

Minutes

Fareham Locality Patient Group
Thursday, July 16th, 10am-11.10am
Via Zoom

Attendees	
Bob Blackman	Fareham Centre Practice PPG
Keith Houlgate	Stubbington PPG
Beverley Arthur	Lockswood Surgery PPG
Sue Martin	Westlands Medical Centre PPG
Suzy Jackson	Jubilee Surgery PPG
Chris Turner	Whiteley Surgery PPG
Elizabeth Kerwood	Head of Communications and Engagement, Hampshire and Isle of Wight Partnership of CCGs
Yvonne Fisher	Complaints & Patient Experience Quality Officer, F&G CCG
Lucy Docherty	Lay Adviser, Fareham & Gosport CCG (F&G CCG)
Iris Grist	Portchester PPG
Susan Barton	Brook Lane PPG
Keeley Ellis	Locality Director, Primary Care, F&G CCG
Dr Tom Bertram	GP at Jubilee Surgery (Titchfield), Clinical Director for the Sovereign Health Network and the new Lead GP for primary care for F&G CCG
Bill Mansfield	Case worker for Fareham MP Suella Braverman
Mark Wingham	Communications and Engagement, F&G CCG

1	Introductions
1.1	<p>Coronavirus (Covid-19) The coronavirus (Covid-19) pandemic and subsequent lockdown measures put in place on Monday, March 23, meant that the April meeting was cancelled.</p>
1.2	<p>Given the current measures this meeting was held virtually and the arrangements for future meetings will be considered nearer the meeting dates.</p>
1.3	<p>The usual full Minutes for this meeting were replaced by action points and key highlights of issues raised.</p>
1.4	<p>Members introduced themselves.</p>
1.5	<p>Welcome and apologies Following Richard West's decision to stand down as chairman in June, the meeting was chaired by Elizabeth Kerwood. Apologies were received from Cllr Cartwright, MBE, (Fareham Borough Council) and Pauline Halford.</p>

2	<p>Our response to Covid-19</p>
	<p>Keeley Ellis, Locality Director for the CCG, gave an overview to the NHS response to Covid-19.</p> <p>Her presentation covered changes to how people accessed NHS services, and included:</p> <ul style="list-style-type: none"> • Elective (or planned) care in hospital • Community care (there had been a significant increase and support to care and nursing homes) • The Emergency Department at Queen Alexandra Hospital • Children and Young People’s Services (involving extra capacity to the NHS 111 service) • Identifying and supporting patients who were shielding • the impact on services provided by NHS England – pharmacy, dentistry and eye services • General Practice (such as baby immunisations) <p>Dr Bertram said he was proud of the way primary care services in the area had “stepped up to the challenges” posed by Covid-19; and highlighted the way practices had implemented total triage and remote consultations – and measures which meant that technology available elsewhere had now been implemented faster by the NHS. He also outlined how GP practices had established different sites to see people with suspected coronavirus symptoms (red/hot sites) and those without (green/cold sites).</p>
3	<p>Headlines from PPG reps’ verbal reports</p>
	<p>Keith Houlgate (Stubbington) said there had been no communications with the Practice since April and he was worried about a breakdown in communications, as a result of pressures around Covid-19.</p> <p>Susan Barton (Brook Lane) highlighted a change in attitude that patients had towards the practice on social media, which was now much more positive. Brook Lane had set up a virtual PPG to overcome the issues triggered by Covid-19.</p> <p>Suzy Jackson (Jubilee) had maintained meetings with a smaller group. Patients had been patient researchers for eConsult. Suzy was concerned about patients who were carers, and the support available to them. She also expressed concern about digital exclusion – patients without IT who couldn’t access online services.</p> <p>Bob Blackman (Fareham Centre Practice) said the practice had moved to telephone access, which was understandable – but some patients had reported issues with getting through.</p>

	<p>Sue Martin (Westlands) said all meetings had been stopped during the pandemic – but she would have welcomed more communications about the various Covid-19 guidance being made available to the PPG.</p> <p>Beverley Arthur said Lockswood had not had any meetings during the Covid-19 crisis. But, in the Zoom chat room, she raised concerns about the level of support given to carers. CCG members sent several links to Beverley and other LPG members in response to issues raised in the Chat room.</p>
4	<p>Moving to recovery</p>
	<p>Elizabeth Kerwood spoke about how the NHS and partners have started to look at recovery from Covid-19. There will be distinct phases as the NHS moves to a 'new normal'. The initial phases are:</p> <ul style="list-style-type: none"> • Restoration phase – Restarting non-urgent, critical services that were 'paused' • Recovery phase – The temporary service changes involved accelerating service transformation planned pre-Covid-19 and changes that have potentially led to better outcomes and/or experience for local people. <p>While the restoration and recovery work has started, the NHS was also planning to ensure that we can respond to a potential second spike of Covid-19 and winter increased demand.</p>
5	<p>Engagement framework</p>
	<p>Elizabeth Kerwood said the CCGs are working with partners, including Hampshire County Council, to develop an engagement framework which will support the restoration and recovery work.</p> <p>This includes developing engagement approaches for the emerging Hampshire and Isle of Wight Integrated Care System and Partnerships. Part of this will be reviewing established engagement mechanisms and developing future approaches.</p>
6	<p>Other points from the discussion</p>
	<p>Dr Bertram reported that there was a national review of people on the 'shielding lists,' with individual risk profiles. Around 80% of children and young children were likely to be removed from the future lists.</p> <p>Susan Barton said she found the Zoom meeting "an easy and safe way to catch up." She would also welcome feedback about the work of the PPGs and LPG served a useful purpose.</p> <p><u>Action:</u> Keith Houlgate suggested a letter of thanks be sent to Richard West in appreciation of his contribution to the group. Elizabeth Kerwood agreed and invited Keith to email suggested wording to her for action.</p>

7	Dates of future meetings (not discussed at the meeting)
	<p>It is highly likely all future meetings will be from 10am-11am or 11.15am via Zoom. Details to join each meeting will be sent closer to the time:</p> <ul style="list-style-type: none">• Thursday, October 15• January 21, 2021.