

Patient Reference Group Meeting
Thursday 19th February 2015
Nutfield Lodge, Redhill

Minutes

Welcome and introduction to the meeting – David Congdon

David Congdon welcomed everyone to the meeting and introduced himself as Acting Chair for the CCG. The CCG is currently in the process of recruiting a new chair to replace Dr Joe McGilligan and the practices will be kept informed throughout the process.

Declaration of Interests

There were no Declaration of Interests to record.

'You said, we did' – Carol Rowley – [Enclosure 1](#)

'You Said, We Did' sheets were distributed on the tables for members to take away and feedback to their Patient Participation Groups. This document summarises what the CCG has done with comments or concerns that patients have raised with the CCG.

'Call to Action' Meetings

Feedback received from the Public 'Call to Action' meetings helped to develop local services. This feedback was also forwarded to the department of National Health which went towards shaping NHS England's Five Year Forward View. What the CCG heard from the public meetings was integrated into the CCG's 5 year forward plan.

Rant & Rave Meetings

Last year the CCG held a 'Rant & Rave' session over lunchtime. This meeting had no agenda to give attendees the freedom to discuss whatever they wanted. Carol asked members of the PRG whether they would like the CCG to put on another one of these meetings after Easter and the group agreed that they would like this. – [Action Rhianna Hills](#)

SECamb Membership

Leaflets on how to become a member of South East Coast Ambulance Service were distributed on the tables. It is free to become a member and this will allow you voting rights, as well as invitations to open days and regular newsletters. Please share the leaflets with members of your PPG's.



Pressure Damage Awareness Information Guide – Enclosure 2

A pressure damage awareness information guide was distributed on the tables and Karen Devanny, Director of Quality and Nursing, would like input from patient's and carers on whether the document is easy to understand and helpful. Please contact Carol Rowley (carol.rowley@eastsurreyccg.nhs.uk) if you have any feedback.

Yellow Card Scheme

Yellow Cards were displayed at the back of the room for any members who would like to take some back to their PPG to spread awareness. Thank you to Alma for bringing these to the meeting. The Yellow Card Scheme is for reporting any side effects caused by medication. You can pick up a yellow card from your pharmacist, GP or you can go online. <https://yellowcard.mhra.gov.uk/>

East Surrey CCG new website

The CCG's new website has gone live (www.eastsurreyccg.nhs.uk). We would really welcome your feedback on whether the site is easy to use or if there is anything that can be done to make it better. Please send any feedback to either Rhianna Hills (Rhianna.hills@eastsurreyccg.nhs.uk) or Carol Rowley. Via the website we hope to widen the CCG's patient circulation list by patients signing up to receive newsletter etc.

Preventing Medication Wastage

Photos were circulated around the room of medication that has been wasted and thrown away, often unopened. Members were asked to consider whether their PPG's would put an article on medicines management and preventing wastage in their next practice newsletter. Lizette Howers, Prescribing Advisor, has pictures and wording available if your PPG would like to use this to spread the word. Please contact Rhianna Hills for more information.

Birchwood Petition – Stella Price

Birchwood Medical Practice in Horley has been carrying out a petition to obtain greater funding for East Surrey. 2,000 signatures have been obtained so far and Mr Sam Gyimah, the local MP, has met with Birchwood Medical Practice and is very supportive of the petition. He suggested if the petition obtained 10,000 signatures he would be able to take it further. Members were asked if there was any appetite to take the petition back to their PPG's to try and build up the number of signatures. Birchwood had a desk in their waiting room encouraging people to sign the petition and leaflets were handed out providing more information. These leaflets can be adapted to make it more general for East Surrey. If your PPG is interested in joining the petition please contact Carol Rowley (carol.rowley@eastsurreyccg.nhs.uk).



Alliance for Better Care Ltd – Dr Pramit Patel and Dr Joydip Ray

Drs Pramit Patel and Joydip Ray presented the concept of the federation to the group. 14 practices have joined together to form a federation as a collaborative project to try and protect the future of general practice. The advantages are that as a group of 14 practices, collectively they can bid on large projects. One example is the Prime Ministers Challenge, which the federation has put in a bid for to win a sum of money to get the federation up and running.

The aim of the federation is to improve primary care access for patients by every practice providing an 8am – 8pm service during the week. At weekends, as a federation resources will be pooled together and two community hubs will be put in place. One in Caterham and one in Redhill and these hubs will be run by local GP's. This will incur a cost but will hopefully reduce the number of A&E attendances which will save money in the long run. Between the practices we have a number of skills and speciality areas and at the moment these are pooled in individual practices. It would be beneficial to all to share these skills so patients can be seen in other practices if they provide the service that the patient requires.

There is difficulty on how a GP from one practice can see a patient from another practice. For this to happen it will require other GP's to see other patients notes and this would need to be done in a confidential manner. Therefore all the practices within the federation would need to be using the same clinical system. If the federation were to be successful in winning the Prime Ministers Challenge money, this would be put towards IT set-up, project management and GP and nurse time for one year. If the federation can demonstrate that A&E attendances have reduced over the year, money would be put back in to the federation.

