

Notes from Heath Lane Surgery Patient Participation Group Meeting

Held: Thursday 25th January 2018

1. **Present:** Roger Ellis; Janet Gregson; Dr Sarah Holt (GP Partner); Mathew Hulbert (Vice-Chair); Andree Light; Diane Lucking; Ann Myatt; Lianne Simpson; Ann Sowman; Margaret Stevens; Martin Strange; Clare Taylor (Chair); Jackie Telford; Hazel Thomasson; Ann Walsh (Practice Manager); Eunice Ward.
2. **Apologies:** Diane Lucking (arrived but could not get into the building- system to deal with this eventuality now in place); Donna Macintyre.
3. **Matters arising from Notes of last meeting (30.11.17) and not on agenda.**
PPG Secretary: Position remains open. Anyone interested should contact CT or MH for more details.
4. **Farewell:** Roger Ellis gave a vote of thanks to Ann Walsh thanking her for the impressive support she has given to the PPG since its inception nine years ago. Roger outlined several projects which Ann had worked with the PPG to develop, including the Walking Group and Saturday morning Flu Clinics. He praised the support Ann had provided during his lengthy term as Chairman of the group (2008-17), when processes and procedures were being developed. Roger's speech expressed our genuine appreciation of Ann; it was uplifting, and well-received. Ann thanked the PPG and explained that she has enjoyed working with the team who are 'supportive of the Practice, positive in outlook and with great ideas'. We wished her well in her retirement.
5. **Presentation (1):** *Belinda Botting* from **Hinckley and Bosworth Federation** outlined the work and composition of the Federation, which was established by local GPs in 2014. This locally based organisation provides joined-up medical input for the whole of the area. Directors consist of representative GP's from all Practices, with other medical professional/administrative input. The PPG representative is Jenny Dowling from Ratby Surgery. Four employees work out of Heath Lane Surgery.
CCG funding was provided for the first two years, the Federation has been self-funding since 2016. Bids are submitted for various health-related contracts, the organisation also benefits from services such as bulk buying.
Projects include:
 - **Caretakers at Centre Surgery:** when the GP's from Centre Surgery resigned in 2017 the Federation submitted a bid to the CCG to take over services. As a result the Service remained locally administered (rather than being outsourced to a large provider e.g. Virgin Health). Since last April they have recruited three new GP's; an Advanced Nurse-Practitioner; a Practice Nurse; and a Pharmacist. The contract lasts until March 2019.

- **Funding for 72 hour ECG monitoring**– this facility was successfully piloted and the Federation and now awaiting CCG consideration for funding to continue the provision.
- **Support for local Practices** – innovative methods are being tried to enable Federation staff to reduce pressure on individual GP Practices e.g. to cover for admin staff sickness.
- The four Federations in the West Leicestershire CCG have formed **4FED** which now runs the local Out-of-Hours contract from Derbyshire Health United.
- The Federation has supported PPG's in promoting the **Medicines Waste Campaign**, which potentially saves NHS funding and assists Practice Prescription funding budgets.
- The Federation has secured **enhanced service contracts**, e.g. anti-coagulation, in order that services can continue in to be provided this area.

Belinda was questioned over **inter-Practice referrals** which use expertise available in an alternative neighbouring Practice to save on patient travel etc. (e.g. for joint injections). This system was initially attempted in H&B but most Practices employ practitioners with wide-ranging skills therefore it was not advantageous in our area; whereas in other parts of West Leicestershire it has worked well. She was also asked how **Care Homes and Practices work together**; Belinda explained that research from a pilot project was now informing the work of Integrated Locality teams.

6. **Presentation (2) Kerry Smith**, Area Co-ordinator for Barwell and Earl Shilton, spoke briefly about her work. Her post is funded through Public Health at Leicestershire County Council. This project uses a sustainable, person-centred approach to support residents and their families to enjoy a good life within their local community. The approach identifies assets within communities which can promote self-sufficiency and reduce pressure on services such as health and social care. Kerry works from outreach bases (Community Houses) and is charged with developing effective networks, identifying partnerships and resources, and then working with individuals to promote engagement. Kerry outlined the 'Time Out' project which enables carers to meet monthly at the Community House where they take part in various activities (e.g. Art Therapy); and Barwell Surgery's Befriending Project where GP's refer patients to a volunteer, signposting 'friendship' (participants are trained in safe working, positive telephone approach, and First Contact Plus). Kerry stayed for the following agenda item (7).

7. **Signposting / Social Prescribing: Ann Myatt and Hazel Thomasson**

Kerry Smith had been into the Surgery in December, running two 'Signposting' information sessions for staff and PPG volunteers. AM and HT had attended and brought back ideas for furthering community involvement and support. Ann had suggested the use of a currently vacant allotment on the Breach Lane site which could provide a location where lonely individuals could enjoy purposeful physical activity and social interaction with other allotment holders, whilst being productive in growing produce. Kerry had ideas for funding of equipment if the bid for this plot is successful. RE is a Trustee for these grounds and will enquire

about availability of a plot at the next Trustees meeting in February 2018.

