

NHS Warwickshire North Clinical Commissioning Group
Patient Group Forum
1st September, 6:30- 8:30pm
George Eliot Hospital, GETEC, Seminar Rooms 2/3

Minutes

Attendees:

Lesley Hill (LH) (Chair)	Bulkington Surgery		Jeff Higgs (JH)	Old Mill Surgery
Terry Spicer (TS)	Arbury Medical Centre		Hilda Gledhill (HG)	Pear Tree Surgery
Gill Davis (GD)	Atherstone Surgery		Jean Lawson (JL)	Red Roofs Surgery
Rose Topliff (RT)	Atherstone Surgery		Ken Pritchard (Ken P)	Rugby Road Surgery
Peter Eltringham (PE)	GEH MAP		Diane Kent (DK)	Whitestone Surgery
Sheila Hinds (SH)	Chancery Lane Surgery		Len Makin (LM)	Healthwatch
Stan Orton (SO)	Dordon and Polesworth Surgery		Karen Ashby (KA)	NHS WNCCG
Betty Rossi (BR)	Queens Road Surgery (Dr Henderson)		Mike Burns (MB)	NHS WNCCG
Alan Nicholls (AN)	Bedworth Health Centre(Dr Reily and partners)		Fleur Blakeman (FB)	NHS WNCCG
Christine Pfeiffer (CF)	Grange Medical Centre		Pam Schreier (PS)	NHS Arden CSU
Cllr Bridgette Chandler (BC)	Hazelwood Group Surgery		Nadine Pearson (NP)	NHS Arden CSU
Bill Nicklin (BN)	Manor Court Surgery			
Paul Bonner (PB)	Manor Court Surgery			

Arden CSU

Apologies:

Andrea Green, NHS Warwickshire North CCG
Kiri Harbottle, NHS Arden CSU
Patricia Rhodes, Satis House
Kishor Pala, Stockingford Medical Centre
Ann Thompson, Stockingford Medical Centre
Sib Mohamed, Dr Chaudhuri's Surgery
Adrian Edgington, Camp Hill GP Led Health Centre
Chris Bains, Healthwatch
Maurice Charley, GEH PAF
Joan Baber, The Old Cole House

Item No:	Agenda Item & Discussion	Action	Lead officer
1.	<p>Welcome and apologies</p> <p>LH welcomed everyone to the meeting and gave apologies received. She offered a warm welcome to new members of the group and introduced representatives from NHS Warwickshire North Clinical Commissioning Group (CCG). Everyone introduced themselves.</p> <p>HG asked if there were any practices not represented at the PGF. KA advised there was only one practice not represented but she is talking to them and hopeful that they will join the group shortly. KA thanked the group for their hard work & commitment to making the Forum as strongly represented as it now is.</p>		
2.	<p>Minutes of the last meeting</p> <p>2.1 The minutes were agreed with the following amendment: 1. Page 4, point 4.14: should read Bulkington Surgery, the word Road is to be deleted.</p> <p>Matters arising</p> <p>2.2 Healthwatch leaflet on basic standards of care – LM apologised to the group as there had been no progress made since the last meeting due to staff changes. KA suggested that LM and she have a separate meeting to discuss this point on behalf of the group. This was agreed.</p> <p>2.3 LH asked whether all members had received a copy of the End of Life presentation from the May 2014 meeting. KA requested this to be sent out again by email to all members with paper copies to those who had indicated they were unable to access electronically. NP advised this could also be found on the members' forum section of the website.</p> <p>2.4 LM brought hard copies of the Healthwatch Health and Social Care Support Directories as requested and circulated to members.</p> <p>2.5 Cancer Screening Services - Rachel Robinson (RR) from Warwickshire Public Health <i>had</i> contacted the group to advise she has taken all questions raised at previous meeting to NHS England. She is waiting for its response and will endeavour to provide a report back at the next meeting in November.</p> <p>2.6 LH asked if members were able to access the Patient Forum area on the website and if members had all received their logins and were happy using the site. A number of the group</p>	<p><i>Send presentation to all members</i></p> <p><i>Warwickshire Public Health to report back at Nov mtg.</i></p> <p><i>ALL to check if experiencing problems with log in & to contact NP</i></p>	<p>NP</p> <p>KA/LM</p> <p>NP</p> <p>RR</p> <p>NP</p>

