

# PATIENT OPPORTUNITY PANEL MEETING

## MINUTES OF THE MEETING HELD THURSDAY 7<sup>th</sup> June 2018 St James Church Hall, Wollaston 3pm – 5pm

### Present:

Julie Jasper	Dudley CCG
Helen Codd	Engagement Manager, Dudley CCG
Rob Dalziel	Healthwatch Dudley
Keren Hodgson	Dudley CCG

### 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
Cicely Thomas	Friends of Ridgeway
Sue Helm	Three Villages PPG
Bob Parker	KMP PPG
Margaret Roberts	Stourside PPG
John Mason	Netherton Health Centre PPG

## 1. Welcome, Introductions & Apologies

Helen welcomed all to the meeting and advised apologies from Jane Atkinson who was due to speak to members about adult domestic violence but had been called away to an emergency and was unable to make the meeting. Helen confirmed Jane would be booked in for a future meeting.

Julie Jasper arrived.

### Apologies were received from:

Laura Broster	Director of Communications and Public Insight, Dudley CCG
Dr Richard Gee	Chair - GP Engagement Lead, Dudley CCG
David Stenson	Moss Grove PPG
Irene Arrowsmith	Three Villages PPG
Karen Hindley	Northway PPG

## 2. Minutes from last meeting & outstanding items

Helen queried if any members had taken part with the Secret Shopper piece of work since the last meeting and would feel comfortable to feedback. Discussion took place around the mystery shopper checklist, Helen confirmed feedback would be taken on board, but the checklist had already been shared with practices.

John queried item 3.0, regarding an elderly lady being discharged at an inappropriate time and no one being informed. He advised he had wrote to Paula Clarke (previous DGFH Chief Exec) about this some years ago and advised they would not let anyone out after 10.30pm.

Sue understood that particular incident was still under investigation; Julie asked if it would be possible for Three Villages to provide feedback around this to the group at the next meeting.

**ACTION – update from 3 Villages regarding this response**

Members continued discussion and didn't feel comfortable for anyone to be let out of hospital before 6am or after 10pm.

Helen asked if members would want to add this as a question for Board to raise with Dudley Group, members agreed;

'There is concern that individuals have been known to be discharged in the middle of the night, including an individual who was unable to walk and no carers/family informed. What has been put in place to prevent this happening again? Can Russell's Hall confirm an earliest and latest discharge which would be followed?'

**'Response provided by Helen Board, Patient & Governor Engagement Lead, The Dudley Group NHS Foundation Trust**

*We will be happy to look into any individual cases where the above process may not have been followed, and ask that further details are supplied. We always aim to provide the best possible patient experience and keen to learn where we can make improvements where this may not have been the case.*

*The normal procedure is to discharge patients after 08:00 hrs or before 22:00 hrs. There may be exceptions to this when ambulances are booked for some of our patients, but again this is normally to family at home.*

*If patients have attended the Emergency Department and are fit to discharge, we are a matter of course check that they can be safely returned.*

*The Trust offers assurance that they do not discharge patients in the middle of the night who are not fit to be discharged or who are not safe to go home if social circumstances do not allow. However, we cannot prevent patients leaving if they are of sound mind and wish to self-discharge. All of the wards have discharge co-ordinators who work closely with lead nurses to plan the patients discharge and liaise with the family or those responsible for their care.'*

David queried if the money advised being spent on the IT system, would it be possible for feedback on how this money was spent?

**ACTION – DGFH feedback on money spent on IT (see item 2; Discharge Summaries)  
£22m has been spent on a new IT system and will launch the 2<sup>nd</sup> week in May 2018.**

Minutes were agreed as an accurate record.

### **3. Self care – discussion and resource pack**

Helen advised Dudley CCG had been selected as a pilot site for doing self-care work along with Sandwell, Walsall and W'ton. This will be looking at people receiving self-care and peer to peer support groups.

Helen advised members of PAM (Patient Activation Measures) and Health Coaching, currently at Lion Health where Jo has been supporting intensively on a one to one basis, patients with high blood pressure etc... (helped people lose weight, walking groups, fitness classes appropriate for ability) and confirmed this project will be rolled out to 10 more.

As well as this;

- Social prescribing with the Integrated Plus team who work with the top 2% who may end up in hospital or high risk in health.
- Personalised care and support plans; those with a long term condition to have support to make realistic life goals to improve with a health professional.

