

Minutes

Gosport Locality Patient Group

Held on **Tuesday 9 October** in the Meeting Room, Brune Medical Centre
 Gosport, PO13 0EW
 12.30 to 2.30pm

	Attendees																						
	<table border="1" style="width: 100%;"> <tr> <td style="width: 35%;">Mark Wagstaff</td> <td>Co-Chair, Gosport LPG/Lee on Solent Medical Practice</td> </tr> <tr> <td>Georgette Houlbrook</td> <td>Brune Medical Centre (Willow Group)</td> </tr> <tr> <td>Lyndsay McLees</td> <td>Gosport Medical Centre PPG</td> </tr> <tr> <td>Marilyn Mullen</td> <td>Brune Medical Centre (Willow Group)</td> </tr> <tr> <td>Delia Simmonds</td> <td>Lee on Solent Medical Centre PPG</td> </tr> <tr> <td>Brenda Hadfield</td> <td>Waterside Medical Centre (Willow Group) PPG</td> </tr> <tr> <td>Janet Chapman</td> <td>Bridgemary Medical Centre PPG</td> </tr> <tr> <td>Jasmine Myhill</td> <td>Scottish and Southern Electricity (SSEN)</td> </tr> <tr> <td>Sue Owen</td> <td>Transformation Manager for Gosport, CCG</td> </tr> <tr> <td>Sue Clarke</td> <td>Head of workforce and education, 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	Georgette Houlbrook	Brune Medical Centre (Willow Group)	Lyndsay McLees	Gosport Medical Centre PPG	Marilyn Mullen	Brune Medical Centre (Willow Group)	Delia Simmonds	Lee on Solent Medical Centre PPG	Brenda Hadfield	Waterside Medical Centre (Willow Group) PPG	Janet Chapman	Bridgemary Medical Centre PPG	Jasmine Myhill	Scottish and Southern Electricity (SSEN)	Sue Owen	Transformation Manager for Gosport, CCG	Sue Clarke	Head of workforce and education, 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 John Buchanan, Richard Geall, Margaret Lawson, Nicky Staveley, Audrey Starkey, and Kamla Cook</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</p>																						
1.4	<p>Requests for any other business There were three requests for AOB.</p>																						
2	Focus items																						

2.1

Scottish and Southern Electricity Networks (SSEN) Priority Service Register (PSR) – Jasmine Myhill

Scottish and Southern Electricity Networks (SSEN) is responsible for maintaining the electricity networks supplying homes and businesses across central southern England and north of the central belt of Scotland.

Jasmine explained to the group that SSEN does not hold responsibility over bills or metre readings; they operate behind the scenes looking after power supply and distribution. Jasmine along with her team covers the south east.

As part of their services, SSEN offers a Priority Service Register (PSR), this offers extra support to those who need it during incidents such as power cuts. Those registered with the service will receive advice on how to prepare for a power cut, the offer of meals, drinks, warmth and charging points if needed during a power cut, and peace of mind through the support received from staff. Those who can benefit from the PSR include anyone with medical equipment that relies on a power supply, families with children under five, those with temporary needs i.e. life changes, hospital recovery etc. and individuals with mental health conditions such as depression and anxiety.

If poor weather is expected, or an incident should take place, SSEN will contact those registered who are classed as vulnerable to ensure they are prepared and have the support they need. This can come in the form of a phone call or door to door visits that use a password system.

Currently, the main form of sharing information is via word of mouth or face to face contact. SSEN has had lots of contact with people living locally and also runs an annual winter campaign; they also work alongside a number of charities which includes training NHS staff on the register.

Jasmine made a plea to members to assist in sharing information about the service and the emergency power cut number 105. Members were pleased to support and happy to receive leaflets and advertisements to display in surgeries.

Mark thanked Jasmine for attending and advised contact with Nicky Staveley at Gosport Voluntary Action for further advice to spread the word.

2.2

Care Navigators – Sue Clarke

Sue explained that once you start to make changes to a system, there has to be support put in place to help people to navigate through that new system. Part of the response to the changing workforce in primary care is the introduction of care navigators.

The care navigator role is emerging in some primary care surgeries. Individuals will be trained in specific conversation skills and will use a triage list bespoke to their surgery to enable them to carry out this role. If it is not a clinical need, patients will be referred to surgery signposters. Surgery signposters are volunteers who signpost patients to non-clinical support services in the local community. Sue has created a flyer to further explain this difference.

In response to the introduction of care navigators, most areas are upskilling current