Questions

Q – Will practices need to take on agency staff to fulfil the contract as patients prefer to see their own GP or local GP's.

A – If the federation wins the bid, funding will be put towards GP and nurse time. The 8am – 8pm service will be run by your own GP's. The two hubs will be run by local GP's.

Q – Could we have assurance that other organisations won't be able to take over the federation?

A – There are other federations in existence, some are social enterprises and some are Ltd. GP practices will remain Limited Liability Partnerships but the federation will act as an umbrella over the practices.

The federation has been registered on the Companies House website.

Q – Do you have any patient representatives on your Board?

A – There will be a patient representative on the programme board and patient's opinions were incorporated into the initial bid.

(See slides 1)



Quality Strategy – Carol Rowley

Karen Devanny, Director of Quality & Nursing would like patient feedback on the draft Quality Strategy. The strategy has been put in place to ensure that quality remains at a high standard at all times despite finances being strained.

In the strategy there are 2 overarching principles:

1. To reduce unplanned admissions
2. To reduce harm to vulnerable people

The CCG is in an ideal position to improve the quality of locally commissioned services. We intend to do this by listening to feedback from patients, actively going and seeing services and sharing any concerns so these can be actioned quickly.

The CCG is checked on a quarterly basis by NHS England, as part of their role is to scrutinise how the CCG monitors quality.

If you would like to volunteer to read through the draft Quality Strategy and to provide the CCG with your feedback please contact Carol Rowley. This feedback will be incorporated into the strategy and sent back to patients for review. After this it will be put to the Governing Body for final sign off.

(See slides 2)

Mental Health Services Update – Hayley Bath

Hayley talked through the New Access Standards which will be put in place by April 2016. These are:

- 50% of people experiencing a first episode of psychosis will receive treatment within **2 weeks**
- In adult IAPT services, at least 75% of adults should have had their first treatment session within **6 weeks of referral**, with a minimum of **95% treated within 18 weeks**.
- Psychiatric Liaison – 1 hour for emergency referrals, 1 working day for urgent referrals.

Members felt that 50% didn't seem like we are aiming particularly high. Hayley explained that it is recognised that there is still a long way to go, but it is a step in the right direction. East Surrey waiting times have got a lot better recently and patients can be seen face to face or it can be done online. Patients can also now self-refer into the service.

Hayley went through the Commissioning Intentions for 2015/16 with regard to Mental Health to show that future plans fit in with what we said we would be doing in 2015/16.



Mental Health Crisis Care – ‘Safe Haven’ Project

- £1.5m was awarded to spend on Crisis Care as part of the Transformation Challenge Award.
- This money has been spent on the ‘Safe Haven’ project and stakeholder engagement events took place to discuss what the Safe Haven model should look like.
- A safe haven steering group is being set up and patient representatives are being sought. If you are interested in being part of the steering group please contact Hayley Bath for more information (Hayley.bath@eastsurreyccg.nhs.uk).

Dementia Action Plan

- The final draft of the Dementia Action Plan is going to the CCG’s Clinical Executive Committee on Thursday 2nd April. If you would be interested in reading the plan and providing the CCG with feedback, please contact Hayley Bath.

Health hubs

- Work is being done to look at how we can develop Primary Care by implementing Mental Health services within Health hubs, so patients can access care closer to home within the GP Practices.

(See slides 3)

Around the PPG’s – David Congdon

Townhill Medical Practice

- NICE have introduced new guidance on Cholesterol testing. A 14 hour fast is no longer required before the test so be aware of this if your practice is still asking you to do this.

Birchwood Medical Practice

- Have published 11th practice newsletter

Oxted Health Centre

- Had two further educational talks, one on stroke which was led by a consultant from East Surrey Hospital and one led by South East Coast Ambulance Service and Oxted Community Responders.
- Doing a survey on defibrillators available in the area. The PPG is working with community responders to look at funding a defibrillator which will be placed in Oxted train station and to train the staff on how to use it.

Hawthorns Surgery

- Have published 7th newsletter – 500 copies went out and it was published on the practices website



Don Illman

- Currently Mental Health patients in East Surrey are placed as in-patients at Langley Green Hospital
- 6 years ago it was said that a new in-patient unit would be built in Redhill and this is still yet to happen. This situation needs to be addressed.

Karen Devanny has visited Langley Green to check the quality of the service. Currently a simulation process is taking place to assess the requirement for beds and what capacity there currently is. The aim is to have the right number of beds available in each area so patients don't need to be placed elsewhere far away from home.

Your Health Matters – Patient Newsletter - [Enclosure 3](#)

The first edition of 'Your Health Matters' was circulated to patients in December 2014. Copies of the newsletter were distributed on the tables. The CCG is keen for feedback on what you like or dislike about the newsletter or what you would like to see in future editions. Please contact either Rhianna Hills or Carol Rowley with any feedback or suggestions.

(See slides 4)

Future PRG Meeting Dates

Thursday 18th June 15 – 7.00-9.30pm – Nutfield Lodge
Thursday 15th October 15 – 7.00-9.30pm – Nutfield Lodge

