

**NHS Warwickshire North Clinical Commissioning Group
Patient Group Forum
6 July 2015, 6:30pm - 8:30pm
George Eliot Hospital, GETEC, Raveloe Conference Room.**

Final minutes

Attendees:

Terry Spicer (TS) Deputy Chair	Arbury Medical Centre	Hilda Gledhill (HG)	Pear Tree Surgery
Rose Topcliff (RT)	Atherstone Surgery	Ken Pritchard (KP)	Rugby Road Surgery
Peter Eltringham (PE)	Bulkington Surgery & GEH MAP	Barbara McNaught (BM)	Station Street Surgery
Margaret Bell (MB)	Camp Hill Health Centre	Hay Sharma (HS)	Whitestone Surgery
Sheila Hinds (SH)	Chancery Lane Surgery	Maurice Charley (MC)	George Eliot Hospital PAF
David Simkin (DS)	Coleshill Surgery	Len Makin (LM)	Healthwatch Warwickshire
Stan Orton (SO) Chair	Dordon and Polesworth Surgery	Deryth Stevens (DS)	NHS Warwickshire North CCG
Adrian Edgington (AE)	Dr Chaudhuri's Surgery	Andrea Green (AG)	NHS Warwickshire North CCG
Betty Rossi (BR)	Queens Road Surgery (Dr Henderson)	Jenni Northcote (JN)	NHS Warwickshire North CCG
Alan Nicholls (AN)	Dr Reily & Partners (Bedworth HC)	Nadine Pearson (NP)	NHS Arden & GEM CSU
Gori Sonola (GS)	Dr Singh & Partners Bedworth HC	Suman Ghaiwal (SG)	NHS Arden & GEM CSU
Bill Nicklin (BN)	Manor Court Surgery		
Paul Bonner (PB)	Manor Court Surgery		
Jeff Higgs (JH)	Old Mill Surgery		

Apologies: Diane Kent, Whitestone Surgery
Gill Davis, Atherstone Surgery
Christine Pfeiffer, Grange Medical Centre
Jean Lawson, Red Roofs Surgery
Dan Ibeziako, NHS Arden & GEM CSU
Karen Ashby, NHS WNCCG

Item No:	Agenda item & discussion	Action	Lead officer
1.	<p>Welcome and apologies</p> <p>SO welcomed everyone to the meeting and gave apologies received.</p>		
2.	<p>Minutes of the last meeting</p> <p>2.1 The minutes were agreed with the following amendments:</p> <ol style="list-style-type: none"> 1. Page 3, paragraph 3, should read det and next line re phrased. 2. Page 4, 4.2,4th line – add the word “in” 3. Page 6, change PAG to PAF fourth line from bottom and take out PAF and add “with Chief Executive” to last line. 4. Page 6, 7.1, spelling incorrect should read personal. <p>2.2 Matters arising</p> <p>2.3 Admiral Nurses- Dementia Navigators in Warwickshire HG advised the website links were hard to follow and could not find the information easily. AG thanked HG for her feedback and advised this will be checked and more information circulated to group members before the next meeting. Hard copies of the Alzheimer’s Society leaflets were available for members to take away.</p> <p>2.4 Children Services AG reported that there has been no further work done on this service but once the work is completed will be brought to the PGF meeting.</p> <p>2.5 Camp Hill walk in centre MB reported that the opening times for the Walk in Centre at Camp Hill have changed from 8am to 8pm to 8am to 6.30pm onwards without any communication. AG advised the CCG has not aware of this and only commissioned 8 till 8. AG will look into the changes and report back with the findings.</p> <p>2.6 NHS 111 SO reported the transition of the NHS111 service from West Midlands Ambulance Service to West Midlands Doctors Urgent Care has now commenced.</p> <p>West Midlands Doctors Urgent Care is part of the Vocare group and provides urgent care services to more than 4.5 million patients across the UK through urgent care centres, GP out-of-hours services, integrated urgent care centres and the</p>	<p><i>NP to make amends & put a copy onto website</i></p> <p><i>DI to check website and advise</i></p> <p><i>AG to report back to group when info available</i></p> <p><i>AG to report back to group when info available</i></p>	