	said they were still unsure and having problems. KA asked members to contact NP on 01926 353810 or by email communications@ardencsu.nhs.uk directly to iron out any problems and to check they have access.	<i>if so.</i>	
2.7	KA reminded the group of the Diabetes Super Six project and asked for more volunteers, as only two people had volunteered so far. A number of members asked for more details of the level of commitment, purpose and more information on this project before volunteering. SH, PE and JL all put their names forward as volunteers pending more information.	<i>NP to request more information and send out to the PGF members as soon as possible.</i>	NP
2.8	LH advised the groups Terms of Reference (TOR) had been deferred to the next meeting and will be circulated with minutes in PDF and Word.	<i>TOR to be reviewed at the Nov meeting</i>	ALL
3.	Issues Log and update from local PPG groups and Healthwatch		
3.1	2013.001- MC undertaking audit. The audit had already highlighted difficulties with health records which has been raised with GEH. Issue left open.	<i>MC to update at November mtg</i>	MC
3.2	2014.03 – Examples had not been provided by the group. AG suggested that the CCG audit specific contracts for access rates in light of the age discrimination issues. CCG to report back to group at later meeting. Issue closed as it stands and wait for the CCG to look into this issue and report back to the group.	<i>CCG to undertake audit and report back at November mtg</i>	AG
3.3	2014.04 and 2014.05 – FB reported back to group on behalf of the CCG on both issues. July 2014 was the busiest month on record and as a result WMAS did struggle to filter these calls. FB said there was no specific reason for this other than there were some really poorly patients bought in during this period. The CCG is meeting with WMAS next Tuesday to clarify any problems and help to understand the issues in the area. The CCG will be looking at alternatives to transport to hospital for patients which could see patients going elsewhere for treatment or be treated at the scene. FB suggested as WMAS will be invited to the PGF meeting in January 2015, members should collate their questions with specific examples ready for this meeting and send NP by the November meeting. FB suggested it might be useful for her to also attend the meeting in January when WMAS were invited to attend so she could give an update on her findings to the issues and alternatives. Both issues left open.	<i>WMAS to be invited to Jan 2015 mtg</i> <i>ALL to collate questions for WMAS visit in Jan 2015 & forward to NP by November meeting of FORUM</i>	KH/NP KH/NP
3.4	2014.07 – Prescription service at GEH. FB reported the CCG		ALL

<p>3.5</p> <p>3.6</p> <p>3.7</p>	<p>had asked the pharmacy for a response to this issue however no response has been received. FB asked members for more detailed information on the actual incident. Issue left open.</p> <p>2014.08 – Choose and Book System. FB reported there had been a technical glitch related to Dermatology. The supplier of the system was made aware of the problem and corrected it immediately. FB advised that on 1st November 2014 Choose and Book will be switched off and a new system called E-Referrals will start. Issue closed.</p> <p>LH asked representatives for any new Issues:</p> <p>TS raised a new issue around the End of Life strategy at George Eliot Hospital (GEH). The Hospice at Home provision (HaH) is overloaded. There have been instances where patients are persuaded to go home at this stage with no (HaH) availability and no back-up system in place. This will be added to the Issue log.</p> <p>CP raised a new issue with X Rays at GEH -over the time it takes for results getting to GPs. At Grange Medical Centre, the practice she represents it is taking four weeks. KA advised an issue on this subject was placed on the issue log some months ago and despite assurances from GEH that it had been resolved problems were obviously still occurring. FB advised the results should not take four weeks and agreed to confirm working times. It was agreed to put it back on issue log as a new issue.</p>	<p><i>Detailed information needed from PGF to CCG</i></p> <p><i>Add to issue log. CCG to update at the Nov mtg</i></p> <p><i>Add to issue log. CCG to update at the Nov mtg.</i></p>	<p></p> <p>AG</p> <p>AG/FB</p>
<p>4</p> <p>4.1</p>	<p>Annual Report</p> <p>MB reported the CCG has produced a public formal Annual Report which can be found on the website. Please click here for link to document. The CCG has produced a smaller summary document which will be made available prior to the AGM and emailed out to all members.</p> <p>MB went on to summarise the key messages in the Annual Report:</p> <ul style="list-style-type: none"> • The CCG was in shadow form during 2013/14 and now is fully authorised as a CCG. • A three year clinical strategy has already been developed, called Vision for Quality. • There are still many challenges across the area, including an ageing population, long term conditions and a greater need for Urgent and Emergency Care. <p>The region now has a voice for the North Warwickshire,</p>	<p><i>Send copy of summary report to all members</i></p>	<p><i>MB via Comms</i></p>

