

Minutes

South Eastern Hampshire Locality Patient Group

Held on 18th January 2018 in the Meeting Room, Cowplain Family Practice
from 12.30pm

Attendees	
Caroline Footman	Deputy Chair/Horndean Surgery
Owen Collett	Bosmere Medical Practice
Nalin Deshpande	Bosmere Medical Practice
Joan Elliott	Oaks Healthcare, Cowplain
Tony Harland-Jones	Rowlands Castle Surgery
Joan Marsh	George & Dragon Surgery, Emsworth
Steve Southwell	Havant Medical Group
Jim Strudwick	Emsworth Surgery
Margaret White	Clanfield Surgery, Horndean
Brenda Woon	Engagement and Partnership Manager, SEH Clinical Commissioning Group (CCG)
Margo Berry	Chair, Portsmouth and South East Hampshire Osteoporosis Support Group
Nicky Gore	Princess Royal Trust for Carers
Helen Ireton	Lead Nurse, Hampshire Doctors
Nick Brooks/Courtney Vychodil	Communications Team, SEH CCG
1	Welcome and Introductions
1.1	Welcome and Apologies Caroline welcomed everyone to the meeting. Apologies were given for Norman Proudfoot and Nick Wilson.
1.2	Minutes from meeting held on 9th November 2017 The minutes were accepted as an accurate record.
1.3	Requests for any other Business Caroline had three items under AOB, but time ran out.

2	Focus items
2.1	<p><u>Carers update – Nicky Gore, Carer Support Worker, Gosport, Princess Royal Trust</u></p> <p>The PRTC was established in Andover and Winchester in 1994. Nine years ago, Hampshire County Council and NHS Hampshire wanted to commission one provider for this service and PRTC won the tender. They provide carer support throughout Hampshire (this does not include Portsmouth or the Isle of Wight). The service is for unpaid carers. They create a prescription and can provide care all day/night. This can include adults, children and their parents. They receive referrals from anywhere and these come from GPs, consultants, social workers and the voluntary sector. People can self-refer. The person is then allocated to the local Carer Support Worker (CSW).</p> <p>The PRTC has one head office in Andover. All other support workers are based remotely in the locality. The CSW will make contact with the carer within seven days. The carer will then receive a very brief assessment over the telephone. The CSW makes an appointment and carries out the visit. The CSWs are benefits trained and can offer help with finances, heating and food issues and safeguarding for the carer and the cared-for person. They can make direct referrals to the Occupational Therapist. Following the CSW initial visit they will make a further appointment. Sometimes carers do not want to be seen in their own home and they can be taken for a visit elsewhere. PHTC provide advocacy services and the service is to help empower carers and carer-led. They work with surgery signposters and other agencies. They offer an emergency planning service for carers which is 24/7, 365 days per year. They will hold an ICE (in case of emergency) number for the carer. If a person is unable to manage their caring role. PRTC would supply free care for up to 48 hours. Funding comes from Hampshire County Council and the voluntary sector.</p> <p>Some CCGs commissioned the PRTC to provide GP hubs for carers which are held all day, once per month. In South Eastern Hampshire the hubs are in Denmead Surgery and Swan Surgery.</p>
2.2	<p><u>How to identify carers in GP practices</u></p> <p>Brenda shared some examples of how to identify carers in GP practices so that carers can be registered on the practice carers' register. Only 1% of carers have been identified in the South Eastern Hampshire CCG area and entered on the carers' register, out of a possible 10% in each practice. There is still work to do in this area and members were asked for their help in this regard and were given contact details of the Princess Royal Trust for Carers.</p>
2.3	<p><u>Out of Hours update – Helen Ireton, Lead Nurse, Hampshire Doctors</u></p> <p>Helen gave an update on the Hampshire Doctors On Call Service (HDOCS) and handouts were given to the members of the group.</p>
2.4	<p><u>Osteoporosis update – Margo Berry, Chair of Portsmouth and South East Hampshire Osteoporosis Group</u></p> <p>The National Osteoporosis Society treats patients as a whole person. There is</p>

a fracture liaison service in the local area which is working well. There was an analysis undertaken in June last year for the first time on the number of patients who have had fractured femurs. The numbers for this are now on the decline.

