

**NHS Warwickshire North Clinical Commissioning Group
Patient Group Forum
Monday 11th May, 6:30pm - 8:30pm
George Eliot Hospital, GETEC, Raveloe Conference Room.**

Draft minutes

Attendees:

Stan Orton (SO) PGF Chair	Dordon and Polesworth Surgery		Di Kent (DK)	Whitestone Surgery	
Terry Spicer (TS) PGF Deputy Chair	Arbury Medical Centre		Barbara McNaught (BM)	Station Street Surgery	
Peter Eltringham (PE)	GEH MAP & Bulkington		Maurice Charley (MC)	George Eliot Hospital PAF	
Margaret Bell (MB)	Camp Hill GP Led Health Centre		Karen Ashby (KA) Patient & Public Involvement	Warwickshire North CCG	
Sheila Hinds (SH)	Chancery Lane Surgery		Andrea Green (AG)	Warwickshire North CCG	
Sib Mohammed (SM)	Dr Chaudhuri's Surgery		Jenni Northcote (JN)	Warwickshire North CCG	Arden & GE CSU
Betty Rossi (BR)	Dr Henderson's Queens Road Surgery		Dan Ibeziako (DI)	Arden & GEM CSU	
Christine Pfeiffer (CF)	Grange Medical Centre		Nadine Pearson (NP)	Arden & GEM CSU	
Bill Nicklin (BN)	Manor Court Surgery		Dr John Linnane (JL)	Director of Public Health	
Paul Bonner (PB)	Manor Court Surgery		Jeff Higgs (JH)	Old Mill Surgery	
Hilda Gledhill (HG)	Pear Tree Surgery		Ken Pritchard (KP)	Rugby Road Surgery	
David Simkin (DS)	Coleshill Surgery				

Apologies:

**Len Mackin, Healthwatch Warwickshire
Joan Baber, The Old Cole House Surgery
Alan Nicholls, Dr Reily and Partners (Bedworth Health Centre)
Gill Davis, Atherstone Surgery
Rashida Suleman, Riversley Road Surgery**

Item No:	Agenda item & discussion	Action	Lead officer
1.	<p>Welcome and apologies SO welcomed everyone to the meeting and gave apologies received. He offered a warm welcome to Dr John Linnane, Director of Public Health.</p>		
2. 2.1 2.2 2.3 2.4 2.5 2.6	<p>Minutes of the last meeting</p> <p>The minutes were agreed with the following amendments: 1. Page 9, point 11.3, delete extra “the”. 2. Page 9, point 11.5, change the word needed to needs.</p> <p>Matters arising</p> <p>Following on from the March 2015 meeting DI has spoken to PE in regards to the size of paper, font size, layout for ease of printing used for the Issue Log. CP suggested that as this is now being printed on A3 paper and circulated at the meetings the font is legible.</p> <p>Page 4, points 4.2, 4.3 and 4.4. It was agreed at the March 2015 meeting that Mike Burns would send information on all the points before the May 2015 meeting to members, as they had been outstanding on the issues log for some time. It was agreed that these issues have now been covered by the information received. All issues are now closed.</p> <p>JN feedback on the Community Services event on Tuesday 24th March 2015. JN reported the event went well with a number of PGF members attending. All feedback from the event has been collated and passed on and will be included in the results. AG advised she will report back to the group at the July 2015 PGF meeting on Community services. It was agreed to be added to the July 2015 agenda.</p> <p>Terms of Reference - The amendments were made and circulated as a draft for comment. As no comments were received from members it was agreed they were correct. The date of revision has been added for future updates as requested by TS.</p> <p>Admiral Nurses – AG advised there are four Dementia Navigators in Warwickshire which signpost and support people to make sure they get access to information. Further work needs to be done to ensure everyone knows about them. JN reported the Alzheimer Society are producing promotional information she will follow this up. AG reported there is a telephone number and a link about the Navigators on the WNCCG website. This information will be circulated to</p>	<p><i>AG to report back at July 2015 meeting.</i></p> <p><i>JN to follow up on promotional information and feed back to group.</i></p> <p><i>DI will email the</i></p>	<p><i>NP</i></p>

