

Approved via email

Minutes

Fareham Locality Patient Group held on Tuesday 14th May 2015 from 12.00 – 2.00pm

In the Tom Smith meeting room, Fareham Community Hospital

Attendees	
Sue Martin	Deputy Chair/Westlands Medical Centre
Wendy Culverwell	Jubilee Surgery
Robert Holman	Gudgeheath Surgery
Alan Walker	Stubbington Medical Practice
Bob Blackman	Centre Practice
Madeline Close	Healthwatch
Brenda Woon	Engagement & Partnership Manager, CCG
Speaker	Katherine Barbour, Wessex AHSN

1	Introduction
1.1	<u>Welcome</u> Sue welcomed everyone to the meeting
1.2	<u>Apologies</u> Dr Keith Barnard, Beverley Arthur, Ron Richardson
1.3	<u>Minutes of the Previous Meeting</u> Read and approved
1.4	<u>Summary of actions and matters arising</u> The members were reminded to let Keith/Madeline know if they received any complaints/examples of problems from patients in their surgery regarding the phlebotomy service.
1.5	<u>Requests for any other business</u> None
2.	Focus Item
2.1	<u>Dementia Friendly Practices</u> – Katherine Barbour, Wessex AHSN Katherine gave a brief background of her career to date. Katherine is now promoting technology in health care. Wessex Academic Health Science Networks (AHSN) is an NHS funded organisation in the Wessex region, working with CCGs, five universities, and all NHS provider trusts. The background to this project started with Dr Nicola Decker who is a GP in the

	<p>north of Hampshire. Dr Nicola Decker from the Overton Practice in Hampshire attended a conference in February this year with Andover MIND. In 2011, the RCN published a Commitment to the care of people with dementia in general hospitals. This commitment is made up of five principles, <u>iSPACE</u> (Identify, Staff, Partnership, Assessment, Care Plans, Environments). Dr Decker looked at how her surgery could become dementia friendly. As a result of the SPACE project a three-month piece of work was implemented with a set of actions and these were applied to Dr Decker's surgery. Leaflets and brochures were handed out to members. The carer can be involved in the sharing of information. The service was evaluated. 13 surgeries implemented this system, mostly in West Hampshire.</p> <p>Katherine can offer a service to practices which involves training for the GPs, receptionists, administrators and nurses and to create a dementia champion in the surgery. Joseph Todd, the Practice Manager at Westlands, will be meeting Katherine to discuss this on 26th May.</p> <p>There are eight acute hospitals in Wessex working with dementia leads. Targets are identification and assessment, plus training staff and identifying carers.</p> <p>Useful website: www.memorymatterssw.co.uk/</p> <p>There will be a film available on the Wessex website which will be available from Tuesday 19th May: www.southampton.ac.uk/wessexcis</p>
<p>3.0</p>	<p>Standing Items – Regular Updates</p>
<p>3.1</p>	<p><u>Feedback from F&G Community Engagement Committee</u></p> <p><u>Surgery Signposters</u> This is a 21 month pilot which will begin in a surgery in Gosport and will then roll out to Fareham and South Eastern Hampshire. Gosport Voluntary Action is the lead partner for the project. Volunteers will be recruited for the role and all GPs will be able to refer to the Surgery Signposters, who will be based in a GP practice, if they feel the patient would benefit from receiving help from the voluntary sector organisations.</p> <p><u>Physiotherapy</u> There are long waiting times across the area. The CCG is working with Southern Health to make sure all referrals are triaged. Some cases can be managed in primary care with patients being given educational material.</p> <p><u>Eye casualty at QAH</u> There is no longer a walk-in service. Appointments now have to be made.</p> <p><u>Emergency Department at QAH</u> There is now a GP triage service operating 24 hours per day</p> <p><u>Audiology</u> Hearing tests have been commissioned from high street opticians but costs for this service are very high. The contracts are due to expire in the summer. Tendering will take place for a wider coverage of the service to include community audiology to start in January 2016. The plan is to have good access times, local provision and for there to be a community service in Fareham Community Hospital and Gosport War Memorial Hospital.</p>

