

Minutes

South Eastern Hampshire Locality Patient Group

Held on Thursday 5 July 2018, in the meeting room, Oaks Healthcare, London Road, Cowplain, from 12.30pm to 2.30pm

Attendees	
Norman Proudfoot	Chair/Rowlands Castle Surgery PPG
Steve Southwell	The Spring Medical Practice PPG
Tony Harland-Jones	Rowlands Castle Surgery PPG
Melanie Fitzgerald	Elms Practice PPG
Wendy Haxell	Village Practie PPG
Owen Collett	Bosmere Medical Practice PPG
Nalin Deshpande	Bosmere Medical Practice PPG
Patrick Gilbert	Oaks Healthcare PPG
Joan Elliott	Oaks Healthcare PPG
Priya Mistry	Communications team, SEH CCG
Nick Wilson	Lay member SEH CCG
1 Welcome and Introductions	
1.1	Welcome and apologies Norman welcomed everyone to the meeting. Apologies were received from Margaret White, Caroline Footman, Dominique Lewsey, David Lee and Mike Peters.
1.2	Minutes from previous meeting Minutes from meeting held on May 10 were agreed.
1.3	Requests for any other business Two items were raised.
2 Focus item	
2.1	<u>Healthwatch Hampshire urgent care report</u> Healthwatch Hampshire published the findings from its urgent care survey, which was carried out earlier this year, with Citizens Advice Hampshire. In the absence of a Healthwatch member to attend the meeting, it was agreed the report would be discussed and then questions/comments will be submitted to them to consider. It was also suggested that in future Healthwatch share their reports with LPGs.

	<p>Collect responses to the report and send back to Healthwatch and invite them to a future meeting to discuss the findings</p> <p style="text-align: right;">Action: PM</p> <p><u>Working together with your patients – practice managers and locality patient groups workshop</u></p> <p>Norman asked for volunteers to come forward to take part in the meeting on July 12. Expressions of interest were made by Melanie Fitzgerald, Owen Collett, Steve Southwell and Norman Proudfoot to attend.</p> <p>Information Elizabeth Kerwood who will be attending the meeting on behalf of the SEH LPG</p> <p style="text-align: right;">Action: NP</p>
3	Standing Items – regular updates
3.1	<p>Feedback from PPG representatives</p> <p><u>Village Practice PPG – Wendy Haxell</u> The practice’s first PPG meeting was held on 28 June and a newsletter has been produced. A new salaried GP started with the practice on 1 June and the practice is expecting a new pharmacist to start with them shortly. The practice manager has been off on long-term sick leave. One of the first tasks the PPG would like to take on is encouraging patients to sign up to the online services the practice offers, such as booking appointments online, quick questions to doctors and repeat prescriptions.</p> <p><u>Oaks Healthcare PPG – Joan Elliot and Patrick Gilbert</u> The AGM was held on 2 May and was well attended by virtually all members, in addition to the practice manager and two GPs whose contributions and advice on all the discussions were gratefully received. A presentation on the out of hours service was given by Julie Worth, head of quality and governance for PHL. Cowplain Practice is an area hub for this service which is administered by best practice, based on the first floor of the building.</p> <p>Whether or not to increase the membership of the group was discussed, due to a shortage of people available to assist with flu clinics, open days, etc. People who have shown interest in joining the practice will be contacted before potentially initiating a recruitment campaign.</p> <p>A survey was conducted to investigate misuse of the car park; a more in-depth study will be undertaken once there are more helpers as the survey was conducted over a short time period.</p> <p>The surgery has had a CQC inspection of which it is awaiting the results.</p> <p>A new appointment system will be implemented from 14 May, changing from a solely walk-in system for all surgeries to a walk-in service in the mornings and appointments only in the afternoons. Queenswood patients will adopt this service once they move into the building.</p>

Bosmere Medical Practice PPG – Owen Collett and Nalin Deshpande

Following the CHIE presentation at the last locality meeting it is noted that the information governance lead doctor is currently writing a document, which will be published on the practice website, about this subject.

Three members volunteered to visit QA and assess particular areas of care but found they were unable to spend much time on wards and spent more time in a consultant's office.

Pyjama paralysis aim to get them out and about in QA by the end of July.

A doctor has noted that good, experienced nurses are moving into admin roles once they reach a certain stage of their career.

A patient pocket guide will be published on the website.

A local councilor is happy to attend a meeting regarding the proposed planning situation.

The practice annual patient survey presented generally positive results, although only 54% of responders were aware of the new online services.

Homewell.Curlew Practice PPG – Steve Southwell

The last PPG meeting was held on 3 July. Having announced the name change to the Spring Medical Centre, there has been a change of mind and the name will revert to the Homewell Practice.

There was a CQC audit on 7 June, with feedback on the day very positive. Results have not yet been received but a "good" rating is expected.

A patient survey is planned for September. The content and key questions were discussed and will be finalised at the August meeting.

