

NHS Warwickshire North Clinical Commissioning Group
Patient Group Forum
12th January 2015, 6:30pm - 8:30pm
George Eliot Hospital, GETEC, Raveloe Conference Room.

Draft minutes

Attendees:

Lesley Hill (LH) Chair	Bulkington Surgery	Joan Baber (JB) & Pete Baber	The Old Cole House
Andrea Green (AG)	NHS Warwickshire North CCG	Hay Sharma (HS)	Whitestone Surgery
Terry Spicer (TS) Deputy Chair	Arbury Medical Centre	Maurice Charley (MC)	George Eliot Hospital PAF
Sheila Hinds (SH)	Chancery Lane Surgery	Peter Eltringham (PE)	George Eliot Hospital MAP
Stan Orton (SO)	Dordon and Polesworth Surgery	Len Makin (LM)	Healthwatch Warwickshire
Sib Mohamed (SM)	Dr Chaudhuri's Surgery	Karen Ashby (KA) Patient & Public Involvement	Warwickshire North CCG
Betty Rossi (BR)	Queens Road Surgery (Dr Henderson)	Fleur Blakeman (FB)	NHS Warwickshire North CCG
Alan Nicholls (AN)	Dr Reily & Partners (Bedworth HC)	Jenni Northcote (JN)	NHS Warwickshire North CCG
Christine Pfeiffer (CF)	Grange Medical Centre	Dan Ibeziako (DI)	NHS Arden CSU
Bill Nicklin (BN)	Manor Court Surgery	Nadine Pearson (NP)	NHS Arden CSU
Jeff Higgs (JH)	Old Mill Surgery	Ham Patel (HP) General Manager Arden Division	WMAS
Jean Thomas (JT)	Pear Tree Surgery	Aston Watkins (AW) Area Manager for Coventry Central & North Warwickshire	WMAS
Hilda Gledhill (HG)	Pear Tree Surgery	Ken Pritchard	Rugby Road Surgery
Rashida Suleman (RS)	Riversley Road		

Apologies: Diane Kent, Whitestone Surgery
Kishor Pala, Stockingford Medical Centre
Barbara McNaught, Station Street Surgery
David Frankum, Dr S Singh & Partners
Gill Davis, Atherstone Surgery
Jane French, Chancery Lane Surgery
Paul Bonner, Manor Court Surgery

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 Ham Patel and Aston Watkins from West Midlands Ambulance Service (WMAS), new member Rashida Suleman and Hay Sharma who were deputising for Di Kent.</p>		
2. 2.1	<p>Minutes of the last meeting</p> <p>The minutes were agreed with the following amendments:</p> <ol style="list-style-type: none"> 1. Page 4, item 3.1 to remove the word “for” from 7th line in paragraph. 2. Page 5, items 4.2, 4.3 and 4.5 to add FB reported back at previous meeting as she was not present. 3. Page 8, item 5.2: should read: DK shared the work that was underway at the Whitestone Practice in that they were preparing to survey Carers of Dementia patients. 4. Page 11, point 8.1, 4th point should be changed from WNPPF to WNPGF. <p>Matters arising</p>		
2.2	<p>Problems contacting the Physiotherapy department and blood tests department by telephone - LH raised the question should this have been added to the Issue Log from the January 2015 meeting and was anyone going to report back on this. SO reported that he had spoken with Kath Kelly and John Thompson following Dordon and Polesworth Surgery raising this issue. The surgery have carried out a number of tests on these services and communicated the results to John Thompson, Acting DOP at GEH. SO still waiting a response and will chase John Thompson.</p>	<p><i>SO to report back to members at March 2015 mtg</i></p>	<p>SO</p>
2.3	<p>Reduced car parking charges - SO raised the question of car parking charges with Les Stone at the recent board meeting and is waiting feedback. SO will report back to group at the next PGF meeting.</p>	<p><i>SO to report back at March 2015 mtg</i></p>	<p>SO</p>
2.4	<p>LH apologised to the group for not adding the information of previous events to the PGF member’s forum of the website. She will ensure future meetings be added.</p>	<p><i>LH will put info on members forum</i></p>	<p>LH</p>
2.5	<p>PE reported following the last PGF meeting he still hadn’t been contacted by anyone from the Diabetic Super Six group and this was not reported in the minutes. DI reported he had forwarded his details on to the group and will follow up on behalf of PE. PE was asked to contact with DI directly on this</p>	<p><i>DI and PE to liaise with each other</i></p>	<p>DI</p>

