months.
- **How will the Trust recruit youngsters from school?**
The HR Director 'Andrew' is currently developing a framework in order to encourage youngsters into apprenticeships with view to long-term employment. Nurse training bursary is no longer available and this is challenging as without it, many people don't have the ability to train.

- An elderly lady was discharged in the middle of the night, unable to walk and no carers/family informed. Is it right to do this?
Member was advised to email Diane Wake (D.Wake@nhs.net) with further details and she will investigate.
- Is it correct that respiratory nurses will travel in cars and will be able to visit patients at home with the aim of reducing admissions?
The Trust Board are meeting in May and will look at recommending an Operational Group is established and to review the six top priorities in order to change pathways for patients.
- How does DGFT envisage patients being part of the MCP journey?
The journey should be seamless with wrap around care and support surrounding the patient. I would expect to see more local delivery of services.
- Will you support patient participation in the MCP journey?
Absolutely, it is critical to the Trust and the MCP overall. Diane Wake welcomed applications from POPs members to the DGFT and agreed to bring application forms to the next meeting. Action: Diane Wake

Dr Richard Gee stated that patient participation is integral to the MCP and as a new Foundation Trust, will be looking to recruit to the Trust Board.

Added post meeting for information:

Members are local people and staff from all walks of life who elect the people on our Council of Governors and who can become a governor themselves. They help ensure our patients, relative and carers experience the very best healthcare.

Sign up on line - follow the link to the Trust website and simply complete the on line form.

<http://dudleygroup.nhs.uk/about-us/foundation-trust/become-a-member/>

By Telephone - call the Foundation Trust office on 01384 321124 and speak to a member of the team who will take the details of name, address and how much you would like to be involved.

Dr Richard Gee thanked the guest speakers for their honest, transparent and informative presentation.

4. Break & Networking

Members took time to share ideas and information.

5. Minutes from last meeting & outstanding items

One amendment was noted by Melissa Guest:

Item 5.1 – Page 8: People’s Network

Amend ‘Melissa asked permission to take photographs of this evening’s event for use at the People’s Network’ to read ‘for use in the report they are producing for the MCP’.

Minutes were agreed as an accurate record.

6. Patient Online: Secret Shoppers – Lindsey Harding, Dudley CCG

Dudley GPs are encouraged to actively promote patient online services, in order for patients to book appointments, book emergency appointments and order repeat prescriptions.

The target threshold of uptake is currently set at 20%; however a number of practices are not reaching this. Each month the CCG receive from NHS England a table of results detailing practice progress. As a result of the information received, a new 'Secret Shoppers' initiative will be implemented.

The CCG is looking to recruit secret shoppers to go into practices and look at measures used by the practice. A checklist will be provided by Lindsey Harding and the checklist will include the following points, which will be an important measure in the MCP:

- Are new patients made aware of the patient online service?
- Does the practice website (front-page) clearly advertise this service?
- Are there posters or other materials displayed in the surgery?
- Do the practice staff, encourage patients either face to face or by telephone of this service?
- Repeat prescriptions no longer available over the telephone.

Anyone wishing to participate please email Helen Codd at h.codd@nhs.net

Karen Hindley asked if a 'dummy user account' can be set up in order to demonstrate the service to patients in practice. Lindsey Harding confirmed this can be arranged.

Melissa Guest agreed to forward this on to Chris at Healthwatch Dudley to circulate and recruit volunteers.

7. Proposed Merger of Moss Grove Kinver and Moss Grove Kingswinford

A consultation is currently underway with regards to the proposed merger of Moss Grove (Kinver) and Moss Grove (Kingswinford). It is hoped to transfer the Kinver practice into Dudley CCG from South East Staffordshire & Seisdon Peninsula CCG. This will require a 'border change'.

There is currently duplication in services, staff and GPs and by merging the two surgeries, the services will improve access and choice to patients as the patients will be able to use services at both sites.