A drive to recruit new members to the PPG will be launched through various channels (website, newsletters, personal invitation etc.). Both for the physical group and the virtual group.

The reception re-design is still not finished due to electrician / builder errors that are dragging on. Dr Ball (senior partner) has retired and will be replaced by Sam Atherton, who carried out a training placement at the practice.

A website revamp is planned to make eConsult more prominent and patient education sessions are planned.

Rowlands Castle PPG update – Tony Harland-Jones

The PPG met on 28 June, which was well-attended. The new access to the surgery website came in for a bit of a kicking due to teething problems whereby

some patients were unable to login, and/or access their repeat prescription history. The new telephone was also bedding in, and proved to be a "Marmite" moment, with one or two members hating the standard messages, and being told they were in a queue, while others appreciated not having to either use the ring back facility or putting the 'phone down and having to ring back. The E Consult facility is to be introduced during July.

The Swan Medical Group PPG – Michael Peters

The last Swan Medical Group PPG meeting took place on the 3 May 2018 at the Swan Surgery Petersfield.

From the 14 to 25 May the PPG carried out informal waiting room surveys at both Swan Surgery and Liphook Village Surgery, asking patients various questions pertaining to the service Swan Medical Group is providing, and identifying any areas of satisfaction and/or improvement. The results are to be discussed at the next PPG meeting, and any action needed will be forwarded to the practice.

Carers Week took place from 11 to 17 June. The PPG displayed pamphlets/leaflets in both surgeries, and a Carers Day was held on 15 June 2018 at the Peak Centre Liphook, which was attended by various agencies to provide advice and information to carers.

Swan Medical Group GP partner Dr Richard Kershaw can now examine to class 1, class 2 and LAPL standards, and carry out cabin crew and FISO (Flight Information Service Officer) medical assessments at both the Swan Surgery and Goodwood Aerodrome Chichester.

Elms Practice, Hayling Island PPG – Melanie Fitzgerald

The Waterside Practice is starting a PPG. They met our practice manager Dominique Lewsey for advice, and I also had a meeting with them to outline our processes and have asked them to our next quarterly meeting to demonstrate how we function. They will update the LPG re their chairman in due course.

CQC gave us 'good across the board' following their inspection. Two areas were raised following the inspection. We were advised that our receptionists should be trained regarding sepsis awareness when dealing with enquiries. Dominique and I felt this was unreasonable as even doctors are not always able to diagnose this condition during face-to-face consultations. Our front desk has been advised to run through the 'red flag' signs with potential sufferers and if there is any doubt at all to see a doctor immediately.

We were not able to give second stage audit figures during the inspection, eight computers had been changed five days before the inspection, a medical student had been collating the audit figures and had saved the material to the hard drive not the shared drive on one of the computers. The audit was sent

	<p>through to the inspectors the next day and the practice has put steps to make sure this does not happen again.</p> <p>A recent news story reported patients have better outcomes when seen by the same doctor, our surgery is one of the few to have named doctors for every patient, with other doctors in the practice or locums used when the named doctor is on holiday.</p> <p>The voluntary service team has received an e-mail from NHS Property Services requesting up to £3,500 a year rent and rates in proportion to the area the use in the building. It would be a great shame to lose the service, which signposts patients to their blood appointments, takes district nurses queries and look after the files for the building, among other roles, due to rent being demanded. We are working with the practice, and will take advice from the LPG, on how to deal with this matter.</p> <p>3.2 Future agenda items</p> <p>Reminder to see if Mark Cubbon, chief executive of Portsmouth Hospitals NHS Trust, can attend the September meeting. If accepted then discuss with LPG members what they would like to speak to Mark about and what they would want to hear from him.</p> <p>Post meeting note: Mark Cubbon has confirmed he will be attending the September meeting</p> <p>A matter raised in AOB was for someone to attend a meeting and discuss the IT strategy for practices and how best to use/embrace technology.</p> <p>Arrange for Healthwatch Hampshire to attend a future meeting.</p> <p>Interest expressed for Sue Clarke, from the SEH CCG, to talk about care navigators at the October meeting.</p> <p>Make arrangements for the above to take place</p> <p style="text-align: right;">Action: PM</p>
4	<p>Any other business</p> <p>Practice members sent their well wishes to Caroline Footman while she is away and Melanie Fitzgerald has volunteered to step in as deputy chair for the next meeting.</p> <p>Norman Proudfoot asked for the CQC data to be shared among members.</p> <p>Send Priya the CQC report.</p> <p style="text-align: right;">Action: NP</p> <p>Send out the CQC report to all members.</p> <p style="text-align: right;">Action: PM</p>

	<p>Cowplain Family Practice has changed its name to Oaks Healthcare, which needs to be reflected in the minutes and agendas going forward. Action: PM</p> <p>Badges for NHS70 were given to members as a thank you for their hard work and voluntary contributions to the LPG.</p>
5	<p>Dates of next meeting</p>
	<ul style="list-style-type: none"> • September 20 • November 15 • January 17, 2019 • March 21