	<p>members.</p> <p>JL advised that the Navigators are part funded by Public Health. JL reminded the group about the Dementia Portal. Public Health is working with Coventry and Warwickshire Partnership NHS Trust re memory clinics. JL explained the importance of a diagnosis using memory clinics. JL will be writing to all GPs on the Care Act and will include/remind them of the Dementia Navigators role.</p> <p>KA announced that PE has helped set up a Dementia café on behalf of Bulkington Surgery. Flyers were distributed at the meeting and PE was congratulated on helping to organise the meetings. Members wanting to know more were encouraged to contact PE directly for further tips and information.</p>	<p><i>link for information</i></p>	<p>ALL</p>
<p>3.</p> <p>3.1</p>	<p>Health and Wellbeing Strategy</p> <p>JL presented on the Warwickshire Health and Wellbeing Strategy 2014-2018, on behalf of the Warwickshire Health and Wellbeing board (WHWB) and explained the Joint Strategic Needs Assessment (JSNA) 2015 review.</p> <p>JL spoke on the purpose of the JSNA Review as the culmination of the prioritisation process and about a summary document which has been produced to outline the Warwickshire population's health and wellbeing priorities..</p> <p>JL explained the WHWB is a forum for councillors, commissioners and communities to work with the wider partners to address the detriments of health, reduce health inequalities and strengthen communities. One of the key areas of the WHWB is to increase the influence of local people in shaping services by involving elected councillors and through Healthwatch, so that services can better meet local need, improve the experience of service users, and improve the outcomes for individuals and communities.</p> <p>JL explained that looking after the health and wellbeing of the population of Warwickshire is not the responsibility of one single body. Statutory and non-statutory organisations, including the voluntary sector, across the county all play a part impacting on our health and wellbeing and influencing behaviour.</p> <p>The Health and Wellbeing Strategy provides Warwickshire residents and organisations with a picture of what the WHWB, through its members and wider partners, will need to deliver over the next 5 years and how they will work together to achieve this.</p>		

	<p>The WHWB has agreed three priorities that will inform how they will work together, develop actions and report on their progress on improving the health and wellbeing of Warwickshire.</p> <p>The three priorities are:</p> <ul style="list-style-type: none"> • Promoting independence • Community Resilience • Integration and working together <p>HG raised a valid point on the way the statement was written. It was agreed it was not an easy/understandable read for the public. It was suggested that in the future documents should be circulated to groups like the PGF to ensure that they are in plain English. JL advised he will definitely feed this back to Warwick County Council.</p> <p>JL left copies of the WHWB summary with the group for circulation.</p> <p>For further information on the WHWB please follow the link found on the Warwickshire County Council website</p>		
<p>4.</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p>	<p>CCG update</p> <p>AG reminded members that Mike Burns had spoken at the March 2015 meeting on the Prime Minister Challenge fund. Unfortunately WNCCG was not successful in getting the funding which is very disappointing. However, the Coventry and Rugby CCG were successful due to having a lot more problems accessing A&E, meaning a high level of need.</p> <p>Children Services – AG reminded the group that sometime ago the CCG carried out Vision for Quality which included, frailty, Dementia, Mental Health and emergency care. A Vision for Quality is being drawn up for children’s services, this is in line with work we have done on areas already covered under Vision for Quality. AG highlighted how apt this was in line with the presentation given by JL earlier.</p> <p>Urgent and Emergency Care – AG reported there are still challenges around the Camp Hill site re single service operating. AG will bring documents on Camp Hill to the next meeting. AG reported there is a programme at the moment in place with no changes at present.</p> <p>CAMHS – AG asked SO if the group could be included to start conversations and comments on this service at a future meeting. DI will check next agenda</p>	<p><i>AG to report back at July 2015 meeting.</i></p>	

