

Minutes

South Eastern Hampshire Locality Patient Group

Held on Thursday 10 May 2018 in the Meeting Room, Cowplain Family Practice
from 12.30pm.

Attendees	
Norman Proudfoot	Chair/Rowlands Castle Surgery PPG
Sallye Corbett PPG	Elms Practice PPG
Annie Strudwick	Emsworth and Westbourne Surgeries PPG
Jim Strudwick	Emsworth and Westbourne Surgeries PPG
Steve Southwell	The Spring Medical Practice PPG
Michael Peters	The Swan Medical Group PPG
Tony Harland-Jones	Rowlands Castle Surgery PPG
Nemesh Patel	Pharmacist at Rowlands Castle Pharmacy
Owen Collett	Bosmere Medical Practice PPG
Nalin Deshpande	Bosmere Medical Practice PPG
Patrick Gilbert	Oaks Healthcare PPG
Joan Elliott	Oaks Healthcare PPG
Louise Quirk	Care UK (patient service manager)
Jason White	Care UK (marketing manager)
Priya Mistry/Nikki Coyne	Communications team, SEH CCG
1	Welcome and Introductions
1.1	<p>Welcome and apologies Norman welcomed everyone to the meeting. Apologies were given for Margaret White, Nick Wilson and Caroline Footman.</p> <p>Post meeting note: Caroline Footman is stepping down as deputy chair due to personal reasons.</p> <p>LPG members to consider if they are interested in taking on the deputy chair role during Caroline's absence Action: All</p>
1.2	<p>Minutes from previous meeting Minutes from meeting held on March 8 were agreed.</p>
1.3	<p>Summary of actions and matters arising Communications to check with Elizabeth Kerwood on what will happen to</p>

1.4	<p>actions named for Brenda Woon from previous meeting.</p> <p>Requests for any other business Two items were raised.</p>
2	<p>Focus item</p>
2.1	<p><u>The value and impact of community pharmacies – Nemesh Patel</u></p> <p>A presentation on what pharmacies can offer, what services they provide within the community and their value and impact within the community. Also discussed was the scope for pharmacies to play a greater role as part of more integrated local care and what that would look like, as well as the challenges currently facing pharmacies – most of which stem from funding issues.</p> <p>The issue of decreasing revenue from prescription charges if the NHS chooses to stop prescribing certain treatments was raised, with the response that changing attitudes towards prescriptions (e.g. no more free vitamins) will alleviate this. Feedback from Elms Practice that, as one pharmacy has closed, three other local pharmacies are struggling, with a general consensus that new pharmacies are struggling as existing ones close. It was highlighted that funding cuts have caused closures in Hampshire and on the Isle of Wight but further collaboration with CCGs and local practices – in addition to an increase in funding – will be helpful. The environmental issues around medicine wastage were also raised, and it was suggested that 28 day prescriptions would help to limit this.</p> <p>Attitudes towards pharmacies are changing, with a campaign to visit the “pharmacy first”, for minor ailments and an increase in collaborative efforts between medical practices and pharmacies (administering flu vaccinations, encouraging pharmacists to attend practice meetings, etc. to enhance the “value” and “status” of the pharmacy to the community).</p> <p>Send the pharmacist’s presentation to Priya Mistry to include with minutes Action: NP</p> <p><u>St Mary’s NHS Treatment Centre - Louise Quirk</u></p> <p>Care UK, an independent provider of health and social care, works closely with local authorities and NHS commissioners in order to provide community care services, healthcare, prison services and residential/nursing care homes. Locally we have St Mary’s Treatment Centre and Havant Diagnostic Centre - including GP and walk-in services, diagnostic centres and treatment centres.</p> <p>The presentation covered customer satisfaction levels, CQC inspection ratings, MRSA rates and yearly PLACE visits (Patient-led assessments of the care environment) visits which monitor and react to patient satisfaction levels. Care UK wish to communicate more with the public about their available services and how to access them.</p> <p>The nature of the funding of Care UK was discussed, as were the organisation’s KPI targets and marketing strategy – it was generally agreed that</p>

