

Minutes

South Eastern Hampshire Locality Patient Group
On Thursday 21 March from 12.30pm to 2.30pm
In Oaks Healthcare, 26-30 London Road, Waterlooville PO8 8DL

Attendees	
Norman Proudfoot	Rowlands Castle PPG and LPG chair
Don Miles	The Village Practice PPG
Margaret White	Clanfield PPG
Joan Elliott	Oaks Healthcare PPG
Mike Peters	Swan Medical Group PPG
Jim Strudwick	Emsworth Surgery PPG
Tony Hartland-Jones	Rowlands Castle Surgery PPG
Yvonne Fisher	Complaints and patient experience quality officer, CCG
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
Priya Mistry	Senior communications and engagement officer, CCG
Jasmin Myhill	Customer and community advisor SSEN
Jason Peett	Head of medicines management, CCG

1	Introductions
1.1	Welcomes and apologies Norman welcomed members. Apologies were received from Nick Wilson, Melanie Fitzgerald and Mark Greenwood.
1.2	Previous minutes The minutes were accepted as an accurate record.
1.3	Requests for AOB The following items were requested as any other business: <ul style="list-style-type: none"> • Havant to become a dementia-friendly town • Status on Primary Care Networks • Plaudit to the local NHS
2	Focus items
2.1	Scottish and Southern Electricity Networks presentation – Jasmin Myhill Scottish and Southern Electricity Networks (SSEN) is responsible for

distributing electricity and can help people with medical needs who need extra care during a power cut.

Jasmin works as a customer and community advisor and part of her role is to educate people about a register you can sign up to if you are vulnerable and may need help during a power cut.

During the presentation members were informed to call 105 free if there is a power cut. The phone line is manned seven days a week, 24 hours a day.

Another part of Jasmine's role is to visit people on the register during a power cut to ensure they are safe and comfortable. There are criteria to be on the list which includes having certain physical conditions, mental health conditions and if you are a family with children under five.

The help given can range from a home visit to talk through options for back-up generators to a visit during a power cut for welfare checks, ensure equipment is working or a cup of tea and a chat if you are feeling vulnerable or confused by the loss of power.

The register becomes a priority list when there is a power cut to ensure those who need help the most are seen too quicker. Number one priority would be someone who uses electrical medical equipment.

Information on the register can be passed up to the emergency services if appropriate but would not be shared 'down' the list of organisations involved during a crisis.

The aim of delivering the presentation at the LPG was to encourage members to share this information with PPGs, who in turn can publicise among patients so they are aware and can either sign themselves up, or a family or friend member, who they think could benefit from the service. A poster can be shared for members to use in practice waiting areas, as well as sending out to PPG members.

Going forwards contact will also be made with certain teams in hospitals, such as palliative care and the renal unit, to educate families about the register and how to sign up.

Members asked if the 105 number was the same to call for a gas emergency, however the number is different – 08000 111 999. SSEN is working on creating a multi-energy sticker or leaflet that would provide people with the details of numbers to call in an emergency. Members have been invited to give their thoughts on this and be involved in the design process if they wish too.

Those present at the meeting consented for their email addresses to be shared with Jasmin so she is able to send them materials and information directly. It

	<p>was noted the presentation was very-well received and members found it extremely useful.</p> <p>Action: Share email addresses of those present to Jasmin PM Action: Circulate electronic copy of presentation PM</p> <p>2.2 Exploring the government’s latest guidance on prescribing – Jason Peett</p> <p>Over the past few years the government has run three national consultations on medicines which should no longer be prescribed routinely by the NHS – with many now available either over the counter (OTC) or available to buy more easily in supermarkets. Some medicines have also been proven to be relatively ineffective or potentially harmful and so NHS England has been working with Clinical Commissioning Groups (CCG) to ensure medicines are prescribed effectively.</p> <p>Medicines management teams have been working with practices to identify areas of improvement. This includes working with patients that have been identified where medicines could be stopped or changed without causing any harm and often improving patient care. The team has also been visiting care homes to review medication of residents. It was emphasised that patient care is at the centre and no medicines will be stopped under prescription if it is deemed best for them.</p> <p>Work is being done to educate people on the benefits of going to see a community pharmacist with either minor ailments or if you are unsure on how to take your medication. This would free up a GP’s time to see more appropriate patients, but would also ensure you are seen in a more timely fashion.</p> <p>Another area is to educate people on not assuming seeing a GP will result in medication being prescribed if it is not the most effective thing to do. A good example of where this is working well is a fall in the number of antibiotics being prescribed.</p> <p>A member raised the issue of whether it’s appropriate for high street stores to be able to sell high volumes of OTC medicines with no medically-trained person available to give advice.</p> <p>Advice was also given not to stockpile medication ahead of the UK’s EU exit as there are enough supplies and processes in place to ensure people will have their prescriptions.</p> <p>Action: Circulate electronic copy of presentation PM</p>
<p>3</p>	<p>Standing items/ regular updates</p>

3.1 **Feedback from PPG members**

Bosmere Medical Practice PPG

The PPG welcomed a new member who works closely with QAH on the family and carers collaborative.