	NHS 111 service. The current 111 service will continue as usual		
3.	Meet the Chair of NHS WNCCG		
3.1	<p>SO welcomed Dr Deryth Stevens, Clinical Chair at NHS Warwickshire North CCG to the group.</p> <p>DS presented to the group on the progress made against the NHS WNCCG Vision for Quality advising with the feedback received the CCG has listened to local voices. DS went on to present some of the outcomes and achievements in Cardiovascular Disease the CCG has made in year 2014/15.</p> <p>Members requested copies of the presentation and asked for it to be on the members section.</p>	<i>DI to send copy of presentation with draft minutes</i>	
4.	Community Services Update		
4.1	<p>AG began with a background to the Community Services, in August and September the PGF was asked to go back to their groups to ask what they would like to see improved. The information received was used to inform the commissioning intentions this year with SWFT. This was also used to inform our overall review of how out of hospital services are working. This is a bigger piece of work as we are asking what do we need that is different for the future in terms of Community Services and should be completed by the end of July. This followed a number of events which were attended by a variety of people including some members of the PGF, patient and public representatives and providers.</p> <p>We now think we have built up a picture of what we believe we want from Community Services in the future. We will be making a decision about how we might secure those services towards the end of July and beginning of August. Once we have done that, we will be establishing a group to start to design and what the services might look like and how they operate and we will need patients and hopefully PGF members to be involved in the process.</p> <p>The areas that we are particularly interested in are frailty which includes young and older patients. We want an offering for patients that is an integration of health and social care services rather than being handed from one to the other.</p> <p>We want a specification that captures all of that information and starts to inform a different way of commissioning that service going forward. This work will need engagement with patient representatives during the rest of this year and up to</p>		

	<p>March next year.</p> <p>Will be bringing back to the group a review of how can you get involved and if you have a view or have a specific area of interest then AG will share the themes of the areas that we are looking at with the group.</p> <p>HG asked if this includes District Nurses. AG advised that they will definitely be included as the feedback received has shown people are not happy with having phone calls not answered and problems with contacting them in general. There should be a co-ordinated approach for the GPs trying to improve the service.</p> <p>JN advised that while we are going through the process that AG has described the CCG are working closely with our member practices. Looking to try to get better engagement with the range of services and service providers to ensure we have better communication and joint working now as well as what we are doing to improve for the future. We are also working with other agencies including Public Health.</p>		
<p>5.</p> <p>5.1</p>	<p>CCG update</p> <p>Camp Hill AG reported on the launch of Urgent Care and Walk-in centre services questionnaire which is part of the pre engagement before a public consultation. AG asked for the groups views.</p> <p>JN advised briefing went to Practice Managers today and 20 hard copies with 2 pre-paid A4 envelopes will be sent out to all practices tomorrow with an A3 poster to advertise and advise what the questionnaire is about, with a link to WNCCG website to enable people to complete on line. JN advised there will be press releases and Twitter going out. The cut off for the survey is 31st July 2015.</p> <p>Each member was given a hard copy of the questionnaire and asked to fill in, return to their practice to be returned in the pre-paid envelope by the cut-off date.</p> <p>JN advised the CCG is also engaging with a number of other groups in the area to get a wider view of urgent care. The group thought the turn around very short. AG advised as this was a pre engagement the CCG was hoping for a good return before full consultation.</p> <p>HS raised a question on behalf of Di Kent which was raised some time ago around urgent care. AG said she was aware of this query, however it was an NHS England question and they</p>		

	<p>need to answer query. AG advised she can send this onto NHS England to get the feedback and asked HS for a copy to be sent to her directly with all the information.</p> <p>MB advised Camp Hill has no practice manager at present and wanted reassurance that all information and hard copies be sent out and also the on line service.</p> <p>DS requested that the community pharmacists could be useful in this process.</p>		
6	Issues Log and update from local PPG groups and Healthwatch		
6.1	2013.001 - Previously MC reported back that clerks are being retrained on tracking to ensure they are correct. Also patient referral letters still not being received by the hospital. Issue to be left open to be reviewed at September 2015 meeting. Issue left open.	<i>MC will feed back at Sept 2015 mtg</i>	MC
6.2	2014.11 - Patients discharged from the wards have to wait 3-4 hours for their medication. Previously MC reported a new group is looking into this and all problems around discharge. MC reported on changes happening with ward rounds re timing. AG advised this be left open and once a report has been issued this will be shared with the group.	<i>AG/MC will feed back at Sept 2015 mtg.,</i>	AG
6.3	2015.14 – PE mother was given four hour window from 9.30AM to be taken home from GEH. Picked up at 6.30PM. Exact same thing happened to PE's wife waiting to be transported from St X, Rugby. Services should be fined progressively for every hour that they miss. AG will look into this for the Sept meeting. Issue left open	<i>AG to feedback to group at Sept 2015 meeting</i>	AG
6.4	2014.15 - "MRI Scan in the X-ray department: Scan performed 5th May 2015. Practice nurse `chased` results on 8th June 2015. Results had not been received by Consultant. Medical secretary `chased` Results available 11th June 2015 for consultation". Issue left open.	<i>AG to feedback to group at Sept 2015 meeting</i>	AG
	SO asked representatives for any new Issues:		
6.5	DK raised chiropody as an issue by email on behalf of the Whitestone practice, through patient feedback has identified a problem regarding the lack of availability of chiropody. This was recently discussed with the CEO for the WNCCG who was unaware a problem existed. A member of staff from Guidepost who recently attended Whitestone Taster Day for Carers also highlighted a problem with the lack of availability of chiropody services. Are any other PPG members aware of the problems	<i>DI to add to Sept issue log as new issue</i>	