	<p>awareness of Care UK services and quality could be improved. Further discussion included wait times (approximately eight weeks dependent on condition being treated), exclusion criteria (cancer, brain or heart surgery) and on-site facilities (vending machines).</p> <p>Priya to contact Louise Quirk for digital version of presentation to circulate with minutes</p> <p>Action: PM</p>
3	Standing Items – regular updates
3.1	<p>Feedback from PPG representatives</p> <p><u>Emsworth and Westbourne Surgeries PPG – Jim Strudwick and Annie Strudwick</u></p> <p>Dr. Chinawala has attended a meeting with the CCG who have requested a revised application for the Redlands site in order for discussions to progress. The land is currently held by Havant Borough Council on the surgery’s behalf. The next step is to organise a minibus to transport patients to the new surgery and also to Oak Park Havant, which is proving difficult for some patients to access.</p> <p>The Emsworth patient survey is also in hand, one in 13 patients responded, half of whom did not mind the move. The surgery’s paramedic has proved useful, particularly for home visits, saving a considerable amount of doctor’s time.</p> <p><u>The Spring Medical Practice PPG – Steve Southwell</u></p> <p>The previous meeting was held on March 2 and the next meeting is planned for May 29. The practice name has changed from Homewell Curlew to Spring Medical Practice, and the reception and call centre layout change is now complete.</p> <p>The practice is planning education sessions for patients on the new website features and will try out education materials on PPG members at next meeting.</p> <p>The terms of reference were reviewed, and the aims and objectives revised. Virtual group membership will be promoted while the physical group will act as an expert forum to concentrate on projects, such as annual surveys, and provide user input on process and system changes.</p> <p><u>Oaks Healthcare PPG – Joan Elliot and Patrick Gilbert</u></p> <p>The AGM was held on May 2 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>

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.

The surgery has had a CQC inspection of which it is awaiting the results.

A new appointment system will be implemented from May 14, 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.

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 have volunteered to visit QA and assess particular areas of care.

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.

The Swan Medical Group PPG – Michael Peters

The last Swan Medical PPG meeting took place on March 8 at Liphook Village Surgery. The alternate meetings at Petersfield and Liphook surgeries are going well, with the two previous PPGs working well as one unit.

The PPG spring health promotion, concerning 'women's health', took place on April 21. The event was held at the Avenue Pavilion, Petersfield and was very successful with nearly 80 attendees. Three of the Swan Surgery doctors gave talks and showed slides on female cancers, menopause, HRT/risks, and osteoporosis, following each topic with a Q&A session.

New hard floor covering has been laid within the waiting room area at the Swan Surgery to replace the previous carpeting. The floor covering, and new easy-clean chairs, now offers a more hygienic environment for patients.

Unauthorised car parking at the Swan Surgery remains a problem, a permanent solution is yet to be decided.

3.2	<p><u>Elms Practice PPG – Sallye Corbett</u></p> <p>Four members of staff have completed care navigation training. This will be mainly implemented through the practice telephone advice line, due to lack of privacy in the reception area. Reception staff will signpost patients when necessary.</p> <p>Feedback from family and friends tests was particularly positive regarding appointment availability. As of May 4 the next routine appointment available was May 11. The practice advice line has been helpful for diverting queries to trained call handlers and for messaging doctors.</p> <p>All windows in the health centre are being replaced by property services and CCTV has been installed in (shared) reception area for staff and patient safety, following a steady increase in verbal abuse received by practice staff.</p> <p>The practice has had negative feedback from patients regarding Lloyds pharmacies in the local are, and plans to try to resolve any issues by meeting with the pharmacy leads and the both practices on Hayling Island.</p> <p>Upcoming CCQ Inspection on May 22.</p> <p>Update potential future agendas</p> <p>Invite Mark Cubbon, chief executive of Portsmouth Hospitals NHS Trust, to a future meeting.</p>
4	<p>Any other business</p>
	<ul style="list-style-type: none"> • nationwide conversations taking place about Mental Health Awareness Week • issue at Petersfield blood clinic when only one nurse was on duty and the walk-in service had to be closed. Proposed solutions are to have a standby nurse, to ensure the nurse remains on duty until all patients are seen or to bring back an appointment system
5	<p>Dates of next meeting</p>
	<ul style="list-style-type: none"> • July 5 • September 20 • November 20 • January 17 2019 • March 21