By merging the two practices, this will reduce the workload by back office teams as they are currently reporting to two CCG's and two NHS England area teams.

Some contracts will need to be transferred across to the Dudley CCG, but this is not thought to be problematic.

Two patient engagement events where the proposal will be presented followed by a 'Question & Answer' session. Please feel free to attend either of these events:

- Wednesday 25 April 2018 at Kinver High School, 7.30pm
- Tuesday 1 May 2018 at Dudley Kingswinford Rugby Club, 7.30pm

The general consensus by patients of the two practices is positive. Feedback is currently being received by other stakeholders and this will be evaluated in order to make an informed decision.

POPs members supported the proposal.

The consultation period will last from Monday 26 March 2018 to Friday 11 May 2018.

8. Questions to Board

Following on from the presentation provided by Diane Wake; David Gill asked:

Is the Dudley CCG Board assured that DGFT governance systems are safe and robust?

Response provided by Caroline Brunt – Chief Nurse & Quality Officer at Board on Thursday 10th May 2018

The CCG are assured that DGFT are committed to achieving robust governance processes that underpin safe day to day high quality care for patients. We recognise there is still work to do to ensure processes are in place consistently across the Trust.

We recognise, as do the DGFT executive team, that governance processes within the Trust require further improvements and that some services have more developed systems than others. The recent CQC findings highlighted areas of outstanding practice alongside areas in need of significant improvements. We are working with the Trust governance team to address the issues identified and our role is to gain assurance as we test the longstanding systems alongside new and enhanced processes as they are developed.

This development and assurance work has been ongoing for some time. An example of a key area of governance that we have focused on over the last two years has been learning from serious incidents including the introduction of key performance indicators to enable progress monitoring. While there is significant evidence of improvements in this area and the CCG are assured that there is greater recognition of incidents requiring investigations and the quality of these processes, for example in maternity services, we are still supporting enhancements to these to ensure there is a consistent approach across the whole organisation. The CCG Audit and Governance committee has requested a review of the CQC report at a future meeting and the progress towards the action plan will be monitored by the CCG Quality and Safety Committee.

Any further questions should be emailed to Helen Codd, helen.codd@nhs.net

9. Updates and Any Other Business

9.1 Healthwatch Dudley

Melissa Guest confirmed that Healthwatch Dudley had been given an 18-month contract extension (up to September 2019). It was advised that a retender process will then be required.

Members were advised that Jayne Emery, Chief Officer for Healthwatch Dudley is leaving (late May), to join the Dudley Stroke Association and spend more time with her family. Healthwatch Dudley is currently looking for a replacement Chief Officer. POPs members expressed their gratitude to Jayne for her enthusiastic and continued support and wished her well in her new ventures.

People's Network: 9 May 2018 at 10.45pm – 3.00pm

Venue: Brierley Hill Civic Hall

This focus group setting event, will discuss the following topics:

- Innovations in Pharmacy
- Practice-based Pharmacists
- Prescription Ordering Direct (POD)

Healthwatch Dudley is keen to find out what people think of these services, do they work, and are there any concerns? Feedback will be sent to Dudley CCG.

Lunch will be provided.

Lindsey Harding agreed to circulate the flyer.

Action: [Lindsey Harding](#)

A new project will commence shortly and will involve listening to people who have recently been made homeless and how they access healthcare services. There is a questionnaire, which members of the Healthwatch Dudley team will go through with homeless individuals in the Dudley area.

- 9.2 Members were encouraged accept Diane Wake's invitation to visit The Dudley Group NHS Foundation Trust (DGFT). Helen Codd agreed to identify dates and circulate to members. Action: Helen Codd
It was agreed that DGFT have a regular 'slot' on the POPs meeting agenda.

10. Date, Time & Venue of next POPs meeting

Thursday 7 June 2018
3.00pm – 5.00pm
St James's Church Hall, Belfry Drive, Wollaston, DY8 3SE