

Minutes

South of Butser Locality Patient Group

Held on 7th September 2017 in the Meeting Room, Cowplain Family Practice
from 12.30pm

Attendees	
Norman Proudfoot	Chair/Rowlands Castle Surgery
Joan Marsh	George & Dragon Surgery, Emsworth
Steve Southwell	Homewell.Curlew Practice, Havant
Jim Strudwick	Emsworth Surgery
Ann Tate	The Elms Practice, Hayling Island
Owen Collett	Bosmere Medical Practice, Havant
Brenda Woon	Engagement & Partnership Manager, CCG
Mike Peters	Swan Surgery, Petersfield
David Lee	Badgerswood/Forest Surgery, Headley & Bordon
Sue Clarke (guest speaker)	Head of Workforce & Education F&G/SEH CCGs
1	Welcome and Introductions
1.1	<p>Welcome and Apologies The Chair welcomed Sue Clarke, Mike Peters and David Lee to the meeting. Apologies were received from Tony Harland-Jones, Nick Wilson, Phil Maddocks, Caroline Footman and Joan Elliott</p>
1.2	<p>Minutes from meeting held on 13th July 2017 3.1 Correction under Steve Southwell's Mental Health Forum report. Should read: Steve extended the invitations as there were some service users present but the meeting would benefit from having more. Otherwise the minutes were approved as an accurate record, agreed by Jim and seconded by Steve.</p>
1.3	<p>Summary of Actions and Matters Arising The Chair welcomed Mike Peters and David Lee to the Group who both gave an update on their PPGs' activities. David asked members if they would like to share their email addresses with him and then he would circulate copies of his PPG quarterly newsletter.</p>
1.4	<p>Requests for any other Business Brenda updated the Group concerning a proposal made to the Practice Managers Clinical Advisory Group to receive their ideas on how we can better engage with patients and PPGs. The proposal is being shared with the Practice Managers Forum today and results will be shared with the Group.</p> <p style="text-align: right;">Action: BW</p>

2	Focus item
2.1	<p><u>Mental Health Forum update – Steve Southwell</u> Steve handed out copies of a presentation, explaining why the Forum has been formed and detailing the Terms of Reference, Membership, Initial Objective & Deliverables, Key Findings and Actions. The next meeting will be held on 29th September to review the updated draft of the service specification, to set up a network of user groups to provide input to the main forum and to involve Learning Disability services.</p>
2.2	<p><u>Primary Care Workforce – Sue Clarke, Head of Workforce & Education</u> Sue described the changes happening across the NHS to make the NHS sustainable in the face of changing patient and workforce demographics. Key papers described are The Five Year Forward View and the General Practice Forward View. The lower numbers of GPs, raising GP workloads and the difficulty recruiting to GP posts was discussed and the GP 10 Point Plan that was published partly in response to this. The Roland Report was described as the first publication that made a number of recommendations relating to the non-medical (all professions except doctors and dentists) workforce in primary care. The roles discussed were advanced (nurse) practitioners, clinical (nurse) specialists, physicians associate, nurse associates and clinical pharmacists that we will see emerging in primary care over the next few years. Sue also discussed how the CCG is going to sustain the primary care workforce in part by having student nurse placements in primary care and encouraging and supporting primary care to offer posts to newly qualified nurses. Questions were asked about the mental health workforce. Sue let the group know the work on the mental health workforce was emerging and ongoing. The aim is to have access to mental health practitioners in primary care, at this moment in time it is not clear what these roles will be. One possibility is the role of the IAPT service (improving access to psychological therapies) and PWP (psychological wellbeing practitioner) in primary care. The value of mental health nurses in primary care was discussed. There was a second question about the role of the medical assistant (Sue had mentioned this as an emerging role). Sue described the role and offered to send a link to a YouTube video developed by Health Education England North West which describes their development of this new role - https://www.youtube.com/watch?v=T-GVx4dcRPw. The Wessex area is currently scoping primary care vision of the role to inform development of a programme. A discussion took place throughout about how patients will need to be educated / informed about, accept and get used to these new roles.</p>
3	Standing Items – Regular Updates
3.1	<p>Feedback from PPG representatives <u>Bosmere Medical Practice – Owen Collett</u> Two members attended a noise at night patient survey at Queen Alexandra Hospital. Owen found it interesting and thought it was helpful for patients to attend a different forum. The patients completed the questionnaire with the volunteer. The results are awaited.</p>

A new digital website in alliance with the Homewell and Staunton Practices is being launched on 1st September. There will be numerous forms (on-line) for patients to complete which will save them from phoning the practice. Bosmere is the coordinating practice for the three practices on the website, covering a database of 42,000 patients. This is an annual contract that will hopefully be renewed if the website is working well for the three practices.

