

## Minutes

### Gosport Locality Patient Group

Held on 10<sup>th</sup> April 2018 in the Meeting Room, Brune Medical Centre  
 Gosport, PO13 0EW  
 12.30 to 2.30pm

	<b>Attendees</b>
	Mark Wagstaff      Co-Chair, Gosport LPG/Lee on Solent Medical Practice
	Maureen Bell      Stoke Road Medical Centre (Willow Group) PPG
	Richard Geal      Brockhurst Medical Centre
	Marilyn Mullen      Brune Medical Centre (Willow Group)
	Brenda Hadfield      Waterside Medical Centre (Willow Group) PPG
	Margaret Lawson      Brune Medical Centre (Willow Group) PPG
	Lyndsay McLees      Gosport Medical Centre PPG
	Delia Simmonds      Lee on Solent Medical Centre PPG
	Kamla Cook      Lee-On-Solent Medical Centre
	Joanne Pittard      Forton Medical Centre
	Chris Complin      Southern Health NHS Foundation Trust
	Louise Quirk      St Mary's Treatment Centre
	Shirley Welch      St Mary's Treatment Centre
	Katherine Guthrie      Care and Health Information Exchange (CHIE)
<b>1</b>	<b>Welcome and Introduction</b>
1.1	<b>Welcome and Apologies</b> Mark welcomed everyone to the meeting. Apologies were received from Georgette Houlbrook, Pam Marsden and Audrey Starkey.
1.2	<b>Minutes from previous meeting</b> The minutes were accepted as an accurate record.
1.3	<b>Summary of actions and matters arising</b> All actions had been completed.
1.4	<b>Requests for any other business</b> Parking at Gosport War Memorial Hospital Mark has sent information to the lead at Southern Health.  Flu jabs The subject was raised at the recent CEC meeting and the issue is being investigated.

	Chris Complin told LPG members that next year over 65's will get one variant of the flu jab and under 65's will get a different one. However, the same strain will be available from everywhere.
2	<b>Focus items</b>
2.1	<p><b>Care and Health Information Exchange (CHIE) – Katherine Guthrie</b></p> <p>The Care and Health Information Exchange (CHIE) is a secure system which shares health and social care information from GP surgeries, hospitals, community and mental health, social services and others. CHIE has now replaced the 'Hampshire Health Record'.</p> <p>Katherine Guthrie, Stakeholder Engagement Manager for Digital Transformation South gave an explanation of the growth and purpose of CHIE. It started as a small pilot inclusive of 1000 patients, six surgeries and one acute trust around the Winchester area, but now covers Hampshire and the Isle of Wight (HIOW) (eight CCGs and 186 GP practices share information with CHIE).</p> <p>Locally, all Fareham and Gosport surgeries supply data – this is an automatic opt-in however there is the option to withdraw. Two local authorities (Hampshire County Council and Adult Social Care in Southampton) also share data with CHIE, however no healthcare authorities currently share information. The service is working closely with Trust's and authorities in the local area to change this.</p> <p>A new website is currently under development. Katherine asked LPG members if they could provide feedback: <a href="http://chie.org.uk/">http://chie.org.uk/</a></p> <div data-bbox="295 1205 359 1265" data-label="Image"> </div> <p>CHIE PPI presentation 2018.pc</p>
2.2	<p><b>MCP update – Chris Complin</b></p> <p>The Vanguard came to an end on 31 March 2018 – it was then evaluated by NHS England and return on investment in new models of care has been put in place.</p> <p>Admission rates in Fareham and Gosport have dropped particularly in non-elective admissions, but there was also a 0.07% decrease in planned admissions.</p> <p>The CCG is looking to expand the work of new care models further using the successful work carried out in Gosport to improve other areas.</p> <p>The Same Day Access Service (SDAS) still exists but currently only at The Willow Group – other practices are looking at how they can provide a same day service.</p> <p>Models are still being developed but the main principle still remains at looking at patient outcomes.</p> <p>The group praised the MCP work agreeing that it felt as though patients had been</p>

involved in the process.

Chris was invited to regularly attend future LPG meetings

### 2.3 **Health Connectors Update – Jo Pittard**

Jo Pittard is the new Deputy Lead Health Connector for the local area. Health Connectors contact patients who have been triaged three or more times to find ways to support their healthcare needs.

Meetings with patients are currently limited to approximately 90 minutes while the service is finding its feet – patients are offered support and guidance to help improve their confidence and provide them with the ability to interact with service and people that could help them.

The criteria for a health connector visit is very specific – selected patients are aged 50+ with one long-term condition and had three non-elective admissions to hospital in the past 12 months.

The service currently runs from the Willow Group in Gosport as a starting point, Jo said there has been a good response to the service so far and there is hope that it will eventually role out to Fareham.

Mark invited Jo to visit the group in the future to provide an update on the progress of health connectors.

