

**MINUTES OF THE MEETING HELD THURSDAY 4TH OCTOBER 2018
10.30AM – 1.00PM
BANK STREET METHODIST CHURCH**

Present:

Dr Richard Gee	GP Engagement Lead, Dudley CCG
Helen Codd	Engagement Manager, Dudley CCG
Molly Halford	Business Support & Communications Administration Assistant
Melissa Guest	Communications Development Officer, Healthwatch Dudley
Jane Atkinson	Designated Nurse Safeguarding Adults
Joanne Taylor	Primary Care Commissioning Manager
John Mason	Netherton H/C PPG
Stuart Steele	AW Surgeries PPG
Margaret Roberts	Stourside PPG
Sue Bicknell	Lapal PPG
Pat Lamb	Lapal PPG
Irene Arrowsmith	3 Villages PPG
Stephen Schwartz	Castle Meadows PPG
Bryan Caldicott	Moss Grove PPG
Sue Hatton	Moss Grove PPG
Arthur Brown	Quarry Bank PPG
Cicely Thomas	Friends of Ridgeway PPG

Apologies were received from:

Julie Jasper	Lay Person PPI, Dudley CCG
Lindsey Harding	Communications Lead, Dudley CCG
Laura Broster	Director of Communications & Public Insight, Dudley CCG
Audrey Heer	Friends of Ridgeway PPG
Geoff Lawley	AW Surgeries PPG
Bob Parker	KMP PPG
David Stenson	Moss Grove PPG
Jack Bates	Castle Meadows PPG
Stuart Rudge	The Lanes PPG
Allan Hughes	Woodsetton PPG
Dudley Group	

1. Minutes from last meeting & outstanding actions

The minutes from the last meeting were agreed as an accurate record.

3 Villages shared the response they had received from Dudley Group around the discharge process. Dudley Group advised that they now had electronic discharge letters, learning lessons disseminated with staff and all information to be completed including place of discharge and medications required.

HC advised still awaiting a response from Jenny Cale regarding nasal gastric discharges.

ACTION: HC to raise for next POP meeting

RESPONSE:

There are no homes in Dudley that will take patients with an NG tube and there is a general reluctance. NG tubes are difficult as the positioning of them are really important and you need an xray facility to ensure they are positioned correctly.

2. Pharmacy First

HC provided an information leaflet on the Pharmacy First Minor Ailment Scheme. This supports the winter campaign and encourages people to use their pharmacist for a range of conditions including advice. More information can be found here www.dudleyccg.nhs.uk/prescribing/. The group asked if this information could be displayed on screens within practices and if there was a list of pharmacies taking part in the scheme

3. Online Consultations

Jo Taylor explained this was different to Patient Online. Online consultations are part of the plans for the GP Forward View and a workshop was held with GPs and practice staff to look at the key areas to explore. The focus is on:

- ASK NHS – an app for symptom checking
- Simple queries, e.g. travel vaccines, repeat prescriptions, sick notes
- Long Term Conditions

These are for routine issues and not for urgent issues and a timescale is built into the response so patients know when to expect a reply to their query. A question was raised around elderly people not using web based information. This was acknowledged but it is not replacing face to face appointments as it is additional and not instead of.

A question was also raised about the use of extended access within the different localities. JT confirmed that this data is collected routinely so happy to feed back at a future meeting. It was noted that extended access was for booked appointments and not urgent cases. Urgent cases could go to the Urgent Treatment Centre or use Out of Hours if necessary.

ACTION: JT to attend future meeting re locality take up of extended hours

The group also asked if there were other ways to share information on extended hours and online consultations and suggested the Dudley MBC newsletter 'Our Borough' could be utilised

4. Self-Care Activity Packs

HC advised the group that Dudley CCG had commissioned Healthwatch with engagement around self-care. The work would feed into a self-care strategy that is being developed by public health with wider partners across Dudley. Engagement events had already taken place to help develop the resource packs. The packs are designed to be used very informally by groups to explore different topics of self-care and as a starter for conversations. Groups would feed their conversations back into Healthwatch to help them write a report which would seek to understand what self-care means to people in Dudley. Packs were given out to PPGs in attendance and any meetings including feedback to be provided to Healthwatch by the end of November. Mel advised she would be updating the Healthwatch website imminently with further information and a downloadable pack. For more information, visit <http://healthwatchdudley.co.uk/> or contact melissa@healthwatchdudley.co.uk

5. Questions to Board

The group did not raise any questions for Board.

6. Interviews for Lay Person on CCG Board for Patient & Public Involvement

HC explained that Julie would be leaving next year as her tenure had come to an end. Interviews are currently taking place but a patient and public stakeholder group would be invited to meet appointable applicants on Wednesday 10th October, 2pm until 3pm at Bank St Methodist Church to help decide on a final candidate. Anyone interested should contact h.codd@nhs.net and Helen would be sending an invite out imminently.

7. Presentation

Jane Atkinson gave a thorough presentation of Adult Safeguarding in Dudley. The website for safeguarding is: <http://safeguarding.dudley.gov.uk/> and concerns can be reported anonymously. Alternatively, the team for adult safeguarding can be contact on 0300 555 0055. MG added that a new form was being developed through a multi-agency approach which would make the process easier.

Presentation attached.

8. Updates and Other business

Dudley Group provided an update at the request of the group regarding the current situation - attached.

Healthwatch updates can be found here: <http://www.dudleyccg.nhs.uk/wp-content/uploads/2018/09/PUBLIC-AGENDA-AND-PAPERS-13-09-18-FINAL.pdf>

In brief MG advised that they had undertaken some work to capture experiences of parents/carers when taking young children to Russells Hall Urgent Treatment Centre, the paediatric assessment unit or the children's emergency department.

They had been highly commended on the work that one of the Young Health Champions – funded by Dudley CCG and Public Health, had done around raising awareness of mental health through arts.

MG also shared some work that had been done collaboratively with partners around deaf awareness cards.

Chair & Chief Officers' report attached.

9. Next meeting

The next meeting will take place on 13th December, 4.30pm until 7pm at the Beacon Centre for the Blind. This will be Julie Jasper's last meeting with the group