

**Woodlands Patients Voice
Meeting Minutes**

Wednesday 15th March 2017

Present : **13 Patients**

2 Practice Representatives

Apologies : **2 patients**

1. Welcome and Introductions

MG (Chair) opened the meeting.

2. Presentation – Claire Hague and Marie Ward – Carers Trust

The Carers Trust is a national charity and Claire and Marie work within the charity in the Pathways Carer Support Service. Pathways started as a pilot in 2007 and became a commissioned service in 2014 and has been funded by Notts County Council for the last seven years, with Clinical Commissioning Groups heavily subscribing and three staff now cover the whole of Ashfield, Mansfield, Newark Sherwood and Bassetlaw.

Pathways Carers Support offers dedicated support for over 18s who care for patients in the last 12 to 18 months of their lives. The cared for patient needs to be registered with a GP locally and be on their practice's palliative care register. Carers do not have to be family – they can be friends or neighbours. The holistic service covers

- emotional support (someone to talk to)
- coping strategies to manage the caring role
- practical support eg sorting benefits; care packages
- 3 months bereavement support, including financial support
- Debt/tenancy support
- Respite "sits" providing four hour breaks for single carers –

Claire confirmed the sitting service is provided by Crossroads – whose main activity is in providing domiciliary services and they are affiliated to The Carers Trust

Anyone can refer to Pathways – health professional; social care or the carer themselves. Support visits may be weekly, monthly or patients can opt for a regular phone call, or call the service as and when they need support, dependent on individual need. Although there are only three Pathways staff currently, they feel they can manage a substantial caseload and have 80 carers on their caseload at present. When asked by the group, the team felt they would be able to approach the local authority if they needed more resources. It was confirmed that the service is not means tested.

Claire and Marie reported that Woodlands are diligent at referring all their palliative care patients.

Susanna, the Carers Champion in the practice performs this role. The practice greatly values the Pathways service and felt that the team allowed Woodlands to provide a well-rounded service for its palliative patients and as such, was a contributory factor to the recent Outstanding CQC rating.

Claire and Marie left leaflets and contact cards for group members and encouraged further enquires about the service. Marie suggested a further speaker for the group - a solicitor who has supported Pathways clients in the past.

JL and JL attended at 6pm (as advertised on the WPV notice board) and were welcomed to the meeting and introductions were made. The meetings are still advertised as 6pm start on the WPV notice board, when we have agreed to meet at 5.30pm to ensure all agenda items are covered - TB to rectify. JL is a member of the Citizens Reference Panel representing the Royal British Legion (RBL). JL also suggested a speaker for the group from RBL who could advise on the support it could offer for patients who are ex-service personnel.

MG and VB confirmed they have quite a list of speakers wanting to attend at present, but would add the solicitor and RBL to the list.

3. Minutes of meeting 11th January 2017

Date to be amended to 2017, minutes otherwise approved.

4. Matters Arising

a) Notice Boards

Recent focus has been around registering for On Line services with a sign-up target set by NHS England to meet by the end March. Resources poor – dark colours/print upside down on balloons, but the campaign is increasing sign-up steadily, supported by a push from staff when appropriate. Discussed – feel this is a push to keep the NHS up to date with IT and offer patients further choice to access services and reduce demand in other areas.

VB arranging to attend the practice to update boards with BS in support.

b) Patient Survey

Thanks to BS for his work in the practice, recording the survey responses. TB had collated the results and provided the group with copies of the survey with the results highlighted in percentages and printouts of the additional patient comments for review. Results not yet seen in practice but TB welcomed feedback from the group in the interim.

c) Outstanding - CQC Result

Efforts to celebrate and advertise the result had begun - staff have been issued with “CQC Outstanding” name badges, outstanding result logos are being applied to Woodlands stationary and TB had contacted a company about external signage.

d) Citizens Reference Panel (CRP) - feedback

The proposed “pop up shop” in Mansfield did not occur due to logistical issues with the premises and short time frames. Deferred.

5. Social Prescribing - information tabled

MG had received an invitation from Councillor Joyce Bosnjak at Notts County Council to attend an event being held for the Nottinghamshire Health and Wellbeing Board Stakeholder Network on 21st March entitled “Social Prescribing – from fishing to knitting groups”. The idea is that by linking people to social or physical activities in their local community, this can prevent ill health and improve patient physical and mental health. There is momentum from the County Council to get this established. DS asked if there would be a cost to this – unclear, but it was felt this would affect the level of uptake.