	<p>Bedworth and Nuneaton area through the CCG.</p> <p>Year 2014/15 and guaranteed for year 2015/16 has seen the CCG receiving a higher than normal level of funding for the first time.</p> <p>GEH has had a very challenging year with changes costing money. The forecast for the coming year shows a deficit of £12m already which exceeds the plan. The CCG will continue to monitor it and work with the trust.</p> <p>MB said the CCG has balanced its books for 2013/14 but it is expecting more challenges for 2014/15.</p> <p>MB reported the CCG is seeing an increase in people choosing to go elsewhere for care, where the costs are met by the CCG.</p> <p>SO asked are we analysing why people are going elsewhere? MB said the reason could be anecdotally the reputation of GEH. The CCG has done the analysis by trends with the local GP practices in the area, with more work needed to understand why.</p> <p>FB reminded the group that there are some conditions that do need people to go elsewhere e.g UHCW for major traumas.</p>		
<p>5.</p> <p>5.1</p>	<p>Commissioning Intentions</p> <p>FB fed back on Health Care Services in Bedworth, Nuneaton and North Warwickshire as a result of the feedback from the PGF responses.</p> <p>The areas reviewed were:</p> <ul style="list-style-type: none"> • Links between the community services and the hospital for those assessed. • District Nursing services. • Rehabilitation services. • Physiotherapy service. • Occupational therapy service. • Integration between health and social services. • Social services specifically: re-ablement, respite care, carer services, equipment services. <p>Each area looked at what worked, what could be improved and concerns about quality of service.</p> <p>FB presented on the broad themes. The major theme across all of the feedback was addressing and improving two way communication at every stage of a patient's journey to improve the welfare of the patient. This was for service to the patient</p>		

	<p>and from service to service.</p> <p>The group was asked to partake in a group discussion, splitting into three groups to discuss this further and feed back.</p> <p>The feedback will be collated and sent to FB to include and discuss at the forthcoming AGM. The group was reminded again to finalise their questionnaires and if not already sent please respond and send back by 12th September to communications@ardencsu.nhs.uk</p>		ALL
6.	Chairperson's report		
6.1	LH reported since the last meeting she had only represented the group at one meeting in July, the NHS WNCCG PGF on 7 th July 2014.		
7.	GEH Patient Advocacy Forum update		
7.1	<p>SO reported on points from the last PAF meeting:</p> <ul style="list-style-type: none"> • The two vice chairs were approved at PAF AGM. There was good attendance by GEH chairman and executives who thanked the PAF for supporting the trust. The new work programme has been set to include: Ward audit, health records and other departments. SO will keep the group updated. SO reported Kevin McGee, Chief Executive will be leaving GEH this week and went on to say there is no new Chief Executive at present, the position is to be re advertised. • There have been a number of complaints about the GEH switchboard and reported there will be a survey on the service. • There are major problems with Health Records at the hospital. A specialist team is to be brought in to help. 		
8.	Any other business		
8.1	KA reminded the group of the NHS WNCCG AGM on Thursday 11 th September, 5.30pm for a 6pm start at Bedworth Arts Centre, High Street (behind Civic Hall), Bedworth, CV12 8NF.	<i>Everyone is welcome</i>	ALL
8.2	KA announced the forthcoming Health Aware Community Event on Saturday 13 th September from 11am to 3pm at Chilvers Coton Community Infant School, Fitton Street, Nuneaton CV11 5RB. Family event to raise awareness of health issues locally. Leaflets were circulated. The group was asked to advertise the event in their practices.	<i>Everyone is welcome</i>	ALL
8.3	KA advised the next PGF meeting will focus on Dementia. KA		

	asked the group if they could bring updates & thoughts & ideas on how their PPG's were getting on with establishing carer support groups as discussed at a forum meeting earlier in the year.		ALL
8.4	KA reminded people to send their forms on opinions of North Warwickshire, Nuneaton and Bedworth Health Care Services by Friday 12 th September to communications@ardencsu.nhs.uk or post directly to: Nadine Pearson, NHS Arden CSU, Communications & Engagement, Westgate House, Warwick CV34 4DE	<i>Forms to be returned by 12th Sept</i>	ALL
	PB requested that all the work done at this meeting around people's opinions on health care services happens and has an impact on Commissioning Intentions. KA responded assuring that feedback would be reported and used.		KA
8.5	LH reminded the group of the next NHS WNCCG board meeting, Thursday 25 th Sept at 10.30am in the Town Hall, Nuneaton. In response to an issue raised, SO assured the group he will raise the question of car parking charges/issues at one of the forthcoming GEH board meetings on their behalf.		SO
9.	Close		
10.	<p style="text-align: center;">Date of next meeting: Monday 3rd November 2014 – 6:30-8:30pm George Eliot Hospital GETEC Seminar Room 2/3</p> <p style="text-align: center;">2015 dates: Monday 12th January 2015 Monday 2nd March 2015 Monday 11th May 2015 Monday 6th July 2015 Monday 7th September 2015 Monday 2nd November 2015</p>		