

PATIENT OPPORTUNITY PANEL

Minutes of the meeting held on Thursday 7 February 2019
10.30am – 1.00pm at Bank Street Methodist Church

Present:

Helen Mosley	Lay Person PPI, Dudley CCG
Dr Richard Gee	GP Engagement Lead, Dudley CCG
Helen Codd	Engagement Manager, Dudley CCG
Maria Prosser	Communications & Public Insight Support Officer, Dudley CCG
Kelly Macchiarelli	White House Cancer Support
Chris Barron	Healthwatch Dudley
Sue Bicknell	Lapal PPG
Audrey Heer	Ridgeway Surgery
Sue Helm	Three Villages PPG
Cicely Thomas	Friends of Ridgeway Surgery
Bob Parker	Kingswinford Medical Practice
Tony Durrell	St Margaret's Well Surgery
Stuart Steele	AW Surgeries
Geoff Lawley	AW Surgeries
Ann Middleton	Rangeway Surgery
Barbara Bolton	Kingswinford Medical Practice
David Stenson	Moss Grove
Bryan Caldicott	Moss Grove
Gary Barker	Wordsley Green
John Brennan	Castle Meadows Surgery
John Mason	Netherton
Hilary Taylor	Three Villages
Karen Hindley	Northway PPG
Chris Bate	Lower Gornal PPG
David Gill	Lower Gornal PPG

1. Welcome, Introductions and Apologies

Helen Mosley welcomed everyone to the group. Helen confirmed that this was her first meeting with the POPs group as Chair and Layperson for Patient & Public Insight. Introductions took place.

Apologies were received from Laura Broster, Director of Communications & Public Insight and Keren Hodgson who has now gone on maternity leave.

2. Presentation – White House Cancer Support, Kelly Machiarelli

Kelly thanked the group for allowing her to come and speak to the group.

The White House Cancer Support was founded and became a registered charity in 1984. The charity supports cancer patients, individuals, friends, families and carers who are either affected or know someone who is.

The charity has over 4,000 registered individuals, who receive support and guidance in various forms. Kelly advised that they are currently reviewing their list to identify those who no longer use the support service.

All services are free of charge. Services include:

- Counselling
- Transport
- Complementary Therapies
- Relaxation
- Exercise for Health & Wellbeing
- Art Therapy
- Crafts
- Financial support in partnership with financial consultants
- Peer support groups

Funding comes from people's generosity and from legacies. Dudley CCG provides partial funding for transport. There is no government funding provided. The White House has 8 staff members and over 60 volunteers.

Referrals usually come via the Nurse Specialist.

The White House advertises its services at information days, by word of mouth and patients are usually informed of this service at the diagnosis appointment. It was recommended that leaflets can be sent to all PPGs, Kelly to look into the Library Services Directory who will share/cascade information across all the libraries in the Dudley borough. Members offered Kelly the opportunity to attend PPG meetings and in turn this can then be shared with the GP practices.

It was noted that this service is advertised on its charity website, but are keen to develop links with GP practices, PPGs and other voluntary groups. A new Communications Officer has been appointed and it will fall under their remit to circulate and share the charity information. Chris Baron agreed to signpost this service through the Community Information Champions service and recommended that Kelly contact Rachel Gretton at Dudley CCG with regards to circulating to practice staff.

Attached are the slides presented by Kelly Macchiarelli.

3. Break & Networking

Members met over refreshments.

4. Questions to Board

Two questions were received and will be discussed at the next Board meeting in March 2019.

- Has the CCG got a contingency plan given the range of services that Interserve offer if they go into administration?
- We have been told that schools are having to pay £95 per person who attends mental health first aid training (for staff members). As this is so important for our younger population, shouldn't health be funding this or working collaboratively with schools to ensure this happens with no cost?

A discussion took place relating to concerns raised at the previous Board meeting with regards to the delay of the MCP and patient representation on the MCP Board. The CCG responded and confirmed that internal and external regulatory assurance processes are underway. It is hoped that the Chair of the MCP Board of Governors will be appointed

soon, Helen Mosley agreed to raise this at the next CCG Board meeting. The Healthcare Forum to be held on 7 March 2019 will discuss the MCP, its progress etc and will hopefully provide clarity and reassurance to members of the public. The group were advised that Dr Steve Mann and Dr Tim Horsburgh had been appointed as Clinical Leads to the MCP.

Helen Mosley advised the group that the questions raised at the CCG Board meeting were well received.

5. GP Patient Survey Results – Dr Richard Gee

Dr Richard Gee presented the 2018 GP Survey Results – slides attached.

This survey is completed on a 2-yearly basis and last for approximately 3 months (January-April). All practices in the CCG are compared to the national average data.

This survey allows comparisons against previous reports. PPGs were asked to encourage patients to complete and return surveys. The Friends & Family Test (FFT) proves useful at a practice level and vital feedback is often received. The FFT target is to receive 25% return of surveys.

