

Minutes

South of Butser Locality Patient Group

Held on 4th May, 2017 in the Meeting Room, Cowplain Family Practice
from 12.30pm

Attendees	
Norman Proudfoot	Chair/Rowlands Castle Surgery
Caroline Footman	Deputy Chair/Horndean Surgery
Nalin Deshpande	Bosmere Medical Practice, Havant
Owen Collett	Bosmere Medical Practice
Joan Elliott	Cowplain Family Practice
Steve Southwell	Homewell.Curlew Practice, Havant
Ann Tate	The Elms Practice, Hayling Island
Margaret White	Clanfield Surgery, Horndean
Brenda Woon	Engagement and Partnership Manager, CCG
Mike Peters	Chair of PPG, Swan Surgery, Petersfield
Guest speaker:	Lisa Cully, Senior Commissioner, NHS West Hampshire CCG
1	Welcome and Introductions
1.1	<p>Welcome and Apologies</p> <p>The Chair welcomed Mike Peters from Swan Surgery, Petersfield, who will be attending future meetings, and Lisa Cully, guest speaker</p> <p>Apologies were received from Nick Wilson, Tony Harland-Jones, Phil Maddocks and Linda Bumford</p>
1.2	<p>Minutes from meeting held on 9th March</p> <p>It was noted that Ann Tate was not in attendance and Steve Southwell did attend, but arrived late. Otherwise the minutes were approved as an accurate record, agreed by Margaret and seconded by Joan</p>
1.3	<p>Summary of Actions and Matters Arising</p> <p>All actions have been completed</p>
1.4	<p>Requests for any other Business</p> <p>Nalin requested more information about the deployment of hubs and Margaret mentioned the cessation of the ear syringing service at Clanfield Surgery. The Chair asked the members to raise these issues with Nick Wilson on his return.</p>

2	Focus item
2.1	<p>Report to LPG on National Role – Caroline Footman</p> <p>I am one of about 70 patient and public voices (ppv) appointed for the Five Year Forward view. We are invited to take part in various events, expenses paid, and for most of which there is an honorarium offered - £150 or £75 for a half day. These are taxable. There are usually between 2 and 6 patients at each event. I have been to Birmingham, but most are in London for me, or Leeds; about 10 in last 18 months, including interviewing, role play and conferences/presentations. Participants are selected on various criteria, including a mixture of demographics such as age, life and health/care experiences, geography, and specific skills. I've also done an online and practical course on Facilitation and Engagement in the Health and Social Care Environment. I may be asked to do some training of new recruits and have mentored a new interviewer and written articles on Vanguard initiatives. I've attended 3 recent events in London:</p> <p><u>In Conversation with Don Berwick</u> at King's Fund – he's a visiting fellow from US and this was during a 4-day visit to projects in Morecombe Bay, Wakefield and Sutton. The focus was on 'delivering transformation at scale and spreading learning to help achieve it'.</p> <p>A high-powered panel and, more useful, 'breakout' sessions. I attended two from N and E Hants Vanguard and Frimley Health NHS. I was one of 5 patient reps and I was asked to do a Vox Pop on the event.</p> <p><u>New Care Models (Vanguards) – workforce re-design.</u></p> <p>Speakers and 'world café' of which IoW was the most relevant – Age UK contracted to support residents in their homes, which ties in with pre-frailty project I'm involved with locally. I've been invited to visit.</p> <p><u>PPV partners' expenses and involvement review</u> – much more varied participation of 6 patients, but 6 no-shows. Anyhow, we made our points forcibly and they are re-considering the policy to try to address problems of barriers to wider recruitment, recognition, location and communication.</p> <p>I've also applied for a role as PPV expert on the Mental Health Independent Advisory and Oversight Group – watch this space.</p> <p>I am happy to discuss participation, as I've been asked to suggest new people to widen the range. We are free to apply or not for each opportunity.</p>
2.2	<p>Update on the Child & Adolescent Mental Health Services (CAMHs) – Lisa Cully, Senior Commissioner, NHS West Hampshire CCG</p> <p>Lisa informed the committee that 'CAMHs' is a generic term used for all children's mental health services but actually includes tiers one to three in Hampshire. Sussex Partnership provides our specialist Tier 3 CAMHs service with voluntary organisations providing Tiers one to two. These services now receive extra ring-fenced funding and each CCG is allocated this extra funding based on their population size. North East Hampshire and Farnham CCG is</p>

the lead commissioner.

