

Minutes

South Eastern Hampshire Locality Patient Group

On Thursday 17 January from 12.30 - 14.30
In Oaks Healthcare, 26-30 London Road, Waterlooville PO8 8DL

Attendees	
Norman Proudfoot	Rowlands Castle PPG and LPG chair
Joan Elliott	Oaks Healthcare PPG
Annie Strudwick	Emsworth Surgery PPG
Jim Strudwick	Emsworth Surgery PPG
David Lee	Badgerswood (Headley) and Forest (Bordon) surgeries PPG
Steve Southwell	Homewell Practice PPG chair
Nalin Deshpande	Bosmere Medical Practice PPG (chair)
Owen Collett	Bosmere Medical Practice PPG
Nick Brooks	Senior communications and engagement manager, CCG
Priya Mistry	Senior communications and engagement officer, CCG
Paula-May Houghton Clarke	Transformation manager for the Southern Hampshire Primary Care Alliance
Tony Hartland-Jones	Rowlands Castle Surgery PPG
Wendy Haxell	The Village Practice PPG
Don Miles	The Village Practice PPG
Melanie Fitzgerald	The Elms Practice PPG chair
Nick Wilson	Non-executive adviser, CCG
Yvonne Fisher	Complaints and patient experience quality officer, CCG

1	Introductions
1.1	<p>Welcomes and Apologies Norman welcomed members. Apologies were received from Mark Greenwood and Mike Peters.</p>
1.2	<p>Previous Minutes The minutes were accepted as an accurate record.</p>
1.3	<p>Requests for AOB The following items were requested as any other business:</p> <ul style="list-style-type: none"> • NHS Long Term Plan • Items which should not be routinely prescribed in primary care • CQC – Opening the Door report

	<ul style="list-style-type: none"> • Communications and CCG websites
2	Focus items
2.1	<p>Big Health Conversation phase two update – Nick Brooks</p> <p>Phase two of the Big Health Conversation has now been completed and high level results are now available. Phase two of the project focused on four key areas – managing long-term conditions, access to same-day care, frailty and mental health in the community.</p> <p>The information was gathered through a series of focus group sessions held across the Portsmouth and south east Hampshire areas.</p> <p>The highlights of the findings for each key area are:</p> <p>Managing long-term conditions:</p> <ul style="list-style-type: none"> • Systems don't talk to each other with patients having to check and chase • Access to specialist doctors and nurses is important and valued • The different teams supporting the same person need to link up <p>Access to sameday care:</p> <ul style="list-style-type: none"> • Local people are happy to see the most appropriate person for their need rather than just their GP • Self-care information and tolls should be widely accessible • The urgent care system needs to be simplified to help people choose the right option <p>Frailty:</p> <ul style="list-style-type: none"> • Carers need to be more supported • Information needs to be shared with everyone involved in someone's care • More time should be taken to ensure effective care plans are in place <p>Mental health:</p> <ul style="list-style-type: none"> • Services are inflexible with limited options that are time limited • Waiting times are long with no support in the meantime • Out of hours is a long time with limited access to support. <p>These findings are being used by the CCGs in their work to develop patient pathways and local services.</p> <p>Patient transport and issues around access to the service in some parts of Hampshire was raised and how that can impact care being provided.</p> <p>Members also raised they are happy to see specialist nurses such as diabetic nurses within practices and value that pharmacists can provide a range of support, including advice on managing medication.</p>

<p>2.2</p>	<p>Action: Priya to circulate presentation with minutes</p> <p>New care models neighbourhood update – Paula-May Houghton Clarke The principle behind the new care models was presented to the group as background information. The aim is to enable further collaboration between GP practices, community provider and other agencies such as the local authority and the voluntary sector to develop and deliver services and models of care in a patient focused way.</p> <p>There are five localities in the south east Hampshire and Fareham and Gosport Clinical Commissioning Group (CCG) areas, which have evolved from Vanguard and accelerator work.</p> <p>These are:</p> <ul style="list-style-type: none"> • Fareham • Gosport • Havant, Hayling Island and Emsworth • Waterlooville • East Hampshire <p>In terms of patients, the new care models (NCM) work is designed to deliver more care at home and in the community, reduce hospital admission rates and enable people to be discharged from hospital when they are medically fit.</p> <p>There are 10 high-level aims for the NCM which include having a shared medical record between organisations, having a single point of access into services and prevention work.</p> <p>Action: Priya to circulate presentation with minutes</p>
<p>3</p>	<p>Standing items/ regular updates</p>
<p>3.1</p>	<p>Feedback from PPG members</p> <p><u>Bosmere Medical Practice PPG</u> The practice is making updates to its online appointments system which is currently a work in progress. The adjacent pharmacy Boots have had to cease its repeat prescription service, meaning they will no longer be requesting repeat medications on behalf of patients. There has been no further progress with Havant Borough Council planning. The practice is currently two practice nurses down which is having an impact on the number of appointments available. The practice is preparing the annual patient survey. Linda Bumford has now stood down as chair, but will continue as a committee</p>

member and maintain her links with QAH.