Following discussions at the meeting, the PPG, through the support to the flu clinics, has been able to promote the online access availability to patients. This is an ongoing project, with the online service being run by a third party provider. There will be a clearer picture on the success of online appointments when the results of the recent patient survey are collated.

The PPG is concerned over Havant Borough Council's plan in which it feels a lack of consideration taken with regard to the views of medical and educational professionals.

There are currently 19,150 patients at the practice - this is a 1% increase on last year.

Oaks Healthcare PPG

At the next meeting the PPG will welcome two new members. A speaker from Healthwatch will also be attending.

In readiness for when the surgery takes over the phlebotomy service, another HCA has been trained for this task. She is getting excellent comments from the patients on the Friends and Family results.

The Queenswood surgery has now started a new appointment/attendance pattern which will bring them into line with the system that is already in operation at the Cowplain surgery. This is in readiness for when the practice eventually move into their new home at the Cowplain site.

The practice is extremely delighted that a new GP partner will be joining the team and she starts on 1 April. She will be familiar to many of the patients as she has previously been working as a GP registrar. An extraordinary newsletter has been sent out to patients informing them of this as it will also affect the consulting days of four of the other doctors.

The Elms, Hayling Island PPG

The PPG briefly discussed non-medical prescription items, GP support in care homes and shared back office functions to streamline service delivery.

Members were asked if they were happy to receive opinion surveys sent out by the CCG such as changes to items available on prescription, which was agreed.

The diabetic initiative was shared at the LPG, the practice has a new GP starting who is particularly interested in this area so the PPG will look to see if this can be supported.

There was a brief discussion about the phlebotomy service and awaiting a decision on its exact format.

The practice is having a real drive towards its veterans to ensure their health and social needs are met.

Members of the PPG suggested various very useful routes to use to ensure we

3.2	<p>reach as many as possible through methods such as church newsletters and existing societies such as The Royal British Legion. A meeting was held at the surgery to talk to veterans about how they can be assisted. The SSAFA explained how they can assist with housing, mobility and general areas of need for veterans.</p> <p>Veterans were also told about the Men’s Shed project. The practice is now planning and funding a shed, which should be built by the end of the summer. The subject of delays and disorganisation at Lloyds chemists was raised -we know this is not just a Hayling issue.</p> <p><u>Badgerswood and Forest surgeries PPG</u> Bordon is due to have more homes built nearby – potentially another 4,800, which is causing concerns for the area. The Environment Agency has said so many homes should not be build due to a lack of sewage and water facilities. Stagecoach has announced a change in its timetable and has reduced the number of busses going through. Previously a bus would go every hour, however now it is around 2.5 hours. The practices have been running first aid courses which have been in very high demand and very successful in training attendees.</p> <p>Feedback on South Eastern Hampshire CCG Community Engagement Committee (CEC)</p> <p>The next CEC meeting is due to take place on April 10.</p>
4	<p>Any other business</p>
4.1	<p><u>Havant dementia friends</u> Havant Borough Council is working towards making Havant a dementia-friendly town and has a number of events planned to promote this. Information on this will be circulated with the minutes of the meeting.</p>
4.2	<p><u>Status on Primary Care Networks</u> Members agreed they would welcome a presentation on Primary Care Networks to find out more information about what they are and how they will work.</p>
4.3	<p><u>Plaudit for the local NHS</u> The chair was extremely pleased with the rapid treatment his wife received at Queen Alexandra Hospital and wanted to praise all those involved with her care.</p>
5	<p>Future potential agenda items</p>
	<ul style="list-style-type: none"> • Update from Community First • Status on Primary Care Networks • Update from Southern Health NHS Foundation Trust

	<ul style="list-style-type: none">• Public health update from local authorities• Social isolation and loneliness presentation
6	Dates of future meetings
	<p>All future meeting from 12.30pm to 2.30pm and will be held in Oaks Healthcare, 26-30 London Road, Cowplain.</p> <ul style="list-style-type: none">• Thursday 9 May• Thursday 4 July• Thursday 19 September• Thursday 14 November• Thursday 16 January 2020• Thursday 19 March