

Central Healthcare Centre
 Patient Participation Group
 Meeting Monday 3rd July 2017 @ 10.00 am



Minutes

Present:	Val Cadmore Ray Cleveland Tina Cleveland Graham Dunhill	Gavin Gardner Lyn Gibbs Dawn Jermamy Sue Knight	Sandra Peppiatt Chris Smith Tony Waring
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Guest	Lynne Nichols – Information Service Manager, Community House
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Item	Action
<p>1. Tina welcomed everyone to the meeting and introduced Gavin, a new PPG committee member.</p> <p>2. Minutes from the meeting on 19th May 2017 were agreed as accurate. The action point log was reviewed and updated as follows:</p> <p>AP13/17 – C/F, to get together after 3.8.17. AP18/17 – Cleared. CCG bid for lottery funding was unsuccessful so there is no money specifically earmarked for a patient event. Decision still to be made on if / how CCG will proceed with any proposed patient events. AP20/17 – Cleared, Dawn discussed with staff AP21/17 – C/F, review is underway but details still to be obtained AP22/17 – Cleared, Dawn has a list of DNA patients, one person didn't attend thirteen appointments. The worst offenders will be written to, and if appropriate, will be removed from the CHC patient list. AP23/17 – Cleared AP24/17 – C/F, Tina, Dawn and Tony met with Claire Angell (CCG) to discuss what support would be given to any PPG event organised. No further contact received so Tina will contact Claire to ascertain CCG position, AP25/17 – Cleared. The PPG Awareness Event ran very smoothly and several contacts were made AP26/17 – Cleared. Dawn is happy to set up a Service Development Group which will comprise of people from each department of CHC including two PPG representatives, to look at promoting and introducing change as well as problem solving. Dawn will organise a date for the first meeting then notify Tina.</p> <p>3. CQC Inspection Feedback – five inspectors attended who were very thorough. Although no formal feedback has been received a few points were raised at the end of the inspection. These included:</p> <ul style="list-style-type: none"> Insufficient number of carers registered and an insufficient number of health checks have been completed for the carers that are registered. <p>Some discussion around carers and how they can be identified especially as some people don't recognise themselves as carers. There is a website where you can register as a carer but no personal details are required. It contains lots of information and tutorials about being a carer but it can be difficult to sort through the information overload.</p> <p>As the PPG awareness event had been successful, it was suggested that monthly / bi-monthly themed sessions, approximately two hours long, could</p>	<p>Tina</p> <p>Dawn</p>

be held in the waiting room. PPG members would talk to patients about a specified topic i.e, being a carer as well as promoting the PPG. These events could be advertised on posters, as well as on prescriptions etc. Refreshments would be served. First one would be planned for October.

- Some concerns over the number of GP's registered with the practice but happy with the number of Advanced nurse practitioners
- Impressed by the nursing department
- Although the gym hasn't been used for six months some concern was raised with the risk assessments around gym use
- Trend analysis to be kept on complaints received

4. Practice Update – Frank is settling in very well and positive feedback is being received from patients, Nicky, f/t receptionist left and Emily and Sophie joined the practice as f/t reception staff. An appeal was raised after NHSE refused a request from CHC to temporarily close the patient list. Unfortunately CHC lost the appeal so they will review the situation in three months' time.

5. Patient Event – already covered in action point review pending further update from Claire Angell, CCG.

6. Service Development Group – already covered in action point review.

7. Feedback from HE PPG Forum – Jonathan Williams Chief Exec with ECCH gave a presentation. They already manage Falklands & Nelson practices in Gt Yarmouth as well as Kirkley Mill and Bungay in Waveney. There was some discussion on how they were funded and why they were looking at setting up a PPG Forum for practices run by ECCH.

Primary Care are looking at introducing a Care Navigation Scheme. CN's would be based in practices and they would sign post patients on where they need to go. Reception staff/secretaries already do this so initially, six staff will receive training. Lots of voluntary community services are being withdrawn due to lack of funding so this could be why the CNS is being introduced

Healthwatch Norfolk are organising a public meeting on 17th July at 6.30 on Sustainability and Transformation Plan. Full details have already been issued by email.

8. DNA's – already discussed in the action point review. Clinicians with the highest number of patient DNA's are Carly, Amanda, Donna and Dr Magson but there doesn't appear to be any specific reasons for this.

9. Staff Photos – these need to be completed now that staffing is more static. Tina will send out a list of staff who need to be photographed then Dawn and Lyn will agree dates to take staff photos. Tina is looking at cost of display holders so that photos can be displayed / removed as necessary.

10. AOB:

- **Patient Surveys** – CCG are devising a questionnaire that they would like all practices to use. This would incorporate the Friends and Family test as well as extra questions included by individual practices as appropriate to their practice. Timescale for survey September / October 2017. Suggested that an incentive could be given although this would impact on the patient autonomy. One or two issues raised (e.g. Was this visit with your usual doctor/nurse? Did you see the doctor of your choice? Is this leading the patients down the path of having expectations that they should see who they want and the same Doctor every time. Surely the idea is to get away from this ideology?) Also whether questionnaires should be issued

Tina
Dawn &
Lyn

electronically. Collation of responses will also take time – will a collation sheet be produced for all practices to use? Graham to raise issues with CCG.

- **Mike Swallow** – he works for the local Commissioning Support Unit and his role is to support all practices in the use of their IT systems. Currently rolling out Universal Capabilities, a national programme including Patient Online, e-referrals, e-discharges and Extended Summary Care Records. Lyn to invite Mike to attend one of our PPG meetings.
- **East Norfolk Medical Centre** – the agenda from their last event was passed to the Chair for information. There was a big response from various agencies and patients were invited although the PPG wasn't promoted.
- **Shrublands Development Project** – This was to discuss the progress on the planning for the new build that will house Falklands and Gorleston Medical Centre and ECCH community services. CHC will also have a small presence there. Funding is an issue although plans are progressing. A possible road crossing is being looked at as well as a pharmacy on the ground floor. Tony will attend next meeting on 25th July.
- **Health checks for adults aged 40 – 75** – mixed message from reception staff on whether patients can book these themselves or if an invitation has to be received first. Dawn confirmed patients can book these without an invitation so she will ensure all staff are aware.
- **Lynne Nichols re Community House** – the centre is located on Church Plain, Gt Yarmouth and is somewhere people can go to for advice following a life changing event. It is open Monday – Friday 10.00 – 4.00 and offers a range of services including
 - Identifying statutory and financial support
 - Home care. carer assistance
 - Condition specific support
 - Locating local groups and activities
 - Accessing equipment and suppliers
 - Professional independent living display areas
 - Hands on advice for living aids and assistive technology
 - 3 & 4 wheeled walkers available to purchase
 - Will attend group / support meetings for people suffering with a specific long term condition e.g stroke
- **Nominate a star** – draw done by Tony. Tina will notify the winners.
- **Thank you** – to the PPG members who helped in the waiting room on 19th June
- **Nurses' station** – patients need to wait in the main waiting room until they are called through because of lack of seating / space in the nurses station area. Dawn will arrange for a notice to be displayed in the main waiting room saying when the nurses' station is manned / closed.
- **Dedicated line for cancellations** – not possible to have a dedicated phone line for this but Dawn will check if it's feasible to have a number where patients can send a text message to cancel appointments.

Graham

Lyn

Dates for future meetings:

Friday 18th August 2017 @ 10.00am

Friday 22nd September 2017 @ 10.00am

Meeting closed 11.45