A copy of the CAMHS Finance Schedule was handed out to the Committee covering 2016/2017.

Lisa explained that the Tier 1 service is for self-help and self-management. Tier 2 is for services provided by the GP and primary care, schools and the voluntary sector. Tier 3 offers specialist mental health input. These three services are commissioned by NHS West Hampshire CCG. The Tier 4 service is commissioned by NHS England and offers inpatient beds for children needing hospital support.

Eating Disorder

An extra £965k recurring funding has been allocated to the Sussex Partnership and this is now up and running and offering a wait of one week for appointment and two weeks for treatment. There is constant pressure to recruit staff as agencies are offering more money for their staff. In the north east area, staff are leaving and working in London where they are entitled to the London weighting allowance. An additional waiting list initiative of £683k has been added to the recurring funding.

The previous CAMHS waiting times were eight weeks to assessment, 12 weeks to treatment. The tender is now four weeks to assessment and eight weeks to treatment. All of the children in the system have now been seen and assessed.

A non-recurrent funding of £110k has been allocated to the Improving Access to Psychological Therapies (IAPT) service. This offers a low-level talking therapy service. £60k non-recurrent funding has been allocated to IT innovations. Other investments from Future in Mind are £795k to No Limits, £400k to Barnado's and £100k to Hampshire County Council (HCC). There is an IT chat tool where the text is sent straight to the school nurse. The CCG now commissions a Tier 2 service for five – 18 year old children via No Limits. They offer group sessions or a one-to-one service. Barnardo's have a parenting support service for challenging behaviour. HCC offer 'Frankie Workers' counselling service for children who have suffered from sexual abuse.

There is also an unallocated, non-recurrent fund of £40k (20k for Sussex Partnership Trust and £20k for Hampshire Parent Carer Network (HPCN)). This is a collaborative between the above two organisations to offer support and coping skills for parents. This initiative aims to help reduce the Tier 3 waiting times. There are 300,000 5-18 year olds in Hampshire and of those, 100,000 children would need the Tier 3 service. There are 37 children in the Tier 4 service who would need an inpatient bed. Children are being sent to Birmingham and Scotland as regionally the service is not able to provide local beds. The unit at Leigh House, Southampton has 6-8 beds available and covers Southampton, Portsmouth, Isle of Wight and Hampshire. NHS England has written to the Directors of Finance to put forward bids to take Tier 4 provision into the CCG. Lisa will feedback the outcome of this STP bid to the Committee at a later date.

	<p>1600 children are seen per month and 60% of all contacts are for autism and ADHD and need a spectrum condition assessment.</p> <p>The STP will be looking at the autism service across Hampshire as there is not enough staff to deal with the volume of referrals. Some children are waiting 15 months to be assessed.</p> <p>Section 136 is for psychotic incidents where the police are involved and the child will be taken to a place of safety by the Medisec ambulance service who is commissioned to do this. A full assessment will take place by an acute mental health professional. The places of safety are St James Hospital, Portsmouth, Elmleigh, Havant, Parklands, Basingstoke and Leigh House, Southampton. It is the responsibility of these organisations to contact family/carers of the child involved.</p> <p>Lisa shared her email address with the group: lisa.cully@nhs.net</p> <p>The Chair thanked Lisa for her presentation.</p>
3	Standing Items – Regular Updates
3.1	<p>Feedback from PPG representatives</p> <p><u>Horndean Surgery</u> – Caroline Footman The PPG meeting takes place next week so nothing to report</p> <p><u>Rowlands Castle Surgery</u> – Norman Proudfoot No PPG meeting has taken place recently so nothing to report</p> <p><u>Clanfield Surgery</u> – Margaret White No PPG meeting has taken place recently so nothing to report</p> <p><u>Cowplain Family Practice</u> – Joan Elliott The merger with Queenswood Surgery happened on 1st April but unfortunately the computer system will not be compatible until the middle of June which is obviously causing a few teething problems. However, all the staff continue to work really hard to provide an ongoing excellent standard of care for the patients. As discussed previously, Cowplain Family Practice, along with two other surgeries, have been taking part in a trial of using paramedics instead of GPs for some home visits. This experiment had proved very successful with extremely good feedback from both the patients and the GPs. Sadly, the funding has now been withdrawn so the service has had to stop. The surgery is now deemed Dementia Friendly. The PPG were delighted to welcome two members of the Queenswood PPG to the meeting along with a member of their clerical staff. This gave members the opportunity to have a very lengthy discussion about the future of the two groups. It was unanimously decided that the PPG join forces and become one group. This will mean some readjustments need to be made as for instance the Queenswood PPG usually hold their meetings in the evenings because several</p>