6. “Deliveroo for Doctors” AKEA Life

MG had seen a newspaper article about this service advertising GP home visits, prescriptions and referrals for an £80 annual subscription fee. Assume any care would then attract another “private care” fee. Unclear where they would “refer” to – would this also be in the private sector? Already live in Liverpool and Preston with a plan to roll out nationally. The service reports “GPs currently available”. Group members report other companies offering similar services and Skype/telephone consultations. Concerns discussed regarding the impact of these companies on manpower for the NHS - already an issue. To keep an eye on.

7. Citizen’s Reference Panel (CRP)update

VB now further in to the role. The CRP are working on education/support events for the year, including a networking event Tuesday 9th May, in Meeting Room 1 at Hawthorn House, Ransom Wood Business Park. There will be a COPD event on Tuesday 5th July at The Towers in Mansfield and later in the year, two events covering families and young children and celebrating excellence. All events are to be advertised to all patients to encourage attendance. VB reported that the recent dementia/ memory workshop went very well. JL had attended the event and gave very positive feedback on the event organisation, speakers and overall content.

The Primary Care Dashboard had been discussed and VB was able to share that our group had reviewed Woodlands data at our last PPG meeting. The Best Practice Scheme was also discussed and the practice confirmed there is a DNA policy in place. It had been agreed by the CRP that self-care needs a further push. VB reports the CCG/CRP are performance assessed by NHS England and so are working on a self-assessment tool to measure compliance of PPGs by the end of April, largely based on a “PPG Top Tips” document (that has been in circulation for a while), with a view to seeking a solution for unsuccessful PPG/issues. DD raised that it is difficult to measure success in a good performing practice. The practice has not otherwise been made aware of the self-assessment tool.

VB has arranged a Locality PPG Chairs meeting for next Monday.

Discussed sharing information with the wider practice population at the last networking meeting. NAPP have guidelines on how to operate/develop groups and how to educate the practice population. The group discussed how this is managed at Woodlands currently - all patients are invited to attend WPV Meetings; WPV have a dedicated notice board, a section in the newsletter and are advertised on the media screen. A summary of any speakers at WPV meetings is also now reported in the newsletter.

The group appreciate there is a hurdle of how to contact patients who do not come to the surgery. However, it was agreed we do have some data available to measure what is good practice via the complaints system and dashboard performance indicators.

8. AGM 2017

To hold prior to the next WPV bi-monthly meeting in May as usual. Agreed to use the upstairs facilities, with the AGM from 5.30 – 6.30pm, followed by the WPV meeting 6.30 to 7.30pm. The group will need to elect officers as part of the AGM – WPV members to let MG know if interested in a position of office. TB to write up the annual report as usual and to circulate to the group members prior to the meeting.

9. Practice Update

i) Annual Complaints Review Meeting – seeking WPV representation. Would likely be a Monday morning 8am to 9am. BS offered. TB will confirm the date and to also check with FH who attended last year.

ii) Proposed building extension - Discussed the practice's application for Transformation Funds towards an extension to the rear with Landlord agreeable to funding the balance if we in turn agree to extend the lease. The extension would allow for a further three consulting rooms and space for a conference/education room upstairs. The funding would be tight so it would be a basic extension – nothing ground breaking design-wise ! Still at architects drawings stage but need to present all invoices by April 2018 so will need to progress quickly. The drivers for our application – and seemingly NHS England and the local Clinical Commissioning Group's support – there are a huge number of new dwellings planned in close proximity and we are already hot-desking at the current list size. We also have an "open list" so this means that we cannot refuse anyone who applies to join who lives within the practice boundary.

10. Any Other Business

i) Health Event

TB suggested that as there were a number of speakers wanting to attend the meetings and many of them of similar themes, might it be worth staging a health event, allowing them to promote their services to all patients. Discussed the previous health event the practice staged some years ago and the value in it. MG suggested under the banner of "The wider aspects of health care". Agreed to investigate this idea with a view to setting up a working party. For discussion at next meeting – TB to bring planning information from previous event and a list of potential Saturday dates in (?) September.

ii) Thanks

Two group members expressed thanks for both a bereavement card and 80th birthday card sent from the practice. TB to share with the practice team.

iii) Electronic Transfer of Prescriptions (ETP)

Two group members reported issues from a number of patients with regard to ETP. Signed up and not all prescriptions are being transferred to the chemist resulting in attendance at both chemist and practice. Understandably this is causing frustration. Practice will investigate.

10. Next Meeting : Wednesday 10th May at Woodlands
AGM - 5.30 – 6.30pm followed by
WPV Meeting 6.30 – 7.30pm