	matter.		
3.	West Midlands Ambulance Service (WMAS)		
3.1	<p>HP and AW introduced themselves, their responsibilities and the area they cover. They went on to answer member's questions which had been forwarded on behalf of the PPG's in advance of the meeting on the West Midlands Ambulance Service. Due to time restrictions they were unable to answer all of the questions. The last 4 questions (3 general ones and Accident 6th Dec 2013) were not answered/discussed.</p> <p>The group agreed that WMAS will send all completed questions with answers to DI. They will be distributed and sent with the draft minutes to members to share with their PPGs.</p> <p>LH thanked AW and HP on behalf of the group for feedback and attending the meeting.</p>	<i>DI to circulate and send with draft minutes to members</i>	<i>DI</i>
4.	CCG update		
4.1	<p>Camp Hill Walk in Centre</p> <p>AG is to meet with local MP Marcus Jones in regards to the Walk in Centre. NHS WNCCG is arranging to engage with the local people to discuss any concerns after the recent announcement in the press. AG will update the group at the next PGF meeting.</p>		AG
4.2	<p>NHS Warwickshire North CCG (WNCCG) future funding allocation</p> <p>AG fed back that the group may have recently seen in the news that WNCCG's two year funding allocation had been announced for year 2015/16. NHS England has changed their mind on the amount given, instead of the 1.9% increase, an extra 5% to bring the increase to 6.9%. AG explained that this looks a huge rise however this comes with extra services having to be bought directly by the CCG as NHS England will not be paying for them in the future. AG will update the group at a later meeting with more detail once she has more information and what impact this will have on the CCG.</p>		AG

5	Issues Log and update from local PPG groups and Healthwatch		
5.1	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 March 2015 meeting. Issue left open.	<i>MC will feed back at March 2015 mtg</i>	<i>MC</i>
5.2	2014.04 and 2014.05 – WMAS answered questions raised by members practices, however ran out of time before the last 4 questions, which were: “general and accident 6 th Dec 2013” could be answered. It was agreed with members at the meeting that the questions and answers will be circulated by email with the draft minutes for further clarity. FB to send copies of the latest ambulance service performance report to share with the group. DI will circulate with the draft minutes. Both issues are now closed.	<i>FB will circulate last figures on response times.</i>	<i>FB/AG/DI</i>
5.3	<p>2014.07- Prescription service at GEH. FB reported the CCG had raised this issue with the pharmacy however more clarity is needed on whether patients can go to their local pharmacy using hospital prescriptions.</p> <p>In response to the issue of not having drugs available on discharge FB reported the pharmacy at GEH does carry a large stock and restock regularly, but do admit they can get low on certain drugs which can be inconvenient. However they do endeavour to stock everything.</p> <p>FB reported the hospital are currently discussing a new discharge plan which will see a plan for patients starting from the time they enter the hospital including prescriptions for discharge, this is hoped will help alleviate any problems for patients having to wait on the ward and delaying their discharge. The group agreed this issue be closed. FB to go back for more clarity on prescription issue and feedback response to PGF.</p>	<i>FB response circulated with minutes</i>	<i>FB/AG</i>
5.4	<p>2014.09 - 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.</p> <p>Previously AG fed back that the CCG is meeting with Julia Grant, a consultant at GEH who also works at the Mary Ann Evans Hospice to discuss this issue and will bring outcomes of review in March 2015 back to group. Issue left open.</p>	<i>AG to feedback to group at March 2015 meeting</i>	<i>AG</i>