- Personal Health Budgets – Patients having the opportunity to choose how to use their money
- Self-Management – expert patient support programmes

Work has already started to look at how we make self-care work better in Dudley and Helen shared the idea of a resource pack currently under development for groups to take out and get opinions which would want PPG's involved in.

This pack would look at specific areas including mental health etc and include short activities identifying the barriers which stop people accessing services and self-care groups and any gaps.

Helen advised there was some limited funding available from NHSE to support this piece of work but this is to cover the whole area under the Black Country STP and money will be kept back until the targets are met.

Helen asked if members would be interested.

John shared his experience of supporting the community including a 'fish and chip' supper which invited several services to share with those attending their freebies and service offers to reduce loneliness and isolation in the area, and some funding has recently supported them to offer to take the group to Black Country Museum for the day.

Cicely shared St Andrews luncheon club which happens every fortnight and they did their health event at the same time, to support those attendee's to access the various services including Winter Warmth, Specsavers, emergency services etc.

Discussion continued around the possibility of unused allotments to develop the idea of self-care by supporting groups to take care of allotments together. John shared experience of working with allotments where the beds have been raised to support older residents to get involved. David shared knowledge of a community garden project in Kate's Hill which supports the community and children to get involved in growing.

Chris advised members the community forum's which happen in the various wards, and often don't spend all the money as no one comes forward. Chris advised there are usually four meetings a year, happening in every locality and urged members to use these forums as PPG's can attend and apply for money in their own right as a community group. Chris shared that although the application is quite lengthy, it can be worth doing; as sometimes they ask for you to just do a bit further detail to get the money. Chris advised members if unclear about how it works, to attend just to listen to what they do and how they work.

Julie shared Dudley CCG using the community forums previously to deliver consultations and asked if we could share the link for the community forum for members to be aware of future meetings.

**ACTION – KH share link for Dudley Community Forums**

<http://www.dudley.gov.uk/community/community-council/community-forums/>

Helen wondered if Lucy from Tenants and Resident Association could attend a future POP meeting to discuss opportunities in different areas. Following discussions, Helen thought a mapping exercise may be useful to identify what is happening around Dudley already, to identify gaps and be clear what is already happening.

**ACTION – HC to invite Lucy to attend future POPs**

Julie summarised as a positive discussion to generate further discussion about self-care.

#### 4. NHS70 – update on activities

Helen shared with members the NHS70 tea party on Thursday 5<sup>th</sup> July at Brierley Hill Civic Hall as a day of celebrations. The public event 10.30am – 2.30pm, is an opportunity for anyone to pop in, have a cuppa tea, cake and chat, and people wouldn't be expected to attend the whole session.

Helen added that the AGM would be held prior to the tea party, 9.30am – 10.30am which all are welcome to attend.

- Three Villages Patient Participation Group and friends will be delivering a tea party with lots of cake and tea in the main hall
- The Fizzogs : Dancing Grannies
- Vamos masked theatre
- West Midlands Ambulance Service
- Fast Aid
- Chat with Pat (Pat Lamb representative from Feldon Lane PPG)
- Make it Happen team
- Dudley Young Health Champions
- Careers
- KicFM
- History display – photos and memorabilia
- IT team – patient journey

Food will be available; it's free for all members of the public. Chris asked if we had included the information on the Community Information Directory and contacted the libraries, Helen confirmed and asked for members to share as they wish and the team would be delivering some flyers on foot around Brierley Hill as well as targeting local settings including libraries, surgeries, residential homes, health centres etc.

Helen asked if any members were keen to make a cake or buy a cake to donate to the tea party would be greatly appreciated. Members suggested supermarkets have previously been happy to support their local activities as a community projects. Helen thanked the group for their advice.

**ACTION – ALL if any members keen to share cake cooking skills to advise Keren so can add to list for cake donation – [keren.hodgson@nhs.net](mailto:keren.hodgson@nhs.net)**

#### 5. Questions to Board

Julie asked if any further Board questions in advance of the next Board on 12<sup>th</sup> July. No further questions received.

Cicely queried if there will always be updates from the MCP board. July advised the next key date for the MCP is 19<sup>th</sup> June, to advise the local authority of the bid and the suggestion to move forward.

David asked if GP practices have been asked to see if they are interested in the bid, as he was understanding Lower Gornal was awaiting the outcome of the legal implication before agreeing. Julie advised only few practices had not signed up but there was enough who had opted in to continue.

Julie clarified the MCP is where we want to commission at scale, to deliver a contract for the population. Stuart asked how this will work with the STP, and queried the delay in build of Midland Met in Sandwell, Julie understood this may not be built until 2022.