Action: RE and AM

Kerry was linking in with *Earl Shilton in Bloom* over their volunteer activities. Members went on to discuss the proposal made at the November 2017 PPG meeting in relation to 'Signposting' and assisting patients with basic administrative tasks (e.g. form filling, direction to other services, booking appointments) using First Contact Plus as an aide- memoire. A majority of members were interested in taking this proposal forward which would involve two PPG members working together to meet and support patients through non-medical intervention; signposting to other services or providing basic level assistance. The proposal is that a rota of volunteers would be available on one morning/afternoon each week; patients would be referred by health professionals and would book into pre-timed 30 minute slots, on different days of the week between 9:30–11:30 or 2:30–4:30 to meet with PPG volunteers. Training would be provided. KS offered to provide training. Interested members should send availability to CT who will develop a rota for different days on a weekly basis then pass to AW for room booking, publicising etc. It is estimated that PPG members will commit to no more than two hours per month, possibly less. **Action: Members + CT+ AW.**

8. Practice Updates: *Ann Walsh reported the following:*

8.1 Extension to Premises: Planning permission was granted on Friday 24th November 2017. Five contractors have been invited to tender for the project (with advice taken from Architect). A contractor who can start work immediately is being sought due to time-limits of NHS funding (although NHS representatives have indicated that they will be realistic over the timescale due to the initial delay in obtaining planning permission). It is anticipated that parking may become an issue; PPG members were encouraged to speak with residents about the temporary disruption to our site during the building process. MH offered to write an article for the *Hinckley Times* focusing on the build and explaining the possible parking issues. To add to the next PPG agenda for further in- depth discussion. CT agreed to contact *Earl Shilton in Bloom* over temporarily moving the plants in the Dialysis Garden during the next three months; RE would enquire with the fellow Allotment Trustees whether these could be moved to the vacant allotment plot. **Action: CT; MH; RE.**

8.2 New Staff

Leah Hart will start working as our new Practice Manager on 1st March 2018. Leah will be invited to speak at the March PPG meeting.

9. Patient Access to Detailed Clinical Record: *Martin Strange*

MS had discussed this issue at length with AW. AW explained that approximately a year ago there was a national scheme to highlight that patients could request access to their medical records (this has always been the case for years); just 10 or so requests for this information have since been received. MS acknowledged the potential issues involved when detailed medical records are read; he understood that widely publicising availability may create issues as records

frequently contain complex information which needs to be clearly explained by a medical professional.

An option existed to provide test results on-line but this was only very occasionally accessed and, Dr Holt observed, could cause more harm than good as 'what was a normal test result?'

The Practice would continue to respond to individual requests.

AW brought up the issue of consent and suggested that we should advertise that patients need to provide explicit consent (sign a form) if they wish an advocate (friend, relative etc.) to collect/ discuss any information relating to them. The PPG would consider this issue as a campaign for March 2018.

The new Registration form indicates consent for a named individual; however patients should be mindful that they need to take personal responsibility for changing this if their circumstances change (divorce etc.).

10. Service Level Agreements: *Martin Strange*

MS outlined a situation where a website was down for two days just after Christmas 2017. He enquired whether a Service Level Agreement (SLA) existed with System One. AW believed that the agreement was 72 hours to pass an electronic prescription to a nominated Pharmacy (the same as a paper prescription). MS strongly suggested that this SLA was written and published.

Action: AW will clarify SLA with SO.

11. Publicity:

11.1: PPG Website: RE reported that the PPG link was back on the front page of the site which was a definite improvement. CT is due to meet with James Broadway (JB), Practice IT Manager, who has already improved navigation to our PPG page. Suggestions have already been submitted to JB. Terms of Reference will be published on the website. **Action: CT.**

11.2: Newsletter: CT will contact LS about the Newsletter. It may be that a sub-team could be developed to share the load on this issue. Newsletters in February and August 2018 would be useful. They could be published on the website, and available in the Town Hall, Age Concern, Surgery Waiting Room, Churches etc.

Action: CT to liaise with LS

11.3: PPG Leaflet: CT was working on a leaflet which explains the role of the PPG; this should be available for review prior to our March meeting. **Action: CT**

11.4: Terms of Reference: A revised document was circulated; members agreed unanimously that these be accepted and published.

11.5: Virtual PPG: Promotion of this group will follow updating of website and production of PPG Leaflet.

12. Physiotherapy: allocation of appointments/cancellations: *Janet Gregson*

JG provided two examples of patients who experienced vastly differing waits for physiotherapy; one waited 12 days, the other 63 days. AW explained that three Practices in H&B have on-site Physiotherapists through a CCG contract which is reviewed annually. This review happened five months ago and Physiotherapists were unsure over the continuation of their service, therefore were unable to book new appointments. Alternatively, the 12-day wait patient may have been

given a cancellation appointment; members thought this unfair as the person waiting longest should have received the offer. AW would look into the situation.

Action AW

13. Brief Feedback from health-related meetings attended: MH reported on:

13.1: Hinckley and Bosworth PPG Locality Group Meeting (4.01.18) attended by MH. – Minutes had been circulated previously; no issues arising.

13.2 PPG Network Meeting: (18.01.18) attended by MH

MH had distributed an update from the meeting to all PPG members; he highlighted the following points:

- Receptionists were to be trained as 'Care Navigators'. MH wondered whether this may create difficulties for Reception Staff and posed the question of whether they were being paid more for this enhanced role. AW explained the training provided and some of the difficulties encountered. Members considered how best to publicise this new method of first contact.
- Hinckley Hospital Replacement Project – next funding bid in March 2018.

13.3: Hinckley and Bosworth Health and Well-being Partnership Meeting (26.01.18) CT will represent the PPG Locality Group; she is due to make a presentation on the Role of PPG's, the LCC Director of Public Health will be present. Feedback from the meeting will be circulated.

14. Any Other Business:

14.1 A secure drop-off point for blood pressure monitors, letters to doctors etc. was requested to save patients queueing. It was suggested that the Prescription Box in the foyer is re-labelled. **Action: AW**

The meeting closed at 8:02 (1hr 32minutes duration).

Next HLS PPG Meeting: Thursday 29th March 2018 at 6.30 in Meeting Room HLS.

Items for the Agenda to CT before 16th March 2018 please.