5.5	<p>2014.10 – X-Rays at GEH – concern over the time it takes for results getting to GPs. At Grange Medical Centre it is taking four weeks. Previously 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. Previously FB advised the results should not take four weeks and agreed to confirm working times. Previously AG fed back that the CCG is still working jointly with the Trust to get their reporting and testing improved. Issue left open.</p>	<p><i>AG to feedback to group at March 2015 meeting</i></p>	<p>AG</p>
5.6	<p>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. Previously FB reported care packages are being suggested to explain what to expect on discharge.</p>	<p><i>MC will update at May 2015 mtg</i></p>	<p>MC</p>
5.7	<p>2014.12 – Funding for Phoenix group and transport links. AG updated the group on actions the CCG has taken since the issue was raised. AG reported there wasn't at present an absolute solution to this issue however there had been actions put into motion. AG had met with members of Warwickshire CAVA and Pauline Wilkes, secretary of the Phoenix group in regards to support for the group and what could be offered, she has also met with local MP Marcus Jones who has shown interest in supporting the group. Two local councillors who have the portfolio of health have also shown interest in support as members of the North Warwickshire Partnership group of which AG is a member. Davina Key from Warwickshire CAVA has offered support and is currently working with the group, in addition the CCG has asked for help from Public Health.</p> <p>AG has received the news that Nick Darwin from Public Health is looking into getting grant funding of up to £5000 which has been identified, he hopes to finalise the bid shortly. However AG finished by saying there is no quick solution at present.</p> <p>HG added concern that there is no system for referring newly diagnosed patients and carers to sources of support.</p>	<p><i>AG will update at March 2015 mtg</i></p>	<p>AG</p>
5.8	<p>LH asked representatives for any new Issues:</p> <p>No new issues were raised.</p>		
5.9	<p>Representatives feedback:</p> <p>JT fed back that the Pear Tree Surgery has started their own Issues Log with action plans.</p>		

6	Chairperson's report		
6.1	LH reported that since the last meeting she has represented the PGF at NHS WNCCG board meeting on 27 th November 2014 held in Coleshill. LH was disappointed not to see more members of the public attending and reminded the group that this meeting was open to everyone.		
6.2	<p>LH also attended the GOLD (Growing Older and Living with Dementia) on 18th November 2014 at the GETEC Training Centre, George Eliot Hospital hosted by Coventry and Warwickshire Partnership NHS Trust. A free event for patients, carers and health professionals, including stands, expert presentations, question & answer sessions, support and advice, meet the experts, networking.</p> <p>LH reported the Trust put a lot of effort to create a programme of 8-9 presentations on Dementia, but it was very evident that their understanding from patients' and carers' perspectives remains poor. HG also attended the event and added there is a total lack of support for carers and patients. FB fed back that there was a naivety by the organisers and that from feedback since and on the night the Trust has taken all feedback on board. Communication was not good, resulting in confusion.</p>		
6.3	LH and KA will attend a meeting on Wednesday 13 th January 2015 which will be attended by Healthwatch Warwickshire and lay and patient representatives from local NHS CCG's in the county held by Warwickshire County Council. The topic is the Health and Wellbeing Strategy, their commissioning priorities, and how they can capture the voices of patients and the public.		
6.4	<p>Coventry and Warwickshire Partnership Trust are holding events across North Warwickshire on the changes to Mental Health Care which are open to everyone on:</p> <p>Rugby - Wednesday 28 January 2015 - 10am - 3pm - Benn Hall, Newbold Road, Rugby CV21 2LN;</p> <p>Mancetter - Tuesday 3 February 2015 - 10.30am - 3pm - St Peters Church, school room, Mancetter CV9 1NH;</p> <p>Coventry - Thursday 26 February 2015 -10am - 3pm - The Pod, 1A Lamb Street, Coventry CV14AE;</p> <p>Stratford-upon-Avon -Tuesday 3 March 2015 - 10am - 3pm - Stratford ArtsHouse,14 Rother Street, Stratford-upon-Avon CV37 6LU,;</p> <p>Nuneaton - Wednesday 11 March 2015 - 10am - 3pm - Chase Hotel, Higham Lane, Nuneaton CV11 5DN;</p>	<p><i>DI to put poster advertising events onto members forum of website</i></p>	

