

Patient Participation Group (PPG) Meeting
Held Stamford Bridge Health Care Centre: 15th January 2015, 6.00pm

Present:

Dr Lesley Welch, GP Partner
Joanne Rowe, Practice Manager
Lesley Barker, Branch Manager, Stamford Bridge and Dunnington
Emily Broadbent, PA to Practice Manager

Sian Balsom, HealthWatch York

Mrs Janet Webb
Mr John Yates
Mr Arthur Moore
Cllr. Sian Wiseman (PPG Chair)
Mr David Garbutt
Mr David Vaughan
Mrs Mary Masefield
Mr Robert De La Warr
Mrs Valerie De La Warr

Joanne Rowe, Practice Manager, opened the meeting, welcomed the attendees and brief re-introductions to the practice staff were made as well as a brief recap of the previous meeting. Joanne also introduced Sian Balsom, from HealthWatch York to those members of the group who had not met her before. Joanne explained that following the suggestion at the previous PPG Meeting in October, she and Sian Balsom had met and discussed ways in which the practice and HealthWatch could work more closely. Sian had then agreed to attend this meeting in order to share this information with the PPG and help increase awareness of HealthWatch and the services they can provide.

1) Sian Balsom, HealthWatch and how we can work together

Sian began by introducing herself to the group and asked how many of the attendees had heard of HealthWatch – most had. Sian then asked if anyone had heard of HealthWatch's predecessor 'York Link' – again most attendees had. It was explained to the group that HealthWatch is fairly 'young' (established in April 2013) and that their purpose is to ensure people/the community is at the heart of local health and social services.

Local branches of HealthWatch cover their local areas with the Strensall, Huntington and Dunnington MyHealth Health Care Centres being covered by

HealthWatch York and Stamford Bridge being covered by HealthWatch East Riding of Yorkshire.

Sian explained the three main functions of HealthWatch;

- 1) Listen to people about their experiences of health and social care
- 2) Provide information about local services to ensure people can access the help they need
- 3) Signpost people to independent complaints advocacy providers if they are unhappy with a service they have received

She also explained that HealthWatch do not want to duplicate existing health and social care groups but instead 'amplify' the voice of existing groups. This is done in a number of ways – one of which being the seat HealthWatch holds on the Health and Wellbeing Board on behalf of all York residents. Because of this presence of the Health & Wellbeing Board, Sian explained that it is vitally important to tell HealthWatch of experiences of health and social care in York, good or bad. Sharing these experiences means that these services can be continually reviewed and improved upon.

HealthWatch produce a variety of health and social care leaflets and flyers, along with reports and publications on specific areas such as mental health and loneliness. In order to reach as many groups of the population as possible and make information accessible for all, HealthWatch also have a website, Facebook page and Twitter page.

Sian explained that as HealthWatch York are a small team, with only 2 and a half full time equivalent members of staff, there are a large number of volunteers involved (36 at the moment and more are always welcome) who are vital to the running of HealthWatch York. These volunteers undertake tasks such as care home assessments and information drop in sessions at locations such as Sainsbury's Monks Cross.

HealthWatch have started running evening events in the café area of Sainsbury's Monks Cross. These events, titled, 'Kick Start Your New Year', will be run alongside City of York Council's Sport and Active Leisure team as part of a drive to educate the public in getting into an active lifestyle.

Question was raised as to how these events are promoted. Sian explained that they are advertised within the café at Sainsbury's and over the tannoy system – it was suggested that these events could be more obviously promoted. Sian agreed to speak with Sainsbury's about having 'A boards' displayed in the main store entrance.

HealthWatch see PPGs as a great way of working together with the public, in particular when it comes to reporting of issues/feedback to the Vale of York Clinical Commissioning Group as this helps gain public perspective.

A point was raised that, often, members of the public are very interested in being involved in local healthcare and understanding the resources available to them and that in particular, the Health and Wellbeing Board have excellent meetings.

Dr Welch asked how members of the general public find out about these types of meetings. Sian explained that HealthWatch promote and share dates of all open health and social care meetings as they appreciate many members of the public do not realise they are able to attend. This includes the Health and Wellbeing Board, Vale of York CCG Governing Body Meetings and also the York Older People's Assembly.

Sian also explained that many people do not realise they are able register to ask a question/raise a concern/comment at these meetings and Sian W agreed that she was not aware until she became involved in this area of healthcare.

It was agreed that the practice would share information about HealthWatch and their role as well as these meeting dates (and a small bit of information about who each board/committee are) on the plasma screens in each Health Care Centre. This information will also be shared on the MyHealth website and social media pages.

Action Point for Sian W: to provide details and summaries of the various bodies, contact details and dates of forthcoming meetings so that MyHealth can promote them.

Question was raised as to whether HealthWatch were 'spreading their net too wide' with their limited resources. Sian thought that this could be the case but that they are trying to 'work smarter' and reach members of the public in a variety of ways i.e. online working as well as face to face.

2) York Care Hub; what is this and what role do we play here?

The York Care Hub pilot had been mentioned at previous PPG meetings, however, MyHealth will be joining this pilot officially from 1st February 2015. The work done will be with community teams to help keep the 2% of our patient population at the highest risk of a hospital admission from being admitted, or if admitted, to help re-enable them out of hospital sooner by engaging with all the relevant authorities/bodies.