members are working during the day, and Cowplain PPG have always held its meetings during the morning. It was agreed, to be fair, times of meetings will be alternated. There will be hard work ahead to bring the PPGs together and make it work.

Bosmere Medical Practice – Nalin Deshpande

The last PPG meeting was held on 15th March. The group has a new member who will look at fundraising opportunities/practice to consider possible requirement areas.

The revised appointment system (on the half day only other than slots reserved for online and GP follow-ups), continues to provide improvement to practice workload and reduction in DNAs. Three stage DNA letter procedures are now established. Stronger tone to reminder texts for appointments is in place. Surgery signposter demands continue to be low, this will be reviewed next month.

The latest patient survey showed that the Bosmere phlebotomy service is rated high (5%). The major gaps were between patient expectation and experience relating to practice appointment systems and communications.

There is a debate on the potential issue with additional data sharing requirements to HHRA. Bosmere has not yet implemented this.

Two new GPs are starting in March and July.

There will be a resource issue in April for the Vanguard funding for a MIND counsellor for Bosmere and Homewell Practices.

GPs have concerns about the inadequate support in the locality for mental health patients.

Elms Practice – Ann Tate

The PPG met on Monday 27th March. The guest speaker, Dr Eleanor Reid from QA Hospital explained the work of the frailty group in identifying vulnerable patients and, as a team, addressing their various needs. Members were very impressed with this supportive approach.

Mike Baker, a member of the PPG, outlined his work as a board member of Healthwatch Portsmouth. He explained the structure of the organisation and its relationship to government. He illustrated his talk by speaking of issues in which he had been involved.

Finally Chair, Melanie Fitzgerald, gave her report on the LPG meeting of 9th March.

Update from the surgery – funding has been secured for additional training of all receptionists following the many changes they have adopted in delivering the service. Also local voluntary services are now based in the surgery building. The team offers a range of services and information.

Homewell.Curlew Practice – Steve Southwell

The Practice has had a new branding and layout. It is planning to re-launch itself as the Havant Medical Group in September. This will coincide with some re-arrangements to the Surgery reception area and call centre.

There will be a new triage system involving a multi-disciplinary team at peak demand periods. This will consist of a clinician, pharmacist and paramedic.

The intention is to route calls to the correct service. This is in response to the potential loss of four GPs by September due to retirement, maternity leave and

	<p>loss of locums. The practice is considering using a new technology solution to handle web-based contacts called FootFall. There will be a demonstration in the surgery tomorrow. The PPG is preparing a draft newsletter including current topics of interest including parking, layout changes and STP. A clinical corner would include articles from clinicians on health care topics.</p> <p><u>Swan Surgery, Petersfield</u> – Mike Peters Mike informed the group that the Swan Surgery is merging with Liphook Village Surgery and will in future be known as the Swan Medical Group.</p> <p><u>Post meeting note</u> The SEH Community Engagement Committee meeting was held on 12th April and the focus items were:</p> <ol style="list-style-type: none"> 1. Current and future developments in GP practices by Jo Hockley, Practice Manager at Queenswood Surgery. 2. Recent/current NHS developments – NHS Five Year Forward View, CCG Partnership, Southern Health Foundation Trust (SHFT Strategic Direction – Tom Westbury 3. Your Big Health Conversation – Elizabeth Kerwood
4	Actions from this meeting
4.1	As Dr Emma Nash was unable to attend this meeting, Brenda will re-invite her to a future meeting
5	Future Potential Agenda Items
	As above 4.1
6	Dates of Next Meeting
	<ul style="list-style-type: none"> • 13th July • 7th September • 9th November • 18th January 2018 • 8th March