	<p>Coleshill – Wednesday 18 March 2015 -10am – 3pm - Coleshill Town Hall, High Street, Coleshill B46 3BG;</p> <p>Leamington Spa - Wednesday 25 March 2015 - 10am - 3pm - Dormer Conference Centre, St Peters Presbytery, 3a Dormer Place, Leamington Spa CV32 5AA.</p> <p>For further information and to book a place, please contact Ian Yates on 024 7658 8848 or email Ian.Yates@covwarkpt.nhs.uk For further details on mental health services in Coventry and Warwickshire, please visit www.covwarkpt.nhs.uk.</p>		
7.	GEH Patient Advocacy Forum update		
7.1	SO reported that every GP surgery in the Warwickshire North area had been issued with a brochure highlighting services available at the George Eliot NHS Trust and asked members to check that their surgeries had received them as Kath Kelly is keen to know these have been received.		
7.2	SO reported at December 2014 GEH board meeting the new Head of Communications for the Trust presented on the improvement planned for internal and external communication for the hospital as these had not been very good for six months. The aim is to improve and keep the website updated trying hard to ensure that both “At a Glance”, the fortnightly e-bulletin for staff, and “Bleep” which is updated and sent twice yearly goes to membership groups and all staff areas.		
8.	Any other business		
8.1	PE requested that the issues log be produced in a different paper size due to difficulties with the font size and not everyone being able to print on A3. DI agreed to resize for the next PGF meeting.	<i>DI to redesign form and send with papers for the March 2015 mtg</i>	<i>DI</i>
8.2	Members agreed to continue to hold future PGF meetings in the Raveloe Conference Room at GEH.		<i>ALL</i>
8.3	KA advised members that LH will have completed her term in office as chair of the group in March 2015 after two years in post for which she thanked LH. LH has not decided if she will stand at present. KA advised that anyone can nominate themselves by writing a short statement on why they think they would be suitable to be chair. Closing date for nominations is Monday 16 th February 2015 and there can only be one vote per PPG. Please send all nominations to: Communications@ardencsu.nhs.uk	<i>Nominations by 16th Feb 2015</i>	<i>ALL</i>
8.4	LM reported that Warwickshire Healthwatch are carrying out a GP access survey across the county again which they will	<i>LM and DI to circulate</i>	<i>ALL</i>

<p>8.5</p> <p>8.6</p>	<p>compare with their 2013 result. The survey will be sent out electronically. LM bought a few hard copies of the survey with a freepost address which were circulated to the members and requested the PPG representatives take to their PPG groups. LM to discuss with DI on the best ways to send / circulate surveys The surveys need to be returned by the end of February 2015.</p> <p>RS asked if the Friends and Family test were still being used in hospitals as a member of the Riversley Road practice had been in hospital and not asked to fill one in at discharge. JH agreed following his own experience.</p> <p>KA asked both to feed this back to WNCCG as she has had reassurance from GEH that all patients were being asked to complete FFT. KA asked representatives to send specific details of the patients to DI if they are happy to divulge their information. Add to issues log.</p> <p>FB announced she will be leaving the CCG in February 2015.</p>	<p><i>RS and JH send specific details to DI</i></p>	<p><i>DI</i></p>
<p>9.</p>	<p>Close</p>		
<p>10.</p>	<p>Date of next meeting: Monday 2nd March 2015 – 6:30pm-8:30pm in Raveloe Conference Room, GETEC building at George Eliot Hospital 2015 future dates: Monday 11th May Monday 6th July Monday 7th September Monday 2nd November</p>		<p>ALL</p>