2.3	<p>surgery staff, this includes receptionists. You may also hear an explanation of this service on surgery telephone messages.</p> <p>Particular attention is being paid to the perceptions of various staff; care navigators can sometimes be viewed as a 'role down' or with fewer qualifications than obvious clinical staff. Similarly, GPs tend to hold a reputation as the 'go to' person. These perceptions will all be addresses and worked through as part of the developing changes. Care navigators will never make a diagnosis but will use protocols, certain illnesses will also be classed as 'red flags', this means they will go direct to triage with a GP.</p> <p>How do local PPGs develop their Terms of Reference – All</p> <p>The group is currently not representative of the patient population; discussions were had around how this can be resolved. Suggestions included whether the LPG can be more proactive through sharing actions with local press such as the Gosport Globe in order to reach more people; consideration of reaching other groups of people such as young mothers by changing the meeting times; and reaching out to St Vincent's college for representatives to join.</p> <p>Action: Mark will contact St Vincent's college</p> <p>Action: Courtney to send TORES out with the minutes, members to discuss in their own PPGs and consider feedback at the next LPG meeting.</p>
3	<p>Standing Items – Regular Updates</p>
3.1	<p>Feedback from the F&G Community Engagement Committee (CEC)</p> <p>Mark raised the subjects of car parks and phlebotomy at the most recent Community Engagement Committee (CEC).</p> <p>Phlebotomy</p> <p>When the subject was initially raised at the CEC, it was in a state of flux with changes due to take affect from 1 October; this involved splitting the service into two parts, at the request of a hospital consultant (given at QA or GWMH) or at the request of a GP (given at the surgery). All practices can now provide blood tests, however only Brune and Forton under Willow will provide this service.</p> <p>Telephones</p> <p>Southern Health NHS Trust has approved the investment of £140,000 to improve the telephone system at the Willow Group. This is now in place and operational and all surgeries under Willow will now use the same number.</p> <p>Pharmacy</p> <p>Issues with electronic prescriptions have been raised. This was put down to an increase in demand which is being resolved with the recruitment of more pharmacists.</p> <p>Car parks</p> <p>The parking system at Gosport War Memorial Hospital (GWMH) is changing to a new supplier. They will look at the machines and address the current difficulties.</p>
3.2	<p>Feedback from the PPGs</p>

	<p><u>The Willow Group - Georgette Houlbrook</u> A new booking system is now in place downstairs, the new phone system has also been installed. Flu clinics were held at the Forton site, the practice received positive feedback early on in the process however as the clinics continued, feedback was less positive with reports of underprepared staff and the reduction in appointment times as a result of the flu clinics.</p> <p><u>Lee on Solent medical centre – Delia Simmonds</u> Flu clinics have been held at the practice, however there has been a shortage in the over 65s vaccination. The phone system is still poor. Members of the PPG have agreed that they would no longer like to hold virtual meetings, with the first face to face meeting to be held on November 6. The new Chair for the PPG is Claire. The PPG has spoken about the possibility of merging with the practice next door. This is fully supported with the understanding that it will help save time and create a more efficient service for patients.</p> <p><u>Bridgemaury medical centre – Janet Chapman</u> There is hope to keep the current apprentice on a full time basis now they have completed 11 months. The practice held an open day in September which had the Saturday surgery running alongside. Over 40 people were in attendance and the day received very positive feedback, there is hope to do this again.</p> <p><u>Rowner – Audrey Starkey</u> Audrey provided an update in her absence. There is now a new Practice Manager in place and things are looking very positive at the practice. Audrey also raised the question around temporary EU patients and whether or not there is a common policy regarding this.</p> <p><u>Gosport Medical Centre – Lyndsay McLees</u> Patients are now receiving GP telephone conversations as a follow up to a previous visit to the GP. There is a full complement of GPs and nursing staff but the practice is currently looking for a clinical pharmacist. As part of the transformation project, the surgery will be buying into mental health and leg project, but not the diabetic project. There is also a plan to upgrade the surgery telephone system.</p> <p>3.3 Feedback from the Voluntary Sector Forum – GVA Nicky Steveley gave apologies.</p> <p>3.4 Feedback from Changes to new care models partnership – Mark Wagstaff The new care models partnership is now under a new name – Gosport Engine Room. Sue Owen is the lead for the new care models partnership in Gosport, Chris has now moved to Fareham.</p>
4	<p>Actions from this meeting</p>

	<p>Action: Mark will contact St Vincent's college regarding LPG representatives</p> <p>Action: Courtney to send TORES out with the minutes, members to discuss in their own PPGs and consider feedback at the next LPG meeting.</p> <p>Action: Mark to raise 111 weekend performance issues at the next CEC meeting.</p> <p>Action: Courtney to arrange for a 111 team manager to attend a future meeting to provide an update on services.</p> <p>Action: Mark to make contact with the CEC/Glen Duggan to see if a health summit event can be arranged for the Gosport area.</p>
5	Any other business
5.1	Mark Wagstaff explained to members that after the January LPG meeting, he will no longer be able to Chair. There is a need to find a new Chair for the LPG to ensure there is a link with the CCG, this will need to be arranged by April 2019.
5.2	<p>A member of the LPG used the NHS111 service during a previous weekend but faced a challenge to get through the system to reach a GP. There was a plea to feedback to NHS England about how the system performs during the weekend.</p> <p>Action: Mark to raise at the next CEC meeting.</p> <p>Action: Courtney to arrange for a 111 team manager to attend a future meeting to provide an update on services.</p>
5.3	<p>Members commented on the recent health summit held by Suella Braverman and asked if something similar could be held in Gosport.</p> <p>Action: Mark to make contact with the CEC/Glen Duggan to see if this is feasible.</p>
6	Dates of Next Meetings
	<p>Future meetings will be held from 12.30 – 2.30pm on the following dates:</p> <ul style="list-style-type: none"> • 22nd January 2019