

## Minutes

### South of Butser Locality Patient Group

Held on Thursday 13<sup>th</sup> July 2017 in the Meeting Room, Cowplain Family Practice  
from 12.30pm

	<b>Attendees</b>
	Norman Proudfoot      Chair/Rowlands Castle Surgery
	Caroline Footman      Deputy Chair/Horndean Surgery
	Nalin Deshpande      Bosmere Medical Practice
	Owen Collett      Bosmere Medical Practice
	Joan Elliott      Oaks Healthcare (formerly Cowplain Family Practice)
	Melanie Fitzgerald      The Elms Practice, Hayling Island
	Sally Corbett      The Elms Practice, Hayling Island
	Annie Strudwick      Emsworth Surgery
	Jim Strudwick      Emsworth Surgery
	Steve Southwell      Homewell.Curlew Practice, Havant
	Margaret White      Clanfield Surgery, Horndean
	Brenda Woon      SEH CCG
	Guest Speaker Keeley Ellis, Head of Primary Care
<b>1</b>	<b>Welcome and Introductions</b>
1.1	<b>Welcome and Apologies</b> Apologies were received from Tony Harland-Jones, Phil Maddocks and Nick Wilson
1.2	<b>Minutes from meeting held on 4<sup>th</sup> May</b> The minutes were approved as an accurate record, agreed by Caroline and seconded by Joan
1.3	<b>Summary of Actions and Matters Arising</b> Dr Emma Nash was invited to the meeting but was unable to attend
1.4	<b>Requests for any other Business</b> No requests were made

2	Focus item
2.1	<p data-bbox="263 271 746 304"><u>Improving Access to GP Services</u></p> <p data-bbox="263 309 1342 378">Keeley explained that GP extended access is part of the Five Year Forward View (see link below)</p> <p data-bbox="263 383 1382 416"><a href="https://www.england.nhs.uk/2017/03/next-steps-on-the-five-year-forward-view/">https://www.england.nhs.uk/2017/03/next-steps-on-the-five-year-forward-view/</a></p> <p data-bbox="263 454 1062 488">Keeley's presentation is attached and embedded below:</p> <div data-bbox="331 533 400 595" style="text-align: center;">  </div> <p data-bbox="268 595 467 645">GP Extended Access - CEC.pdf</p> <p data-bbox="263 696 1358 949">Fareham and Gosport and South Eastern Hampshire CCGs are in a transformation area and are one of the first areas to be involved in GP extended access together with Southampton and Lymington who have had these services for 12 to 18 months. Other CCG areas will be in the second phase. Our CCGs were given additional pump priming money to get the service started by the 1<sup>st</sup> April 2017. Some practices are already providing a service on Saturdays. There needs to be 100% coverage by 30<sup>th</sup> September.</p> <p data-bbox="263 987 1398 1317">In the funding, NHS England asked the CCGs to provide additional 1.5 hours per day for GP practice appointments from Monday to Friday, 6.30 – 8.00pm. This service will include nurses, HCAs, paramedics and pharmacists. Also included is weekend pre-bookable and same day appointments on Saturdays and Sundays to meet local population need. The CCG has to justify to NHS England why it has selected the times of 8.00 – 4.30pm for Saturdays and 8.00am to 1.00pm for Sundays. There is a fortnightly call to NHS England as the CCG is held to account for delivery of this additional service. Keeley said she will feed back patients' comments on this service at a later date to the LPG.</p> <p data-bbox="263 1355 1390 1424">NHS England has a national tool to measure the activity of appointments made and those taken up.</p> <p data-bbox="263 1462 1406 1644">The sites where extended access will take place are: Gosport War Memorial Hospital, Fareham Community Hospital, Petersfield Community Hospital, Oak Park and Waterlooville Health Centre. There is still work to be done at Oak Park Community Clinic which is not yet fit for purpose and as an interim; Havant Health Centre will be used.</p> <p data-bbox="263 1682 1394 1830">There may be a need to consider a satellite site for Bordon. Hayling Island GPs do not want a satellite site. Most practices are using the EMIS clinical system to enable all to access one patient record but Cowplain Village Surgery and Emsworth Surgery do not have this system at the moment.</p> <p data-bbox="263 1868 1390 2029">The response from some of the LPG Members was quite vociferous, and unfortunately some forgot the normal meeting protocol, which is to raise any questions through the Chair or Deputy Chair. Norman and Caroline reminded the Members of our meeting protocol to try and ensure questions were taken in</p>