	with the provision of Chiropody services, if so what can be done about it? The group agreed this should be added to the issue log.		
6.6	SH raised a problem experienced by her daughter re referral to the physiotherapy department. AG asked for all the information to be sent directly and would be happy to look into this.	SH to send letter to AG	
6.7	AN raised a new issue – Issues with Callipers from the appliance department. AG asked AN for evidence and more information to enable the CCG to raise the issue	AN to send evidence to the CCG	
7	Chairperson’s report/GEH Patient Advocacy Forum update		
7.1	SO attended meeting of PAF at which Rugby CAVA presented a Report on 'Social Prescribing'. Five Surgeries involved across Rugby area and includes some 4000 outside bodies to assist in recovery outside of Medicine. The Report will be presented to the WNCCG Board Meeting.		
8.	Any other business		
8.1	SO announced TS has offered his resignation as Deputy Chair for the group and offered his thanks to TS for his support and hard work. SO asked for everyone to think if they would be interested in the role. Nominations should be sent as soon as possible and the vote will take place at the Sept meeting please send all nominations to Communcations@ardencsu.nhs.uk . More information about the role and how the voting will take place will be sent out to members before the next meeting.	DI will send info out to group before Sept mtg	
8.2	Di Kent sent details of a number of interesting events: <ul style="list-style-type: none"> • The Silver Surfers Development at Whitestone led by a PPG member. • Whitestone Carers Café, 16th July 2015 • Invitation to Whitestone Open Day Saturday 5th September , theme is “Keeping Health in Mind” For more information please contact the Whitestone Practice.		
8.3	LM bought a number of hard copies of the Warwickshire Healthwatch Annual Report and GP surveys which were circulated to the group. These are available on the Healthwatch website .		
8.4	SG reminded members of a recent email from Dan Ibeziako on a visit to Dudley NHS 111 to ascertain how many of them were interested. JH advised he had offered to give lifts if there was anyone interested as there is no transport available. A date has		

	not been finalised as not enough members have let Dan Ibeziako know. Please can interested members email communications@ardencsu.nhs.uk to organise a date and lifts.		
8.5	BN gave his apologies for the September meeting.	<i>NP to note for next mtg</i>	
8.6	HG advised Arriva Transport is revising their services across North Warwickshire, further problems of getting to Surgeries and Hospitals, unless using a car.		
8.7	SH raised two queries due to not receiving any information or update in regards to volunteering to get involved in the Diabetes Super Six and MSK. JN advised she was aware of both queries and explained there are new leads in place, no plans for any meetings at present. JN advised there had been one MSK meeting and will circulate the papers before the next meeting.	<i>JN to get back to group with update before the Sept mtg.</i>	
8.8	MB advised the Camp Hill practice had just formed a PPG. She reported there has been no Practice Manager and only locum doctors. No communication had been received on the change of opening times. .		
8.9	BM raised the issue of the rise parking charges. SO advised a paper has been placed before the GEH Board, recommending increases in car parking charges for Visitors and Staff. The increases are to assist in reducing the financial deficit.		
8.10	AE reported Guideposts café has been closed.		
8.11	DS thanked the group for inviting her to the group.		
9.	Close		
10.	<p align="center">Date of next meeting: Monday 7th September 2015 – 6:30pm-8:30pm in Raveloe Conference Room, GETEC building at George Eliot Hospital 2015 future dates: Monday 2nd November</p>		ALL