### 2.4 **Update from Care UK – Louise Quirk and Shirley Welch**

Louise and Shirley talked LPG members through the presentation discussing the services provided at St Mary's Treatment Centre in Portsmouth.

Care UK was established 12 years ago at St Mary's Treatment Centre. The Government introduced seven treatment centres specifically to more densely populated areas that were commissioned to do set specialities that had the longest waits i.e. cataract surgery. The centre is there to help the local community and relieve other services such as A&E.



St Marys Treatment  
Centre Presentation /

**Action:** Louise and Shirley were asked by the group to produce a short info piece to explain exactly what the service can offer. This can be shared amongst voluntary groups.

**Action:** LPG members were asked if they have any stories to share about their own patient journeys and feedback on the care they received.

2.5	<p><b>Roles in Primary Care – Sue Clarke</b></p> <p>Sue explained that due in part to shortages of GPs there is there is currently a workforce change in primary care and a number of new and / or transformational roles are emerging. The workforce model for Primary Care has historically been a medical model, but over the past 15-20 years the role of the practice nurses has become more prevalent general practice, with roles such as clinical nurse specialists and advanced nurse practitioners. However in addition to the shortage of GPs there is a demographic ‘timebomb’ about to hit the nursing workforce which will impact on primary care – with a third of the practice nurse workforce expected to retire by 2019/20 and a shortage of newly qualified nurses due to the introduction of the bursary will also hit in at this time.</p> <p>To mitigate against the challenges ahead, student nurses are now being placed in primary care settings to encourage the newly qualified nurse to take a first post in primary care as opposed to the hospital setting which will lower the age range of practice nurses. Gosport was a pilot site for this movement which has now gone national and more nurses are being seen graduating into primary care. A workforce gap between health care support workers and registered nurses will be filled with nursing associates which is an initiative driven heavily by Department of Health which is currently being piloted in various areas – pilot sites are due to graduate by November this year.</p> <p>There are number of other roles emerging into the primary care workforce such as clinical pharmacists and care navigators. The role of Physician Associate (PA) in general practice will emerge over the next couple of years. These staff are trained in a medical systems approach model and will provide support to doctors – the University of Portsmouth is setting up a PA course which is due to start next year.</p>
3	<p><b>Standing Items – Regular Updates</b></p>
3.1	<p><b>Feedback from the F&amp;G CEC – Mark Wagstaff</b> Mark told LPG members that the new care models work that has taken place in Gosport and north of the area has worked and the CCG would like to roll out those models to other areas.</p> <p>3.2 <b>Feedback from PPG reps</b> <u>The Willow Group</u> No feedback – the next meeting is due Friday (13 April).</p> <p><u>Gosport Health Centre</u> A new registrar has joined the centre. The centre continues to offer appointments two weeks ahead which is causing patient frustration. The surgery continues with a very busy triage service often due to a lack of available GP appointments. There is a new app specific to the surgery to allow patients to have more contact with their surgery with a hope to launch at the end of April. From April the surgery will be using the Acute Visiting Service (AVS).</p> <p><u>Lee-On-Solent Practice</u> There has been no meeting since the decision was made to go virtual – the next is due in May. A new urgent care system started in March. Care navigators will ask for more</p>

	<p>details about problems patients are experiencing in an effort to release more GP appointments. There are two new members of the PPG – Claire and Evette will be the first points of contact for any PPG admin questions.</p> <p><u>Brockhurst Medical Centre</u> The building now has a new owner and lease arranged – the practice will remain independent. The PPG is being resurrected with full support and assistance from the partners and staff – some members have joined the virtual PPF and a FaceBook group but all combine to achieve a wide patient participation.</p>
3.3	<p><b>Feedback from the Voluntary Sector Forum – GVA</b> Groups that support people with long-term conditions are to meet with the CCG to solve issues and create opportunities. The last meeting was held in March, discussions included how to stay fit and well, health connectors, Brendon care, live at home and a presentation from weightwatchers. There has not been regular attendance from the CCG but they have been reassured that this will be put back in place.</p>
5	<p><b>Any other business</b></p>
	<p>Mark asked if LPG members had any issues to raise at the next CEC meeting.</p> <ul style="list-style-type: none"> <li>- Telephones</li> <li>- Pharmacy systems linking in with GPs – has there been a glitch – medications are being received for months without a consultation.</li> </ul>
4	<p><b>Actions from this meeting</b></p>
4.1	<p>Louise and Shirley were asked by the group to produce a short info piece to explain exactly what the service can offer. This can be shared amongst voluntary groups.</p>
4.2	<p>LPG members were asked if they have any stories to share about their own patient journeys and feedback on the care they received.</p>
4.3	<p>Katherine asked LPG members if they could provide feedback on the CHIE website: <a href="http://chie.org.uk/">http://chie.org.uk/</a></p>