<p>4.5</p>	<p>AG reported on Dementia Awareness Week - This year, Warwickshire County Council has teamed up with the Alzheimer's Society to put on a number of 'Singing for the Brain' events across the county. There will be one main singing event held in each district and borough, and the Dementia Friends campaign song 'I get by with a little help from my friends' (by the Beatles) will be performed by local community choirs in public spaces.</p> <p>DI will email information/table of future events to members by email to share and put in practices as events taking place in May 2015.</p>	<p><i>DI to email details of events asap.</i></p>	
<p>4.6</p>	<p>AG advised the NHS WNCCG Annual Report has to be done by the end of May 2015 this will be circulated when finished.</p>		
<p>5.</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p>Issues log and update from local PPG groups</p> <p>2013.001- MC was to do an audit however reported due to changes at the NHS Trust he will need extra time to report back to the group on this issue. It was agreed MC/AG to report back at July 2015 meeting. Issue left open.</p> <p>2014.09, 2014.10, 2014.12 and 2014.13 - Issues are all closed.</p> <p>2014.11 – Patients discharged from wards have to wait 3-4 hours for their medication. It was agreed MC to report back at July 2015 meeting. Issue left open</p> <p>New Issues for issue log</p> <p>2014.14 – Patient Transport – After receiving a paper request from PE in which he reported his mother was given four hour window to be taken home from GEH to Hinckley. The exact same thing happened two years ago with his wife being transported from UHCW (St Cross) to Wolvey. AG advised the CCG will pick up this as an individual complaint and report findings back at July 2015 PGF meeting.</p> <p>SO requested that members send any experiences/reports on this subject as a number had reported the same problems. SO reminded members that without specific cases nothing can be done.</p> <p>Funding Nursing Care – PE asked how Funding Care from Social Services worked. All members were asked to give details directly to the CCG and AG will take them forward for answers. KP raised concerns about what happens when there is a crisis situation and the carer is no longer able to care? It was agreed that RB would cover this when she comes to talk</p>	<p><i>MC to feedback at July 2015 meeting.</i></p> <p><i>MC to feedback at July 2015 meeting.</i></p> <p><i>AG to report back at July 2015 meeting.</i></p>	<p>ALL</p> <p>ALL</p>

<p>5.6</p>	<p>to the forum about Personal Health Budgets (PHB) and Continuing Healthcare (CHC) in September.</p> <p>DK asked if Issue 2014.11 should be left open as this is still an ongoing problem. AG reported that she understood improvements had been made. AG suggested this should be a joint discussion with MC, GEH & CCG to sort out the issues of delays in TTO's. Issue to remain on log pending discussions.</p>	<p><i>AG & MC to arrange meeting</i></p>	
<p>6.</p> <p>6.1</p>	<p>Chairs report and GEH Patient Advocacy Forum update</p> <p>SO reported since the last meeting he has represented or been involved in meetings on behalf of the PGF at several meetings:</p> <ul style="list-style-type: none"> • NHS Patient transport contract – In which he attended evaluation and criteria sessions. SO reported the contract has been awarded to West Midlands Ambulance Service WMAS). • NHS 111 service – SO advised the contract is currently under review. At present the contract is with WMAS and Staffordshire Urgent Care Doctors. A number of bids have been put forward. SO reported there is an opportunity for members of the group to visit a call centre to see what goes on. AG advised this is possible and DI volunteered to organise the visit. • NHS Focus on future finances- SO reported this meeting was to make public and patients aware of how the NHS is financed. People were given the opportunity to express their opinions on how the current and future expenditure is applied. This was one of four presentations being carried out nationally. • SO reported attending the last CCG BI- Monthly Board meeting and the PAF meeting at GEH where the group is starting its work programme across the GEH. SO along with PAF Officers attended a meeting with Kath Kelly, Acting Chief Executive Office at GEH to discuss topics from previous PAF meetings. The next meeting with the Chief Executive will be held in September 2015. 	<p><i>DI to organise visit to ambulance call centre.</i></p>	<p>ALL</p>
<p>7.</p> <p>7.1</p> <p>7.2</p>	<p>Any other business</p> <p>Following his appointment as Chair of the PGF SO advised he will work hard for the needs of the whole group and community as some concerns had been raised. SO advised he was happy to share his personal contact details to the whole group and if anyone had any concerns to contact him directly. DI will pass details to the group via email.</p> <p>DI updated on the #onething campaign advising there will be a health bus visiting Nuneaton, Bedworth and North</p>	<p><i>DI to circulate SO contact details.</i></p>	

	Warwickshire. There will be free mini health checks available. Posters and flyers were circulated at the meeting for the group to circulate and advertise.		
8.	Close.		
9.	<p style="text-align: center;">Date of next meeting: Monday 6th July 2015, 6.30pm - 8.30pm In Raveloe Conference Room, GETEC building at George Eliot Hospital.</p> <p style="text-align: center;">2015 future dates: Monday 7th September Monday 2nd November</p>		