IPSOS randomly identify recipients from the practices and are encouraged to complete and return the survey with a gift of £5.00. All information is anonymised and handled by IPSOS and not the practices.

There are four sources of patient feedback; these are:

- GP survey
- Friends and Family Test
- NHS Choices – this receives the most feedback
- NHS England – complaints received

It was noted that the PPGs can search the survey data for their practices.

David Stenson asked if this data will be discussed at the Primary Care Commissioning Committee (PCCC); and how will the feedback from PCCC be fed back to patients and practices? Dr Richard Gee reassured those present that the CCG wants to provide safe primary care and agreed to raise David's concerns at the next PCCC.

Karen Hindley advised that you can compare data online against 2/3 other local practices. The Northway Practice then shares this information by way of display on the PPG noticeboard, at the PPG meetings and in the PPG newsletters.

Any concerns can be raised to Dudley CCG by emailing patientsafety@dccg.nhs.net

6. Update & Any Other Business

Minutes of Meeting held on 4 October 2018

Helen Mosley asked the group to review the minutes from the meeting held on 4 October 2019. The following updates were provided.

Page 1 – Helen Codd reassured the group that zero homes in the Dudley borough will accept a patient with a naso-gastric tube insitu.

Page 2 – Extended access across the localities, invite Joanne Taylor to POPs to provide update. It was noted that this will be added to the summer meeting agenda.

The minutes were agreed as an accurate record.

6.1 Healthwatch Dudley Update

Chris Baron advised that the Self-Care Activity Packs are now underway and will be shared once completed. Chris thanked the PPGs who took part and the CCG for funding this project.

Community Information Champion training is available at no cost. For further information contact Chris. Chris offered to attend PPG meetings to share this service information.

The STP is looking for local opinions and patient expectation on services in the Black Country.

6.2 Primary Care Update

Dr Richard Gee provided this earlier in the meeting.

6.3 Dudley Group NHS Foundation Trust

No representative attended, hence no update was available.

6.4 Any Other Business

- Dr Richard Gee advised that the POPs meeting held in December 2018 was very informal, hence the lack of notes and allowed the group to give Julie Jasper a good send off, as she stepped down as Lay Person for PPI.
- John Mason stated that the discharge letters from the local Trust are not being received. Dr Richard Gee advised that an electronic discharge letter is sent from the Trust to the GP practice within 48 hours of the patient discharge. The 'paper' discharge report can take up to 1 month for release and this should be received by both the GP practice and the patient.

Barbara Bolton reported a positive experience from the Cardiology Department.

- Barbara Bolton advised that Kingswinford Medical Practice are looking into reasons behind DNA's. The practice is looking to train the receptionists on encouraging a positive behaviour approach. A poster is under-development and will be displayed in the practice waiting room. Barbara agreed to share the poster with members of the POPs.
- David Stenson asked if the Black Country STP were looking to compare themselves against other STPs.
- Three Villages Medical Practice confirmed that the closure of the Wollaston branch surgery was imminent (mid-March/April); however the date has yet to be agreed or circulated. Dr Richard Gee invited the representatives from Three Villages to attend the Primary Care Commissioning Committee and raise this issue.

- Cicely Thomas from Friends of Ridgeway Surgery advised that 'Age UK' are offering £500.00 to groups/PPGs in order to target loneliness and isolation in the community. For further information contact Karen.Hancox@ageukdudley.org.uk
- David Gill expressed concern with regards to the perception of A&E reporting over the past 12 months. How much of the information provided by Dudley Group NHS Foundation Trust (DGFT) to POPs was accurate and how did this compare to other local Trusts? Geoff Lawley confirmed that Diane Wake, Chief Executive of DGFT attended POPs in 2018 and stated that DGFT was working well and clearly this was misinformation. Dr Richard Gee advised that each public governor has clear areas of responsibility ie locality. Helen Codd agreed to circulate the list. List here: <http://www.dgft.nhs.uk/about-us/foundation-trust/our-council-of-governors/public-elected-governors/>
- A query was raised with regards to services available for deaf or hard of hearing individuals who attend clinic appointments at DGFT. Chris Barron confirmed that 'vibrating beepers' are used through DGFT. The CCG, Healthwatch Dudley & Dudley Metropolitan Borough Council (DMBC) worked together and developed a patient 'card' which identifies and supports deaf and hearing loss individuals. The PPGs were encouraged to obtain and share this information with their practices.
- Agenda discussion topics – as members of POPs it was agreed that a development session is arranged to consider the role of the group and their influence

7. Date of Next Meeting

The next meeting will take place on **Wednesday 3 April 2019**, at 10.30am – 12.30pm at Lifecentral Church, Little Cornbow, Halesowen, B63 3AJ.