Rowlands Castle PPG

One of the partners is leaving and the practice is recruiting a replacement. The recent CQC visit scored the practice an overall very good assessment. The PPG has identified sources of finance (parish and district councils, Rowlands Castle Association) and the surgery is to identify where best the money is to be spent to benefit the community.

Oaks Healthcare PPG

The last meeting was in November where the main topic of conversation was the planned talk on pain in arthritis and rheumatism. This talk took place on 14 November and was well-attended and very well received. The speaker was Professor Karen Walker-Bone a very eminent rheumatologist and her talk was very informative and interesting, so much so that several members of the audience had their diaries out asking for the next talk.

There have been ideas for future talks and have Healthwatch coming to speak in March. Other subjects of interest are loneliness in old age and mental health issues.

Feedback from the flu clinics was very good with many patients remarking how well organised and efficient it was.

Hopefully it will not be too long before the patients and staff from Queenswood Surgery are finally able to move into the Cowplain building.

Emsworth and Westbourne surgeries PPG

There have been a number of engagement meetings recently concerning the provision of a new, larger and improved surgery which were well attended by members of the PPG, doctors and staff of the surgery and the CCG to answer the public (patients) questions. The chairman of the PPG attended stakeholders' meetings on the practical and financial implications of the project. The chairman reported that progress is being made and the overwhelming opinion is that the Emsworth Victoria Cottage Hospital be refurbished to provide the new surgery. Apart from the public's wishes, it would be the cheaper and quicker of the proposals and would hopefully retain the Westbourne branch surgery. The outline business case is now with NHS England for consideration.

Swan Surgery Petersfield and Liphook Village Surgery PPG

Progress is taking place with regard to the mental health event, which is planned for spring 2019. Petersfield Hospital car parking still remains a problem.

The Elms, Hayling Island PPG

A governor of South Central Ambulance Service (Scas) and also a first responder on the Island attended the PPG meeting. They talked about the NHS 111 service and that it is based within the 999 call centre in Otterbourne. It is manned by both call handlers and clinicians. They flagged they are subject to a number of 'false' callouts and they are doing their best to educate people on

	<p>self-care. They shared that the south east Hampshire area is one of the highest users of private ambulance services.</p> <p><u>Badgerswood and Forest surgeries PPG</u> The practice is running first aid training sessions and so far 300 schoolchildren have been trained up. The course is around one-and-an-a-half hours long and if anyone is interested then members can come to other practices to deliver the training. If anyone would like to be on the mailing list to receive the PPG's newsletter or have first aid training then please email d.leefrcs@gmail.com</p> <p>3.2 Feedback on South Eastern Hampshire CCG Community Engagement Committee (CEC)</p> <p>Nick Wilson talked about a social isolation and loneliness presentation that was delivered at the CEC meeting earlier in the month. The presentation made the distinction that social isolation is an objective measure of social contacts while loneliness is a subjective feeling.</p> <p>Some of the early findings are that seeing lots of people doesn't mean someone feels less isolated and that people want to have a sense of purpose and value, rather than just attending activity groups to meet others. Those assessed as most lonely included carers and people with short (rather than long) term health conditions. Other factors included types of accommodation and transport links. Loneliness makes people particularly vulnerable to scams.</p> <p>Action: Priya to circulate presentation with minutes</p> <p>Nick also asked for members to consider the value of local social networks such as Next Door. The online service helps you to network with your neighbours and community to get information on services and resources.</p>
<p>4</p>	<p>Any other business</p>
<p>4.1</p>	<p><u>NHS Long Term Plan</u> Norman noted the plan had been released and wanted to flag it with group members. A link to the summary and full document will be shared with the minutes.</p>
<p>4.2</p>	<p><u>Items which should not be routinely prescribed by primary care</u> Norman wanted to bring to the group's attention that NHS England is carrying out a further consultation on items that should not be routinely prescribed by the NHS. The consultation runs until 28 February and a link to it will be shared with the minutes so members can share with their PPGs.</p>
<p>4.3</p>	<p><u>CQC – Opening the Door report</u></p>

<p>4.4</p>	<p>Norman asked for a link to this report to be shared with the group.</p> <p><u>Communications and CCG websites</u> Nalin was encouraged by the content on the CCG's website, including the links for LPG agendas and minutes. He proposed that future LPG agendas, minutes and document links are shared via a web link where possible, rather than PDFs, as this is easier to forward on to others and uses less memory. The group agreed with this motion.</p>
<p>5</p>	<p>Date of future meetings</p>
	<p>All future meeting from 12.30-14.30 and will be held in Oaks Healthcare, 26-30 London Road, Cowplain.</p> <p>Thursday 21 March 2019 Thursday 9 May Thursday 4 July Thursday 19 September Thursday 14 November Thursday 16 January 2020 Thursday 19 March</p>