

Minutes

South Eastern Hampshire Locality Patient Group

On Thursday 15 November from 12.30 - 14.30

In the Cowplain Family Practice, 26-30 London Road, Waterlooville PO8 8DL

Apologies to be sent to fg-sehccg.engagement@nhs.net

Attendees	
Norman Proudfoot	Rowlands Castle PPC and LPG chair
Margaret White	Clanfield Surgery PPG chair
Joan Elliott	Oaks Healthcare PPG
Annie Strudwick	Emsworth Surgery PPG
Jim Strudwick	Emsworth Surgery PPG
Phyllis Channer	Village Practice PPG
Malcolm Channer	Village Practice PPG
David Lee	Badgerswood (Headley) and Forest (Bordon) PPG
Steve Southwell	Homewell PPG chair
Stephen Hoskins	Bosmere Medical Practice PPG
Owen Collett	Bosmere Medical Practice PPG
Sue Clarke	Head of workforce and education, south eastern Hampshire CCG
Courtney Vychodil	Communications and Engagement Officer, CCG

1	Introductions
1.1	<p>Welcomes and Apologies Norman welcomed members. Apologies were received from Tony Harland-Jones, Karen Jeffrey and Chris Johnson. Malcolm and Phyllis Channer were welcomed to the PPG.</p>
1.2	<p>Previous Minutes The minutes were accepted as an accurate record. Proposed by Steve Southwell.</p>
1.3	<p>Requests for AOB The following items were requested as any other business: Patient access application Connectivity issues Visit to the University Emsworth surgery</p>
2	Focus Items
2.1	<p>Digital strategies – Lucksri Hewawasam Lucksri is a Senior Programme Manager of Digital Transformation for the NHS South, Central and West Commissioning Support Unit (CSU). Most of the work carried out by this team is behind the scenes as a support function. They are in charge of a number</p>

of digital transformation projects across Hampshire and the Isle of Wight.

Part of the digital strategy is the Care and Health Information Exchange (CHIE). This is a secure system which shares health and social care information from GP surgeries, hospitals, community and mental health, social services and others. CHIE has now replaced the 'Hampshire Health Record'. CHIE is currently our biggest database, all data feeds come together meaning that clinicians can access real time data to assist with decision making.

Other projects within Luksri's remit include patient online services which has seen an improvement in prescription uptake, appointment availability online and a strong GP practice involvement in the service; 'Skype for Business' which allows clinicians to make contact online to assist with work i.e. training sessions, saving times; and ensuring all staff across Hampshire work from one email platform (nhs.net) to maintain security and consistency.

Luksri explained that there can be a number of challenges to new and evolving digital strategy. From a cultural perspective, transforming people's hearts and minds into accepting a new system is often a struggle. Security must also be considered i.e. the transfer of data and protecting patient identifiable info (PID). To ensure this, GPs and staff are trained to code information correctly.

Looking to the future, members raised some concern about interaction and how GPs manage the use of online appointments. The use of online cannot replace face to face appointments for all.

Other points raised included:

- Free WIFI now available in all practices across HIOW
- The shift from a localised system to the cloud meaning everyone can access information more easily
- GP extended access

2.2 **Care Navigators – Sue Clarke**

Sue explained to members that following her previous visit to discuss changing roles in primary care; this is the next step forward to support patients to navigate to the right clinician or service.

Members were asked about their awareness of various other clinicians such as pharmacists and paramedics available in their practices. As the NHS progresses, more people are living longer with more long-term conditions, there are also more medicines and therefore a higher risk of those interacting with each other. With this in mind, pharmacists are a highly underused resource. There is currently an emerging role of clinical pharmacists to be present in surgeries – this is part of a pilot run by NHS England. Surgeries pay for these pharmacists however there is support from NHSE to integrate these pharmacists; the pilot is now on to the final phase.

A variety of people are now receiving training in prevention skills including librarians and firemen. This means they can provide assistance in primary care for incidents such as falls or the use of a defibrillator.

There was some confusion on the difference between community pharmacists and hospital pharmacists. Community pharmacists do not generally prescribe; requests will

	<p>come through from the GP, whereas hospital pharmacists will prescribe.</p> <p>The care navigator role is emerging in some primary care surgeries. Individuals will be trained in specific conversation skills and will use a triage list bespoke to their surgery to enable them to carry out this role. If it is not a clinical need, patients will be referred to surgery signposters. Surgery signposters are volunteers who signpost patients to non-clinical support services in the local community. Sue has created a flyer to further explain this difference.</p> <p>Action: Courtney to send flyer with minutes.</p> <p>Care navigators are more likely to navigate to services within the surgery or hub, the role involves sharing information with the public about what health services are available.</p>
<p>3</p>	<p>Standing Items/ Regular Updates</p>
<p>3.1</p>	<p>Feedback from PPG Members <u>Emsworth and Westbourne surgeries – Jim Strudwick</u></p> <p>The proposed Emsworth new surgery project is gathering pace now. The CCG has appointed an advisor to guide the practice through the various proposals, both from a financial/business point of view and ease of access for patients. A number of public meetings between the surgery staff and the patients are being held, displays will be set up and patients will be given questionnaires to fill in. It is hoped that the outcome will be decided by the end of the year.</p> <p><u>Swan Surgery Petersfield and Liphook Village Surgery – Mike Peters</u> Petersfield Hospital car parking is still a problem as detailed in the last report. The Swan Medical Group application and subsequent appeal for an in-surgery pharmacy at Liphook Village Surgery has been refused, and unfortunately the patients are still reporting problems with Lloyds Pharmacy in Liphook. The last sessions for flu vaccinations took place on Saturday morning the on November 3, 2018 at both Petersfield and Liphook surgeries, all the sessions at both sites have very well attended.</p> <p>The new telephone hub is now fully operational at the Swan Surgery, which answers calls from both the Petersfield and Liphook surgeries. The new system will explain the various options available and informs callers of their position in the queue. There is a larger team of staff answering the calls now, plus the hub is able to monitor incoming call figures to help deal better with demand, so that patients should find call waiting times in the queue reduced. The hub will continue to improve and develop over time, with the aim to provide a more efficient service to the patients, who now number 20,038.</p> <p>The PPG is currently arranging the next health event for Spring 2019, and the subject will be mental health problems in both the young and not so young.</p> <p>A meeting has now taken place between the PPG and both surgeries, putting into action the collated results of the recent patient surgery to improve further the service provided to patients.</p>