The South Central Ambulance Service will promote the fact that obesity is causing osteoporosis at the New Forest Show in July. The Group is trying to prevent/cure fractured femurs with advice concerning having a correct diet and regular exercise. Women are more likely to have fractures but now numbers are increasing for men. There are similar promotional events planned in Petersfield, Wickham and Emsworth.

2.5 Big Conversation – Nick Brooks, Senior Communications and Engagement Manager, SEH CCG

Nick explained that he had given members of the group a scenario in advance of the meeting to explain what feedback he would appreciate receiving from the members on phase two of the Your Big health Conversation along the lines of a series of small conversations.

Nick stressed that the CCG is definitely not consulting at the moment – there is still no model to consult on – but is keen to generate as much feedback as possible so that commissioners are as informed as possible when they come to try to put together more detailed plans.

The group discussed the scenario and themes included:

- Future plans look good but how will they be funded?
- Services should be as local as possible with a single point of contact
- Some hubs were difficult to get to when using public transport
- There cannot be a one size fits all approach
- Amalgamating GPs with different specialities could be the way forward but some patients prefer to see their own GP
- Some patients had no concerns about seeing another health professional, rather than the GP
- It would also be useful if practices were able to perform minor operations
- Referrals to St Mary's Hospital work well
- It would also save time if, after seeing the consultant for the first visit, someone else in the team could carry out the follow-up appointment
- Sometimes 10 minutes is not enough time for a GP consultation. For patients with multiple long term conditions, this could be something a specialist nurse could deal with
- Hospital visits for multiple conditions could include inter-referrals with one point of contact
- Transport for patients living in areas of deprivation is still a big problem and parking at hospital sites can be an issue.

3	Standing Items – Regular Updates
3.1	<p>Feedback from PPG representatives</p> <p><u>Swan Medical Group – Mike Peters</u></p> <p>The new single PPG representing both the Swan Surgery, Petersfield and the Liphook Village Surgery is bedding down nicely, with all members working together to identify and solve common issues.</p> <p>The last PPG meeting took place on Thursday 2nd November 2017 and was held at the Liphook Village Surgery (meetings are being held alternatively at each surgery). The meeting was chaired by the Deputy Chair as Mike Peters was away.</p> <p>Waste medicines were identified as a problem area, and in particular some pharmacy chains and ‘on-line’ dispensers sending out unwanted letters/flyers with NHS logos on them, to pressurise patients into using their dispensing service. This is causing upset to many patients especially the elderly. The medical staff at Swan Medical Group are arranging to meet one of the companies to try and remedy the situation.</p> <p>Both surgeries participated in the national Atrial Fibrillation Week 20th – 25th November 2017 with displays of leaflets, brochures and other related information on specially decked out tables within the waiting rooms. Special information packs were obtained from the AF Association.</p> <p>On 6th December Mike Peters visited the Bramshott & Liphook Carers’ Group who meet once a month at the Liphook Millennium Centre. Carers can relax and chat over a coffee about common problems with other like-minded people, and it is a very worthwhile voluntary enterprise. The PPG hope to organise some kind of activity for Carers’ Week 2018.</p> <p>Mike was invited by Chris Woodfine, Interim Head of Patient Engagement and Experience, Southern Health NHS Foundation Trust, to a meeting on 19th December at the Chase Hospital, Petersfield, together with Steve Webb – Trust Area Manager, Trish Bone, Steve’s deputy, and John Grainger, Friends of Petersfield Hospital.</p> <p>Southern Health has a contract with a company to manage car parking at Petersfield and Gosport War Memorial Hospitals and the contract is due to be re-tendered. Car parking is a notoriously emotive subject so the Trust were interested in talking to people who use the hospital car parking facilities and wondered if the PPG would be interested in being involved.</p> <p>The meeting was very pleasant and informative with many items put forward and discussed, and Mike looks forward to receiving information on the outcome.</p> <p>Arrangements are currently in hand for the next PPG health event (women’s health), but are proving somewhat difficult to organise due to the pressure the doctors are under at present. However, the PPG is still looking to hold the event in spring this year.</p>

Horndean Surgery – Caroline Footman

Six members plus two staff attended the November meeting. A new doctor from the navy is starting GP training, plus a regular locum.