Members agreed during item 2 on a question to Board to be taken to the 12<sup>th</sup> July Board meeting;

Question from members of POP's on 7<sup>th</sup> June

*There is concern that individuals have been known to be discharged in the middle of the night, including an individual who was unable to walk and no carers/family informed. What has been put in place to prevent this happening again? Can Russell's Hall confirm an earliest and latest discharge time which is followed?*

Response provided by Helen Board, Patient & Governor Engagement Lead, The Dudley Group NHS Foundation Trust

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Please email Helen Codd with any further questions to Board; [h.codd@nhs.net](mailto:h.codd@nhs.net)

## **6. Updates and Any Other Business**

### 9.1 Healthwatch Update

Julie introduced Rob Dalziel from Healthwatch and shared the sadness of losing Jayne from Healthwatch as she was very much behind setting up Healthwatch and advised she is now working with The Stroke Association. The new Chief Officer, Andrea Crew started on Monday 5<sup>th</sup> June, previously in the fire service involved in partnership development.

Julie asked Rob to pass on thanks to the team for attending and supporting POP's and to thank Jayne for all her support and contribution over the years.

Rob provided an update on Healthwatch and advised they are involved with some of the work on self-care which had been discussed already. Rob discussed self-care as covering many aspects including wellbeing, traditional healthcare as well as own responsibilities for health and wellbeing, own communities, collective responsibility for each other. The work they are looking at is to support loneliness and ageing populations work and people living on their own but will need a collaborative approach for agencies to work together. Areas of Primary care, Secondary care and Social Care will be working more closely together in the future and that change being more co-produced.

Rob shared further research; recently finished a piece of practice based pharmacy piece of work and POD – prescription ordering direct. Just writing up the report, but those who used the services appeared to be quite positive.

Also involved with vulnerable people and exploring homelessness. Working with homeless people, and those who have experienced homelessness and identifying further complications in life, to see how they can access medical services, healthcare and support.

Another piece of work will be supporting Dudley Clinical Commissioning Group with some work with young children and identifying support and services they use within the healthcare system. This will be with children aged 4 and under, how does their care journey work and feel. Talking to parents, identifying who they spoke to first (Pharmacy, 111, ED, hospital, doctors) and see what gaps there are as well as identifying if there is a lack of confidence with using certain routes of help.

Rob shared work with DWMH to identify the look of services in regards to the single point of access, so a triage can be done at first point of contact and then they can redirect to the appropriate service; Dudley Talking Therapy services or more complex need for a full assessment face to face with someone or immediate intervention as a priority. Rob advised the single point of contact so far has had positive feedback as people found it easier to navigate than previously which was fragmented but now it is 24 hours a week, 7 days a week.

Julie thanked Rob and advised as a small team they have a very good capacity to take on and complete work, and further advised that Jayne as Chief Officer has always had a slot on the Board meeting and fed back work the team have been involved in to Board level.

Julie added that POP's have always been keen to look at the younger generation as well as mental health and it feels reassuring to hear. Rob advised all the reports can be found on the website if anyone is interested in reading the reports.

**Question:** Bob asked about using Facebook and social media, to ensure youngsters will be accessing this to get information.

**Answer:** yes social media is a positive thing to use, however, facebook is not as high up on young peoples radar so it's looking at the age you want to target and identifying the appropriate social media platforms. Rob added that Faye Hall, Dudley Young Health Champions Co-ordinator who has been doing a lot of work with young people is more in touch with this information and Becky (Young Health Champion) had done a project around mental health which has recently been launched and proved very successful.

**Question:** Do you think a lot of the mental health issues coming through are coming from the schools?

**Answer:** It is part of the picture, but often there are more complex issues, and more issues than what we might've had as young people. There are more items identified in safeguarding, which weren't even discussed many years ago (for example social media) so this is raising complex issues to the surface and making people aware they need to do something about it.

Keren asked members to complete their contact consent forms if not already completed to ensure regular newsletters are shared.

Pat Lamb and Cicely Thomas asked for apologies to be recorded for the August meeting. Sue Bicknell confirmed attendance.

Julie thanked members for attending and closed the meeting.

## 7. Date, Time & Venue of next POPs meeting

Thursday 16<sup>th</sup> August 2018

10.30am – 1pm

St James Medical Practice, Malthouse Drive, Dudley, DY1 2BY

Please advise Keren if you intend to come by emailing [keren.hodgson@nhs.net](mailto:keren.hodgson@nhs.net)