

Minutes

South Eastern Hampshire Locality Patient Group

Held on 8th March, 2018 in the Meeting Room, Cowplain Family Practice
from 12.30pm

Attendees	
Norman Proudfoot	Chair/Rowlands Castle Surgery PPG
Nalin Deshpande	Bosmere Medical Practice PPG
Joan Elliott	Oaks Healthcare PPG
Tony Harland-Jones	Rowlands Castle Surgery PPG
Joan Marsh	George & Dragon Surgery PPG
Steve Southwell	Havant Medical Group PPG
Jim Strudwick	Emsworth Surgery PPG
Owen Collett	Bosmere Medical Practice PPG
Mike Peters	Swan Surgery PPG
Brenda Woon	Engagement and Partnership Manager, South Eastern Hampshire CCG
Catharine Guthrie	Katharine Guthrie, Stakeholder Engagement Manager, Digital Transformation (South) NHS South, Central and West Commissioning Support Unit
1	Welcome and Introductions
1.1	<p>Welcome and Apologies The Chair welcomed the guest speaker, Katharine Guthrie to the meeting. Apologies were received from Caroline Footman, Margaret White, Nick Wilson and David Lee.</p>
1.2	<p>Minutes from meeting held on 18th January 2018 The minutes were accepted as an accurate record.</p>
1.3	<p>Summary of Actions and Matters Arising There were no actions from the meeting.</p>
1.4	<p>Requests for any other Business Nalin asked if there is an IT strategy for practice websites in the way of having a preferred solution both digitally and being centrally strategic. Brenda will speak to Elizabeth following the practice website workshop which Elizabeth attended recently. Action: BW <u>Post meeting note from Elizabeth:</u> Currently there is not a strategic strategy for a preferred solution for websites.</p>

	<p>However, the CCG recently held a website workshop for practices which was well attended.</p> <p>Steve informed the group that Southern Health NHS Foundation Trust (SHFT) has received funding from NHS England to carry out consultancy work to improve mental health services and are engaging with Northumberland, Tyne and Wear NHS Foundation Trust who are being held up as an exemplar site for the work they have achieved. They will be holding three workshops to develop a model of care which SHFT will work towards implementing. SHNHSFT would like input from service users, carers and patients. The workshops will run over five days from 9am to 5pm. Attendees will be expected to attend all day on each of the five days as they are not drop-in workshops. They will be limited in size to 30 participants made up of clinicians and service users. SHFT is currently looking for volunteers. There will also be virtual engagement with a social media component for those who cannot attend the workshops. The workshops will be on 30th April, 14th May and 4th June. Steve will send out the invitation to Mental Health Forum members to cascade to colleagues.</p> <p style="text-align: right;">Action: SS</p> <p>The scope of the workshops is within Portsmouth and East Hampshire. The criteria are community adult mental health and people and carers who have been through mental health services recently.</p>
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2	Focus item
2.1	<p><u>CHIE (Care and Health Information Exchange – Katharine Guthrie, Stakeholder Engagement Manager, CSU)</u> Katherine thanked the Chair for inviting her to the meeting. Katharine discussed the usage of CHIE and patient involvement. Katharine’s presentation will be circulated with the minutes. Action: BW Katharine asked members of the group to forward any comments to her and contact details were included in the handout she gave.</p> <p>Katharine informed the group that ambulance staff do not have access to CHIE at the moment. Call handlers however, do have a level of access.</p>
2.2	<p><u>The growth of PPGs – Norman Proudfoot</u> Norman discussed with the group the problems which PPGs face in recruiting new members. Some practices are asking new patients if they would like to join their PPG. Norman asked members if they could ask if their surgeries are willing to do this.</p>
3	Standing Items – Regular Updates
3.1	<p>Feedback from PPG representatives</p> <p><u>Bosmere Medical Practice PPG – Owen Collett</u> Carers’ Strategy – Bosmere Medial Practice has a form which identifies carers in the new patient registration packs. The GPs are very aware of the importance of carers and record details whilst in consultation.</p> <p>The PPG drafted and sent a letter on behalf of the practice to Havant Council</p>

regarding planning in the Havant Council Plan.

One PPG member attended the Mental Health Forum with Steve Southwell.

Alan Mak, MP came to the practice and met with local GPs and practice managers. PPG members were unhappy at being excluded after initially being invited. Alan Mak's secretary asked for a list of questions to pass on to Jeremy Hunt. It was a disappointing outcome.

The practice had a new phone system installed in February this year.

Two PPG members are going to Queen Alexandra Hospital to talk about the call bell system next to the patients' beds and why these are not always answered in a timely fashion.