	<p>turn and were suitable for the subject being discussed.</p> <p>Norman has asked Brenda to add the reminder about meeting protocols into the minutes.</p>
3	<p><b>Standing Items – Regular Updates</b></p>
3.1	<p><b>Feedback from PPG representatives</b></p> <p><u>Horndean Surgery</u> – Caroline Footman  The focus at the last PPG meeting was on the Child and Adolescent Mental Health Services (CAMHS) which was a result of the feedback Caroline gave from Lisa Cully’s presentation at the SBLPG meeting on 4<sup>th</sup> May. There were lots of contributions from the members of the PPG on this subject.</p> <p>Some members of the LPGs are involved in the Mental Health Forum. Steve Southwell is Chair and Caroline and Linda are also on the forum. Richard West from the Fareham LPG is also a member. The idea is to keep the meeting small. Steve extended the invitations as there were no service users attending the meeting. In attendance was Dr Emma Nash, Mental Health Lead for the CCG, Steve Loe, Senior Commissioning Officer, Mental Health Services, Elizabeth Kerwood, Pat Shirley, Nick Wilson, Havant and Solent MIND, Gosport Voluntary Action and Community Action Fareham.</p> <p>The purpose of this forum is to give input to the CCG on the state of the mental health community provision. The short term focus is to feed into the MCP community mental health service specification (embedded below). This is required by the end of July with the idea being to drill down service user feedback to influence the service specification.</p> <div data-bbox="336 1294 400 1357" data-label="Image"> </div> <p>NEW - Single service spec - DRAFT v3.doc</p> <p>The longer term objective of the forum is to capture service users’ input for feedback to the CCG which will be fed upwards to the Community Engagement Committee and subsequently the CCG Board.</p> <p><u>The Elms Practice</u> – Melanie Fitzgerald  The way blood tests are carried out is now changing as there has been an increase in rejected tests due to the time it took for the nurses to fill in forms. Patients will now be given two sheets of A4 paper to populate their details and name and address labels to fill in. This will create a 30% time-saving for the surgery.</p> <p>The surgery has a growing number of volunteers (85) who use a tiny room in the surgery as their base. NHS Property Services have requested a charge of £1,600 per annum for the use of this room. The volunteers take patients to hospital and drive them home. They offer a much needed service. Melanie is</p>

	<p>to contact Keeley Ellis and Tim Houghton about this to see if anything can be done.</p>
3.3	<p><u>Oaks Healthcare (formerly Cowplain Family Practice and Queenswood Surgery – Joan Elliott</u>  No PPG meeting has taken place recently so nothing to report. However, now the merger with Queenswood has taken place, the trading name has now changed to Oaks Healthcare.</p>
3.4	<p><u>Homewell.Curlew Practice – Steve Southwell</u>  The PPG meeting was held on 28<sup>th</sup> June. The first edition of the patient newsletter has been published. Hard copies have been laminated and distributed in waiting rooms. A soft copy will be distributed to patients in the virtual group. The next issue is planned for September/October. The PPG email address is published on the newsletter. No emails have been received so far.</p> <p>Surgery layout – building work out to tender. There is a planned re-launch date for September.</p> <p>The practice has recruited a pharmacist who will handle urgent enquiries from patients and assist the GPs in medication management. The practice has also recruited two new admin support staff to support IT and operational admin.</p> <p>Implementation of Footfall is progressing – this is an online patient support system website replacement) incorporating eConsult and signposting to other agencies.</p>
3.5	<p><u>Bosmere Medical Practice – Nalin Deshpande</u>  The last PPG was held on 24<sup>th</sup> May and the next meeting is 19<sup>th</sup> July. There was discussion on fundraising initiatives. There is a new PPG member on board to look at fundraising. The working group meeting has been held. Issues identified with identifying needs, viable projects and governance and resourcing.</p> <p>Improvements to Practice website. Utilisation of skills experience on PPG team. Google analytics applied to understand who, what, when and how the web site is accessed. Existing site remodeled for mobile access. Plan to develop a replacement website including cost sharing with Homewell.</p> <p>Bosmere based surgery signposter initiative to be reviewed due to low demand and a reduction of volunteer resources.</p>
3.6	<p><u>Emsworth and Westbourne surgeries – Jim Strudwick</u>  The surgery has been trying to secure a new practice in Emsworth at the Emsworth Victoria Cottage Hospital for a decade. Despite many meetings, including the CCG and Havant Council, the doctors, administrative staff and PPG, our efforts have been frustrated for similar reasons to those mentioned in</p>

	<p>3.2 the Elms Practice concerning NHS Property Services.</p> <p>The partners have been revisiting land to the north of Emsworth, at Redlands, a large new estate with the offer of land and parking space for a substantial surgery which would cater for the current rising population numbers and the anticipated numbers of prospective patients from the numerous new developments in the area. The developers are being totally supportive. The town's small surgery would close as would the Westbourne branch surgery, which is a short distance from the proposed new development.</p> <p>After initial discussions with the practice, the PPG are supportive and will help the Practice seek the opinions of the practice population and will actively work alongside them.</p> <p>The PPG's next health education talks will take place on Wednesday 27<sup>th</sup> September at St. James' Church, by a Paramedic, Nick Brunt, on essential first aid measures ranging from stings, scalds through to strokes and sepsis, signs, symptoms and treatment. Members of other surgeries are welcome to attend.</p> <p>3.7 <u>Clanfield Surgery – Margaret White</u> The last PPG was held on 25<sup>th</sup> May. Discussion took place concerning the new appointment system.</p> <p><u>Rowlands Castle Surgery – Norman Proudfoot</u> The PPG meeting will be held next week.</p>
<b>4</b>	<b>Actions from this meeting</b>
4.1	All to send Keeley Ellis what PPG they represent and how many males/females are on the group.
4.2	Keeley to provide patients' feedback on the additional hour's service.
<b>6</b>	<b>Dates of Next Meeting</b>
	<ul style="list-style-type: none"> <li>• 7<sup>th</sup> September</li> <li>• 9<sup>th</sup> November</li> <li>• 18<sup>th</sup> January 2018</li> <li>• 8<sup>th</sup> March</li> </ul>