Subsequently, Sally Walker, the Practice Manager, has reported that the team is under enormous pressure dealing with all the changes, including staff changes in the administration team. At the moment organizing anything including patient evenings is just not achievable.

One new partner is joining the practice.

Mental health developments for Bosmere patients will include a MIND Practitioner coming back into the practice after funding ceased. A new referral form will be used to ensure direct access. Two members expressed an interest in the Mental Health Forum and were to contact Steve Southwell.

The PPG has renewed its membership of the NAPP website.

Missed appointments have been monitored over a 10 day period. Attendance for doctors has improved but DNA's for nurses is poor.

The Surgery Signposter pilot is to cease in the Havant area.

The annual patient survey is to take place in October this year.

Homewell.Curlew Practice – Steve Southwell

The PPG meeting was held yesterday.

Surgery re-launch – three quotes have been received for the new reception area, to be approved by the CCG. The suggested name change is Havant Medical Group but this is still under review. The Footfall website is under development and is almost complete. This is a joint venture with Bosmere and The Vine practices. The expected re-launch date is mid-October.

GP extended access pilot will go live on 25th September. There are issues around staffing. The locations will be Havant Health Centre, Monday to Friday from 18.30 – 20.00 and Waterlooville Medical Centre, Saturday/Sunday.

The autumn newsletter content has been agreed. It will include “a day in the life of” the new practice pharmacist.

There will be a Macmillan/practice coffee morning on 29th September.

Rowlands Castle Surgery – Tony Harland-Jones

The PPG met on 1st August. The Practice Manager reported that the new telephone system should be installed within the next two months, which should ease the problems some patients have had with the out of hours service. She also noted that the e-Consult service should be rolled out to all surgeries in

	<p>December. It was thought that very few patients in Rowlands Castle would benefit. The question was raised s to whether it is possible to raise funds for the surgery for the purchase of equipment for the surgery, for example a blood pressure machine located in the waiting room that patients could use. They could then take the results into the consulting room, thus saving time, and avoiding the 'white coat' syndrome. The PPG is aware that other PPGs have raised funds for their practice, and Tony will discuss the matter with other PPG reps at the meeting in November.</p> <p><u>Emsworth Surgery – Jim Strudwick</u></p> <p>The quest for a new and bigger surgery is beginning to take shape. The local Emsworth and Westbourne communities are being consulted regarding a new, much bigger surgery, on land to the north of Emsworth known as Redlands Grange Development. This is land which is already allocated for such a purpose by the developers, known as 'section 106 land'. The business plan and design will eventually have to be put to Havant Borough Council and the health authorities, NHS England and CCG approval. Questionnaires are being circulated to all the patients both electronically and on paper so that everyone can express their opinions and various public meetings have been attended by surgery staff and PPG members. This proposed development is intended to cater for existing patients and the many new ones expected on developments north of Emsworth. When the development is completed the surgeries in Emsworth and Westbourne will close (the latter is only 0.4 miles from the new one and Emsworth is just a mile away) so great savings can be made on staff being in one building and maintenance of two old buildings.</p> <p>As chairman of the PPG, Jim has written a letter of support for the plan, on behalf of the patients and PPG committee, to the Havant Borough Council Planning Department.</p> <p>This month the PPG members are helping to organize the annual flu jab clinics.</p>
4	Actions from this meeting
4.1	The review of the Terms of Reference will be deferred until the meeting in November.
5	Future Potential Agenda Items
	iTalk update – Jonathan Foley and Hazel Nicholls.
6	Dates of Next Meeting
	<ul style="list-style-type: none"> • 9th November • 18th January 2018 • 8th March