

Minutes of Patient Participation Group Meeting

held at Laurel Bank Surgery Malpas
on Tuesday 20th November 2018 at 6pm

Present:	Dr L Davies (LD)	Mrs W Gilpin (WG)	Mrs A Harrison
	Dr R Henney	Mr R Kerry	Mrs V Kirby
	Mrs E Orme	Mr M Pearson (MP)	Mrs K Reeves (KR)
	Ms C Reynolds (CR)	Mrs L Suckley (LS)	

Apologies:	Mrs L Bainbridge	Mr I Bartholomew	Mrs N Cappaert
	Mr F Dimelow	Miss M Fardoonji	Miss L Ingram
	Mrs C James	Mr W Koonstra	Mrs E Lea (EL)
	Ms K Lewis	Miss M Lingard	Mrs M Miles
	Mrs S Norwood	Mrs S Peters	Ms C Rowland
	Mr J Saunders	Mr J Webb (JW)	Mrs R Wilson

ACTION

1. MINUTES OF LAST MEETING – matters arising

Correction to minutes 24.07.18, item 7b Compassionate Communities Initiative - WG listed as having contacted the Heber, Alport Junior School and Friday Friends. This should have been WW (Wendy Windsor of Friday Friends).

2. PRACTICE MATTERS

a. Dressings Service Information

RH reported that there is complete inequality between the CCG areas with regard to the Dressings Service that patients receive from different practices. The CCG has agreed a service across the majority of the CCG practices which, they say, cannot be replicated across the Rural Alliance due to distance. Discussions have been taking place for 18 months or so but there is no apparent solution to the problem. Dressings are not a part of the GMS contractual agreement/work for practices to undertake.

Whilst the practice is happy to provide a service for simple dressings, it does not have the capacity or expertise to manage complex dressings, which at times require expert management.

b. Premises Update

RH explained that there has been no development in the plans for a new surgery. The planning application is still with CWAC. The practice attended the Parish Council meeting in April, together with the 3rd party developers and a representative from the CCG. From the practice's point of view, there is little else to do until the planning has been granted.

JW is meeting with the Planning Officer on Friday; CR will ask JW to feedback to the PPG.

CW

3. WELLBEING HUB FUNDING - KELSALL

JW had asked for this to be added to the agenda but was not available to discuss.

4. RURAL ALLIANCE

LD confirmed that there has been no particular movement since the last PPG meeting. The 6 Rural Alliance practices are continuing to work together, with a view to aligning with the future development of the Integrated Care Partnership. The ICP will consist of WCCCG, COCH, CWP and the Local Authority coming together to provide and commission many of the services currently commissioned by the CCG. Commissioners want practices to cluster together (based on 30-50k patients) to provide appropriate services for the demographic and geographic needs of patients.

Rural practices have always worked well together. However, there are concerns in that the Rural Alliance geographic area is huge (from Kelsall to Tattenhall to Malpas) and that funding allocated to the area will be presumed to make services available to all. This is why patient consultation is important and where the PPG can provide support. At present WCCCG meets with the PPG Chairs; going forward, this might just be representative of the Cluster Practices when meeting with ICP. CR informed the meeting that there is a meeting of PPG Chairs on Thursday 22nd November. KR has asked for a Chair's meeting specifically to discuss rural challenges. Any significant rural issues to be raised should be emailed to CR prior to the meeting.

All/
CR

LD explained that there are plans to form a joint CCG from 2020 from 4 existing CCGs. ICPs across the same area should be developing at same pace, which is part of the Government/DOH plan across the country. LD feels that local initiatives will still happen and Malpas' independence will be protected to some degree due to the geography of the area and the fact we share two Integrated Community Care teams between the 6 rural Alliance practices, which results in a natural envelope. Practices will generally have no influence over this as decisions are made at national level. There may well be little support from NHSE for any projects or service bidding.

CR suggested having a public consultation involving the 6 Rural Alliance practices, to which MPs and their staff would be invited, to showcase achievements.

5. PPG CHAIRS MEETING FEEDBACK

a. Frome Model:

The three levels of care considered were

- Simple i.e. life circumstances & minor illnesses
- Complex i.e. chronic illness & help for carers
- Very Complex i.e. death & bereavement, building supportive networks to address social isolation.

The model's focus is on 'people talking to people' through the use of Wellbeing Coordinators, Community Connectors, Self-Support Groups (like Cancer Friends) and holistic Care Planning resulting in improved patient care, improved working lives and overall cost savings.

b. Ipsos Mori GP Survey July 18 results:

- Patient Telephone Access - Malpas came top with 100%.
- Practice Website Info & Service Access - Malpas came 3rd with approximately 95%.
- eConsult - Malpas are 3rd from bottom with regard to patient's use. LD suggested that this is due to existing good access to clinicians and appointments. Telephone access to the practice is the highest in the CCG: 1600 patients use on-line access for ordering repeat medications, so there is less need for them to use other ways of contact.

6. PATIENTS' OUT OF HOURS EXPERIENCE

CR was not impressed with the OOH service: she advised that it took her 40 minutes to get through to 111, which highlights the danger that people will not wait and will phone 999 instead. She finally spoke to a call handler who did not know where Malpas was. It took 30 minutes for the decision that she needed to be seen at COCH. A taxi was sent out to collect her as this was cheaper than an ambulance, she was discharged at 10.30pm on Saturday evening and paid £45 for a taxi back to Malpas as there was no alternative. This seems very unreasonable; how would patients who cannot afford manage this situation? There is no public transport running on Sundays so patients would not be able to get back to the rural area until Monday.

CR would like to hear other patient experiences. Is it standard procedure to fund your own transport home after being taken in by hospital transport?

All/
CR

7. PUBLIC CONSULTATION EVENT

It was agreed that there needs to be a purpose for a Public Consultation Event to encourage people to come along; the link to new surgery premises could be used as a theme. To be discussed further at the next PPG meeting.

8. AOB

- a. Future CCG Agenda Items: CR suggested Rural issues, specifically why the rural area services are inequitable to other areas. It was noted that age is the real driver to health demand, not so much deprivation. 4-5yrs ago, a study was made of Malpas residents where 28% of residents have no transport. Interestingly, when the 4 CCGs merge, the majority of residents will live in rural areas.
- b. Cancer Friends: MP advised the PPG of a special all-day course on 11th December, "Listening and Responding for Cancer patients", that 6 of the Cancer Friends will be attending. In January 2019 the following events are being arranged: Free day and lunch at the Garden Centre at Bridgemere, Meet families etc. and a Film show in the Jubilee Hall.
- c. PPG Membership: It was noted that membership take-up fluctuates; it has been a slow process to take off. The Frome example shows that it can take up to 6 years for organic growth. In general, members can be attracted to the group by word of mouth, posters around the village, and on the noticeboard in Macmillan area at COCH.
- d. New Practice for Tarporley: LD reassured the meeting that this would be unlikely to impinge on the Malpas premises project.

The meeting ended at 7.45pm.

Next PPG meeting: to be held at the Practice in April prior to the PPG Chairs meeting in May. Email to be issued to the group requesting discussion/comment.

Next PPG Chairs Meeting: 29th January 2019 (the next 4 dates will be circulated with the minutes.)

- Update on Ambulance Service
- Advocacy Service for Patients being lost in the hospital service
- Hospital appointments – timing, delays, mistakes, cancellations. CR would like agenda item at next meeting to discuss patients experience before the Chairs meeting.
- Update on the Manchester local health service, devolved budget
- Integrated care
- Well Being Co-Ordinator