	<p>A publicly accessible defibrillator has now been installed in a cabinet and placed on the wall outside the Swan Surgery in Petersfield. It has been registered with the ambulance service, with instructions as to how to use it once 999 has been dialled for the ambulance service. It is available for anyone to use, even during the times when the surgery is closed.</p> <p><u>The Elms, Hayling Island – Melanie Fitzgerald</u> The practice is having a concerted effort to contact veterans on Hayling to ensure they are receiving all the support they need, this will be ongoing for the foreseeable future. Take up of flu jabs was discussed. The PPG has a potential new member, Richard Coates, attend. He is a Hayling first responder and he highlighted the pressure on ambulances attending the many calls they receive, Hayling has a high call out rate due to the number of very frail and elderly patients on the Island.</p> <p><u>Bosmere Medical Practice – Owen Collett</u> The PPG’s last meeting was on the 26th September with the next to be held on the 5th December. They are trying to educate their patients in the use of online access. A new partner has been appointed from 1st October. One of the PPG members has become Chairman of the Havant Civic Society. There have been no further developments following the PPG meeting with Havant Borough Council Planning Dept.</p> <p>One of the partner Doctors advised about the New Model of Care but had yet to attend a meeting. The PPG is currently reviewing the number of posters on display at the practice and has renewed its NAPP membership.</p> <p>A number of members have been assisting at the Saturday Flu Clinics, however due to a vaccine shortage there has been a delay in completing the programme.</p> <p><u>Badgerswood surgery, Headley and Forest surgery – David Lee</u> The PPG had three speakers from ITalk (a charity that supports people with depression). The talk was well attended at Acorn Christian in Bordon and provoked much discussion. Fundraising activities continue, enough has now been raised to purchase FeNO machines for use with asthma patients as recommended by NICE at a cost of just over £2000 each. The machine at Forest surgery will be shared with Pinehill surgery. The latest newsletter had an article on acute appendicitis which has received good feedback. Due to its success there is now consideration to have the newsletter printed by a local printer rather than in house. The practice AGM is arranged for 7 May 2019 and all are invited to attend. The speaker will be Nick Broughton, CE of Southern Health Foundation Trust. The practice’s first aid training programme is continuing to expand and will continue to teach children in the junior school basic resuscitation skills.</p>
<p>3.2</p>	<p>Feedback on SEH Community Engagement Committee (CEC) Nick Wilson gave apologies</p>
<p>4</p>	<p>Any Other Business</p>
<p>4.1</p>	<p><u>Patient access application</u> Members discussed how patients have had trouble with the new level of access online</p>

	<p>i.e. booking appointments, getting medication etc. which has resulted in them having to attend surgeries to resolve any issues. The service was updated approximately two months ago; however Norman has made contact with Elizabeth Kerwood to question the decision. The patient access application was introduced to the website without the practice being made aware which then meant they were unable to show patients how to use it. Other members agreed the same issue was apparent in their surgeries commenting that the service is 'not fit for purpose'. Norman also added that they have refused a request from the CCG for PPGs to push the electronic agenda as they do not agree that the system is good or performs well.</p>
4.2	<p><u>Connectivity issues</u> Practices are experiencing connectivity issues. The LPG was told that the CSU is working to upgrade GP access to 100mb a second to improve connectivity; funding has been agreed to carry this out in all surgeries. LPG members were advised that the CCG can tell them the order in which each surgery will have this work done. Action: Norman to contact Elizabeth Kerwood for more information</p>
4.3	<p><u>Visit to the University</u> Norman recently visited Portsmouth University to talk to second year nurses about what is important to a patients experience in terms of nursing treatment. He made the recommendation that LPG members with a background in health could also attend future talks, these take place twice a year. A suggestion was also made to tell practice managers to invite students to attend the LPG meeting to gain real-time experience.</p>
4.4	<p><u>Emsworth surgery</u> Jim Strudwick gave an update on the current situation regarding Emsworth surgery. He told members that the asbestos was not as bad as initially thought and there was a chance the old cottage hospital could be saved and refurbished, this was put forward as the ideal solution by patients of the surgery however nothing is firmed yet.</p>
5	<p>Date of Future Meetings</p>
	<p>All future meeting from 12.30-14.30 and will be held in the Cowplain Family Practice, 26-30 London Road.</p> <p>Thursday 17th January 2019 Thursday 21st March 2019</p>