The timing of new out-of-hours appointments from 6.30 to 8.00pm would not be feasible for our doctors, as the surgery does not finish until 6.30pm, plus administration, so impossible to reach hubs in Petersfield or Havant by 6.30pm.

There is still no positive news of proposed move to new premises.

NAPP update. Two members have met, recommending 'Key Principles' rather than Terms of Reference or Constitution as the name for the organisation of the group.

A suggestion to use Merchistoun Hall as an alternative meeting place for day time events/outreach did not meet with complete approval. It was felt that further discussion was needed and a decision might be delayed until the move to new (and larger) premises.

Bosmere Medical Practice – Owen Collett

Working in partnership with Queen Alexandra Hospital (QAH), two members went along to help patients get up from their beds and become mobile, this is to try and prevent 'PJ paralysis'. They also walked around outpatient wards to help QAH improve their processes. Since this activity, QAH would like to form a 'super group' of patients to continue to help in this way. Two members of the Bosmere PPG have been invited to join and will be attending an event at Fort Nelson in the near future.

One of the Bosmere PPG members is going to join the Mental Health Forum.

A new paramedic is joining the practice together with a new lead nurse practitioner and a practice nurse.

The Staunton Practice – mention was made at the PPG meeting.

Postscript update from the CCG:

The GP partners had initially informed the CCG that they would be terminating their contract at the end of March 2018, but later withdrew the termination and the future of the practice has been secured. Details of the new arrangements are expected to be announced.

Oaks Healthcare – Joan Elliott

The last meeting was held on 11th January which was well attended.

The majority of the meeting was taken up with the plans for the surgery open day being held on Saturday 27th January. This is being held so that the patients from Queenswood Surgery can familiarise themselves with the layout of the Cowplain building before they move in, sometime in the near future.

	<p>Several members of staff including the Practice Manager and GPs will be on hand to answer any questions and the PPG will be taking the patients on guided tours and provide refreshments. The main purpose of this exercise is not only to show them around but to reassure them that they will continue to see the same familiar faces and that it is only their location that will change.</p> <p>The PPG also felt that now was the right time to review its Terms of Reference which will be discussed and finalised at the next meeting which will also be its AGM.</p> <p><u>Rowlands Castle Surgery – Tony Harland-Jones</u> The Rowlands Castle PPG met on 15th December. It was a well-attended meeting. One of the members noted that the Parish Council (PC) had funds available for “worthy causes” in the village, and may be approached for a donation towards a blood pressure machine to be located in the waiting room. It was agreed that such an approach be made. This was done, as was an approach to the Rowlands Castle Association (RCA), the outcome of which was that between the PC and the RCA the machine will be fully funded.</p> <p>A new answerphone system is to be installed. One of the members made some negative remarks about the user friendliness of the current system and was invited to advise on the new system from a patient’s perspective.</p> <p>The change of ownership of the pharmacy is working well.</p> <p><u>Clanfield Surgery – Margaret White</u> It was confirmed that the new appointment system was working well and that the surgery has seen improved patient satisfaction since its introduction. The surgery has occasionally had to make some temporary adjustments, for example when it was short of two GPs it had to remove a number of pre-bookable appointments. The system will be monitored for its effectiveness and adjustments made as necessary.</p> <p>It was confirmed that the funding for the Clanfield housing development is held with NHS England and that the surgery need to submit a business plan for approval. The practice has had input from a structural surveyor and an architect and now need to come up with a definitive list of requirements in order to move forward with the plans. As the partners need to contribute a substantial sum of money towards the development it has been difficult to progress without a stable team of partners.</p> <p>A presentation was shown on the introduction of the extended patient access scheme.</p>
5	Any other business
5.1	<p><u>MRI Scans, Mike Peters, Swan Surgery, Petersfield</u> Mike has raised a concern about MRI scans and has asked the CCG to investigate the matter. Action: BW/Yvonne Fisher</p>

6	Dates of Next Meetings
	<ul style="list-style-type: none">• 8th March 2018• 10th May• 5th July• 20th September• 15th November• 17th January 2019• 21st March

G/Development Directorate/LPGs/LPG meetings/17-18/SEHLPG/Minutes SEH LPG