Emsworth Surgery PPG – Jim Strudwick

There is no news on the provision of a new surgery for Emsworth despite rapidly rising numbers of patients in new build housing estates.

In addition to the two nurse practitioners, the surgery now has a paramedic based in the practice who formerly worked in A&E at St Richards Hospital, Chichester. The paramedic service is proving to be a useful way of screening patients who may not need an appointment with a doctor. The paramedic was introduced to the PPG recently.

Oaks Healthcare PPG (formerly Cowplain Family Practice and Queenswood Surgery – Joan Elliott

The last meeting was held on 7th March and very well attended.

The surgery recently held an open morning to enable the patients from Queenswood to familiarise themselves with the layout of the building prior to attending appointments there. Several members of the PPG, along with members of staff and GPs, helped show the patients around and answered any questions or concerns that they had. The main emphasis was reassuring them that they would still continue to see the same familiar faces.

This event proved very successful with over 300 people attending (and two dogs!). The feedback has been excellent as the patients were very impressed with the facilities, including those offered by HealthSpace. There were also several people asking to join the PPG.

Now that the two PPGs have merged, it was felt that in order to move forward it would be a good idea to review the Terms of Reference which resulted in a few minor adjustments. As there is now a waiting list to join the PPG, they are in the process of trying to determine the maximum number of people they need in the group and the best time of day to hold the meetings.

Cowplain Family Practice has always run a non-appointment system but with the increasing number of patients needed to be urgently reviewed. Queenswood Surgery's system has emergency walk-in time of 30 minutes in

the morning and evening and the rest of the time by appointment only. With this in mind the GPs agreed that the system should be the same for everybody and it has now been decided that once everyone is under the same roof, the system will change to a walk-in service every morning and appointment only service in the afternoon. The patients have been informed of these changes on the website and in newsletters.

All front office staff are in the process of being trained in active signposting. This should help direct the patients to the correct person or course of action suitable for their issue.

Swan Medical Group PPG – Mike Peters

The last Swan Medical Group PPG meeting took place on Thursday 11th January 2018 at the Swan Surgery, Petersfield. Now there are two surgeries that are part of the Swan Medical Group, the two separate PPGs have combined to form one PPG so the meetings now take place alternately between Swan Surgery and the Liphook Village Surgery.

A recent meeting has taken place between the surgery medical staff and Lloyds Pharmacy in Liphook to try and resolve the matter of medicines wastage and pressure selling to patients. This matter should be resolved shortly.

Car parking by unauthorised cars at the Swan Surgery still remains a problem and the PPG is currently awaiting the results of the negotiations by Southern Health NHS Foundation Trust regarding the retendering of the car parking contract at Petersfield Hospital.

The PPG Terms of Reference have now been prepared and issued for the combined PPGs of Swan Surgery and Liphook Village Surgery as the PPGs are now working as one group within the Swan Medical Group.

The next PPG health promotion event concerning 'Womens Health' has been arranged for Saturday morning 21st April 2018 at the Pavilion, The Avenue, Petersfield. Three of the doctors will be covering female cancers (breast and cervical), menopause, HRT and osteoporosis. The event will be followed by a question and answer session.

A new addition to the Swan Medical Group is the appointment of a pharmacist to further improve the service for the patients and to carry out clinical audits for both surgeries. The pharmacist will be interested particularly in managing people with long term conditions such as hypertension and people on medicines that require monitoring such as methotrexate/lithium. They would also like to provide help and advice to any patient regarding medicines' optimisation, dose adjustments, medicines' shortages and substitutions.

Rowlands Castle Surgery PPG – Tony Harland-Jones

Rowlands Castle PPG met on 1st March. The new telephone system is now up and running, with input from a PPG representative aimed at ensuring user friendliness. Thanks to funding from the Rowlands Castle Association, a blood pressure monitoring machine has been installed in the waiting room. The

	practice manager reported that a system whereby home visits may be carried out by paramedics is in the planning stage. The Surgery is planning to include a piece on the surgery and its services in a welcome pack to be given to occupants of the new housing developments in the village.
4	Actions from this meeting
4.1	<ul style="list-style-type: none"> • IT Strategy for practice websites – Brenda to speak to Elizabeth • SHFT workshops – Steve to send details to Forum members • Katharine Guthrie’s presentation to be circulated with minutes – Brenda
5	Future Potential Agenda Items
	<ul style="list-style-type: none"> • Mark Cubbon, Chief Executive, Portsmouth Hospitals NHS Trust – Norman would like Mark Cubbon to come along to a future meeting. Brenda has emailed his PA and is awaiting a response.
6	Dates of Next Meeting
	<ul style="list-style-type: none"> • 10th May 2018 • 5th July • 20th September • 15th November • 17th January 2019 • 21st March