Work of this type began with MyHealth patients in the summer with the introduction of a new nursing role to the practice. Our Community Care Coordinator (similar to that of a Community Matron) works specifically with those patients who are most at risk of hospital admission/those members of the community who are most unwell.

Dr Welch explained that this may be why many of our largely healthy patients may not be aware of this role until now.

This new role and the York Care Hub pilot are both trying to empower patients to look after their own health, with active involvement in their personalised care plans and also give them access to the right care at the right time.

3) Out of Area Patients Registration – what this actually means

It was explained to the group that this new type of registration for those patients who live outside of our existing practice boundary had come into force from Monday 5th January 2015.

This enables this particular group of patients to register with the practice of their choice, irrespective of whether they live within the practice boundary. However, home visits are not part of this new registration process. Patients whom the clinicians feel would likely need home visits, will be encouraged to register with a practice closer to home, for their own safety. Those patients who do register and live outside the boundary and for whom a home visit would be unusual, should help be required, should call NHS 11.

This new registration will enable patient choice and will also provide flexibility for patients – particularly commuters.

There was a general consensus from the group that the NHS 111 service is less than satisfactory – Sian Balsom then reminded the group that HealthWatch would like to hear about their experiences – good or bad as they can help to influence change.

Question was raised as to whether the practice thought the Out of Area Registration may eventually become a 'dual registration'. Dr Welch explained that this is an initiative largely seen in the south east/London areas and that the north is likely to see some uptake but the numbers would likely be very limited.

4) Action Plan – progress this year 2014/15 and update (plans) for next 2015/16

The Action plan for the year was discussed in terms of progress and in terms of adding any new items onto this. Each point was discussed in turn.

- **‘Introduce new appointment system’** – the new appointment system was launched at the beginning of October and seems to have gone well. There is now only one password required for patients who wish to request repeat prescriptions and book appointments online.
- **‘Development of Nursing Team’** – this has been ongoing since the introduction of the Health Care Assistant roles last year and the introduction of our new Community Care Coordinator and Advanced Nurse Practitioner in September. Analysis of the appointments has shown that the Health Care Assistant appointments appear to be underused – this is something the practice needs to work on in order to understand why.

One reason could be that many of our patients historically like to see the same nurse, regardless of whether they could be seen by a HCA for a particular reason/visit i.e. ear syringing.

Patients asked why we couldn’t signpost the patient to the most appropriate clinician. Lesley Barker explained that it would be bordering on intrusive to ask too many questions of a patient; often patients are not prepared to discuss any more than requesting an appointment. It was agreed that patient education would be an important part of getting this right.

- **‘Increased use of technology’** – this has been discussed on a number of occasions, in particular, the introduction of self-management systems or ‘PODS’ which enable patients to come into the practice to take their own blood pressure, height & weight amongst other measurements. It was explained to the group that this is currently beyond the practice’s control as this is being held up due to outside factors regarding the IT within the practice.
- **‘Review the telephony system/provision’** – with regards to the telephony, which has also been discussed before, Joanne explained that this is frustrating at present as this is also being held up due to outside factors regarding the IT infrastructure within the practice.
- **‘Opening Hours’** – at present, there are no plans to extend the MyHealth opening hours to 8am-8pm. Applications for the second wave of the Prime Minister’s Challenge Fund (to help improve access to general practice and stimulate innovative ways of providing primary care services) have now closed. Interestingly, those practices involved in Phase 1 of this project, have identified that no patients attend the practice on a Sunday, and very few on a Saturday. The practice did not put in a bid for this 2nd Wave of funding. Our opening hours will remain unchanged. Apart from the closure of Huntington Surgery on a Thursday afternoon. One PPG member spoke with

Joanne about this after the meeting and the practice confirmed that it was a demand issue and whilst this is the case currently, this may not be the case for the long term.

- A further item added to the action plan was an objective around informing and Educating patients about HealthWatch, the CCG and other groups to ensure that patients feel informed and have a voice.

5) AOB

- Mary Masefield explained to the group that there is a Care in the Community type event, planned by Sheriff Hutton Parish Council, taking place on Saturday 25th April, 11am-3pm at Sheriff Hutton Parish Church. This event is help make sure people are aware of what health and social care services are available locally. All are welcome.
- GP Out of Hours service – question was raised regarding this service as it was mentioned that it seemed odd to ask people to visit the hospital for basic medical care when their GP is closed. Dr Welch explained that this is confusing as the GP Out of Hours service is based within York Hospital (adjacent to A&E) but is actually totally independent and run by GPs, not hospital staff. Patients who attend the GP Out of Hours service will still receive ‘GP level’ care and even though they are signposted to the hospital by NHS 111, it does not mean they have actually been sent to hospital.
- Mental Health – question was raised as to why mental health had not been discussed during the meeting when there are a large number of the patient population with low level mental health issues. Dr Welch explained that mental health care in this area is split between York (Strensall, Huntington, Dunnington areas) and East Yorkshire (Stamford Bridge area) and this is the only area of health care which is split this way, making things difficult. Dr Welch then explained that the practice is trying very hard to link up these areas and that we actually have 3 practitioners each week who concentrate on mental health and are based at Stamford Bridge and Strensall. This is more mental health support than the practice has ever had but it is likely patients would only be aware of this provision if they were referred by a Doctor.

Meeting closed at 19.30.

Scheduled date of next meeting: Tentatively confirmed as Monday 27 April 2015, 6pm at Strensall Health Care Centre.