4.0	Feedback from PPG representatives
4.1	<p>Jubilee Surgery – Wendy Culverwell The last meeting was held on the morning of Saturday 28th March 2015. The Deputy Practice Manager sourced the virtual group and invited them to the PPG. As a result were nine new members turned up. There were two apologies and a total of 15 in attendance. The membership consists of various age groups. The PPG now has a surgery noticeboard. The BBC ‘Inside Out’ programme decided not to use the information fed back from the previous meeting – they opted to focus on a failing GP practice in The Isle of Wight instead.</p> <p>There are difficulties in recruiting GPs at the surgery and Dr Sinclair has now gone to part-time hours. There is a new triage system operating Mondays and Fridays to free up more appointments. Waits for routine appointments have been up to six weeks. DNAs have risen again. The surgery is offering text reminders for appointments.</p>
4.2	<p>Gudgeheath Lane Surgery – Rob Holman The PPG now has a Terms of Reference and its own noticeboard. Every quarter there are different subjects shown on the noticeboard. The Friends and Family test is going well. There are now text reminders being used in the practice.</p>
4.3	<p>Centre Practice – Bob Blackman The PPG meeting was held on 5th May and 10 people attended; the Practice Manager, five ladies and five men.</p> <p>Telephone access – upgrading the switchboard is very expensive but some mobile phones have been purchased to allow staff to phone out and release capacity on the landline/switchboard.</p> <p>DNAs – texts to mobiles offered where requested to remind patients of an appointment. Emails are also used. The practice may trial text reminders to a patient’s land line.</p> <p>Medication – drug wastage was discussed and medication reviews which pharmacists can help with.</p> <p>Prescriptions – effective or otherwise of ‘electronic prescriptions’ handled by local pharmacies had problems. Matter of unfair prescription fines for what should be free prescriptions and five year renewal, where patients forgot to renew their exemption certificates; many patients with long term conditions should be exempt from charges. Some caught out as they moved into adulthood but had not been made aware of the need to obtain an exemption certificate. NHS Prescription Payment Service stated that any fines and charges unfairly imposed have been or are being refunded, with letters sent to those involved to inform them. Dementia Friendly Practice & staff training – sessions are being held in the practice.</p> <p>One member had attended the CQC listening event at QA Hospital on 10th February, held as part of its inspection. Concerns over whether or not those responsible for prescribing medication at the hospital read the leaflets</p>

	<p>accompanying the medication. His comments had been duly noted and were being actioned by the CQC.</p> <p>Trainee GPs attending PPG meetings – GP trainees to be invited to attend future PPG meetings as this could help to give them an insight in the patient perspective.</p> <p>Communications from hospitals – concerns about the often considerable delays which can be experienced in the practice receiving information, feedback and results from diagnostic tests carried out, both at Portsmouth and Southampton hospitals.</p> <p>CCG Governing Body meeting in public on 22nd April – Brenda is to circulate the notes from this meeting to the group</p> <p style="text-align: right;">Action: BW</p>
<p>4.4</p>	<p>Stubbington Medical Practice – Alan Walker</p> <p>From the last FLPG meeting: AW spoke to lady in question regarding private blood test.</p> <p>Comms with virtual PRG up and running – Newsletter</p> <p>Since the last FLPG meeting:</p> <p>PPG March – formal</p> <p>PPG April – informal</p> <p>PPG May – formal due 18th May</p> <p>Recent Involvement:</p> <p>AMH 22nd April at the Governing Body</p> <p>TARGET day on 30th April with the voluntary sector – 40 stands</p> <p>Member requests: pharmacist</p> <p>PTSD Walk Saturday 16th – Shore Leave Haslar:</p> <p>19th May SMP and PPG notice boards meeting</p> <p>27th May H4H fund raising day Hockey HMS Temeraire</p> <p>13th May Peel Common – cancer awareness outreach 1000-1200 affected by huge traffic jams in Gosport peninsula</p> <p>Other issues:</p> <p>Responses from Virtual Patient Representative Group for QA Disability workshop</p> <p>Discussions re Independent Living Fund (ILF) changes – Care Act video lasting 15 minutes</p> <p>Looking at social media testing/Facebook communications</p>
<p>4.5</p>	<p>Westlands Medical Centre – Sue Martin</p> <p>PPG meeting held on 4th March 2015:</p> <ol style="list-style-type: none"> 1. Our new Practice Manager Joe Todd, started on 10th March 2. The online system now supports making appointments as well as requesting prescriptions. The Summary Care Record is also accessible by patients. Electronic prescribing (where the prescription goes directly to the chosen pharmacy) is gradually being rolled out. 3. Results of the Friends and Family Test as well as the latest entries on NHS Choices were reviewed. An action was taken to pilot the receptionist ringing for assistance if the queue becomes greater than three people. 4. There is still a problem with putting information on the TV screen, since

	<p>the new Clinical System was implemented in December. This will be addressed by the new Practice Manager, who does have some IT knowledge.</p> <p>5. The Annual Report was reviewed and signed off. It was agreed to send it to the Virtual Group as well as placing it on the website and the notice board in the waiting room</p> <p>6. Priority areas for the next year 2015/2016 were discussed. A shortlist of six issues were drawn up and have been sent to the virtual group asking for their top three preferences. These will be discussed at the next meeting in June.</p>
5.0	Update from Healthwatch – Madeline Close
5.1	<p>A film concerning the Care Act is available on the Healthwatch website. Madeline is happy to attend PPG meetings to show the film. Healthwatch has visited all dentists in Hampshire. There are more dentists taking on NHS patients (87%). Gosport has no private dentists. Petersfield has no NHS dentists. There are NHS children only contracts.</p> <p>They have held a one year project on dementia with a trained dementia champion to create a dementia friendly workplace.</p> <p>Statutory advocacy was only for people with learning disabilities and mental health. Hampshire County Council has had to put in an independent advocacy service. The carer also has rights to this advocacy.</p> <p>Hampshire Advocacy Reference Group is delivering this. Half of the people delivering it are volunteers. There are two paid staff working with supervisors.</p> <p>Domiciliary Care – Hampshire County Council contracted around 80 providers – there are now 11 providers.</p>
7.	<p>Date of Future Meetings (all to be held at Fareham Community Hospital, Tom Smith room on Tuesdays at 12.00 – 2.00pm)</p> <ul style="list-style-type: none"> • 20th August • 5th November • 18th February 2015