

Minutes

Gosport Locality Patient Group

Held on 3rd July 2018 in the Meeting Room, Brune Medical Centre
 Gosport, PO13 0EW
 12.30 to 2.30pm

	<p>Attendees</p> <table border="1"> <tr> <td>Mark Wagstaff</td> <td>Co-Chair, Gosport LPG/Lee on Solent Medical Practice</td> </tr> <tr> <td>Dr John Buchanan</td> <td>Co-Chair, Gosport LPG</td> </tr> <tr> <td>Maureen Bell</td> <td>Stoke Road Medical Centre (Willow Group) PPG</td> </tr> <tr> <td>Janet Chapman</td> <td>Bridgemary Medical Centre PPG</td> </tr> <tr> <td>Lyndsay McLees</td> <td>Gosport Medical Centre PPG</td> </tr> <tr> <td>Georgette Houlbrook</td> <td>Brune Medical Centre (Willow Group)</td> </tr> <tr> <td>Kamla Cook</td> <td>Lee-On-Solent Medical Centre</td> </tr> <tr> <td>Donna Simpson</td> <td>Southern Health NHS Foundation Trust</td> </tr> <tr> <td>Nikki Coyne</td> <td>Communications and Engagement Officer, Fareham and Gosport CCG</td> </tr> <tr> <td>Courtney Vychodil</td> <td>Communications and Engagement Officer, Fareham and Gosport CCG</td> </tr> </table>	Mark Wagstaff	Co-Chair, Gosport LPG/Lee on Solent Medical Practice	Dr John Buchanan	Co-Chair, Gosport LPG	Maureen Bell	Stoke Road Medical Centre (Willow Group) PPG	Janet Chapman	Bridgemary Medical Centre PPG	Lyndsay McLees	Gosport Medical Centre PPG	Georgette Houlbrook	Brune Medical Centre (Willow Group)	Kamla Cook	Lee-On-Solent Medical Centre	Donna Simpson	Southern Health NHS Foundation Trust	Nikki Coyne	Communications and Engagement Officer, Fareham and Gosport CCG	Courtney Vychodil	Communications and Engagement Officer, Fareham and Gosport CCG
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1	Welcome and Introduction																				
1.1	<p>Welcome and Apologies Mark welcomed everyone to the meeting. Apologies were received from Nicky Stavely, Delia Simmonds, Brenda Hadfield, Marilyn Mullen, Margaret Lawson and Chris Complin.</p>																				
1.2	<p>Minutes from previous meeting The minutes were accepted as an accurate record.</p>																				
1.3	<p>Summary of actions and matters arising Mark reassured members that the telephone issue and pharmacy system concerns will be raised at the next Community Engagement Committee (CEC).</p>																				
1.4	<p>Requests for any other business None.</p>																				
2	Focus items																				

<p>2.1</p>	<p><u>Health connector update – Donna Simpson</u></p> <p>Previous minutes have outlined the purpose of the health connector team and the various roles involved. However, Donna provided a brief overview to refresh members.</p> <p>The team is currently working with patients at The Willow Group but is about to move into other parts of the borough. Those who qualify for health connector support must fit the relevant criteria; aged 50+, living with more than one long term condition (LTC), and have had more than three unplanned visits to hospital.</p> <p>Donna then shared some anonymous patient stories with the group to show the variety of patients supported by the service.</p> <p>So far, health connector involvement has helped to reduce NHS 111 calls, provide financial support and entitlement from services to patients, provide support to carers i.e. the provision of social care packages if the carer is absent, reduce alcohol intake for some patients, improve patient mobility, and ease day to day living to empower patients to leave the house and carry out daily tasks.</p> <p>Donna informed the group of the new health connector’s online directory – www.healthconnectionsfindg.org/. It is a simple to use website that will provide information about health connectors and their role, it also includes a directory of around 450 support organisations that are running in the local area.</p> <p>GPs and surgery signposters also have access to the directory which is currently linked to on the Willow Group website. Donna explained that various support groups can be added to the ‘print basket’ – this creates a print ready document of only the groups selected.</p> <p>Donna invited members to give their own feedback on the directory or get in touch if they know of more groups to be added to the directory.</p> <p>Members agreed that the website will be useful and effective. But shared a common fear about internet use and the concern for making this information available for those without computer skills or access to the internet.</p>
<p>2.2</p>	<p><u>Patient Group event – Mark Wagstaff</u></p> <p>Mark clarified those attending the upcoming patient group event.</p> <p>He asked members to share their thoughts if the subject of merging LPGs was raised. Members agreed that they would not be in favour of this; reasons included the loss of locality, unmanageable, and loss of adequate representation.</p>
<p>3</p>	<p>Standing Items – Regular Updates</p>

3.1 **Feedback from the F&G CEC – Mark Wagstaff**

The most recent Community Engagement Committee was not attended but Mark and John provided feedback based on the most recent minutes.

Items on the agenda included a mental health update – this is under development and there has been a push to provide more mental health support in A&E departments – this is part of the Sustainability and Transformation Partnership (STP).

Concerns about the phlebotomy service at Fareham Community Hospital have been raised and the service is currently under review.

The CEC is going to have a review to work out what is best going forward – it was agreed that a refocus is needed.

3.2 **Feedback from PPG reps**

Bury Road surgery – Dr John Buchanan

The last meeting was held at the end of March. The surgery was due a CQC inspection but the results have not been received yet. The practice remains outside of The Willow Group and has no intentions of joining.

Lee-on-Solent – Kamla Cook

The meeting is due to be held today. Nothing to report.

Gosport Medical Centre – Lindsay McLees

The group met on 19 June and reviewed their current position. The surgery has been nominated for the 'Surgery of the Year' award. Patients have been informed about the latest GDPR updates – all staff are very much aware of the changes. Medical students will be joining the surgery (F2's) - one will be starting in August and there is hope to encourage more students to stay on with the practice.

Bridgemary Medical Centre – Janet Chapman

The surgery has now had exterior doors fitted to improve access to the building. The primary focus this month is on promoting the practice's Facebook page. Family and friends feedback has seen a drop; there will be a drive to improve these figures. There will be an open day for the practice in September, as a result, only two doctors will be working that day – it is still within the early stages of planning. Nurses have been joined by student nurses recently, and staffing figures are stable.

The Willow Group – Georgette Houlbrook and Maureen Bell

There has been a change of use for Forton surgery which is to be the hub for all clinics for long term conditions. There is to be a trial for three months to offer appointments only for patients that cannot reach another location – this will be determined by GPs or nurses. The Willow Group recently had an open day which was well attended; the majority of people there came for clarification of how the new changes will affect them i.e. appointments and repeat prescriptions. However, once the information was provided, there was an understanding that things have to change. More open days are planned for other locations nearer the end of Summer. There is new Willow Group combined website that PPGs have been involved with creating – much of the feedback has been that it's easy to use. There are some issues with the electronic sign in

3.3	<p>system, it is too old and currently being looked at.</p> <p><u>Feedback from the Voluntary Sector Forum – GVA</u> Apologies received from Nicky Staveley.</p>
5	<p>Any other business</p>
	<p>Mark asked if LPG members had any issues to raise at the next CEC meeting.</p> <ul style="list-style-type: none"> - Telephones - Pharmacy systems linking in with GPs – has there been a glitch – medications are being received for months without a consultation.
4	<p>Actions from this meeting</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: http://chie.org.uk/</p>