Bullet Point Messages from Seisdon District Patient Group
7th February 2019

Apologies
Kath Frain, Ian Wright, Iris Fieldhouse, Anne Heckels, Liz Gilson, Penny Allen

Attendance
Lin Hingley (LH) – Moss Grove Surgery Chair of meeting
Ruth Morris (RM) – Russell House
Janet Aldridge (JA) – Gravel Hill Surgery
Adele Edmondson (AE) – CSU Senior Communications and Engagement Manager
Clare Plant (CP) – CCG Administrator Communications and Engagement Team
Elaine King (EK) – Lakeside Medical Practice
Jenny Robinson (JR) - Moss Grove Surgery
Mike Barton (MB) – Gravel Hill Surgery
Pat Roberts – Russell House
Tony Serzin – Lakeside Medical Practice

Declarations of Interest and Actions Taken to Manage Conflicts
The group confirmed that there were no conflicts from declarations of interest.

Bullet Point Messages from Meeting held 6th December 2018

- AE advised that she had met with Imre Tolgesi from the Codsall Hub Development scheme and that she had provided him with contacts for NHSE, for him to discuss the feasibility of having a breast screening unit located at the new site.

- Members discussed the Online Digital Consultation programme:
  Action: CP to share presentation given at Commissioning Patient Council with the group.

Action: CP to send conflicts of interest forms to members of the group.

Actions arising from Meeting 6th December 2018

Action: CP to send amended TOR and meeting etiquette to the group.

- Even though most patients in the peninsula would prefer to be taken to New Cross by Ambulance they are taken to Dudley. AE to seek clarity from West Midlands Ambulance Service

Response post meeting:
Any crew of an ambulance will make a clinical decision at the point of assessment when they arrive with the patient. A crew would take a patient to the hospital of their choice if there is a clinical reason which meant it is the most appropriate clinical setting for the patient to receive treatment. However, this is dependent on many factors; one being the A & E pressures at the time and the patient’s condition.

In the case raised at the Commissioning Patient Council (which sounds the same) Mo H asked the condition of the patient and he were unconscious. The request was made by the patient’s wife; therefore, the crew would make a decision in the best interest of the patient and his condition at the time.

Members gave patient examples below:

- Patient with Cardio issues taken to Dudley – there is no specialist unit there and patients are transferred straight to New Cross. In cases where patients are already under the care of Consultants at New Cross patient believes this is a waste of resources. There is 0.5 miles difference between the journey to New Cross and Dudley.
  
  **Action:** to be reported through Datix System

- Patient had serious complications with an existing condition – Ambulance was called, Paramedics wanted to take patient to New Cross but was overruled by the controller. Patient sent the ambulance away and although seriously ill he got in his car and his wife drove him to New Cross.
  
  **Action:** to be reported through Datix System

Members discussed patient choice and felt that this had been taken away – AE assured them that it had not but that in emergency situations where an ambulance has been called other factors may be taken in to account for patients not being taken to their preferred option.

Members felt that more communication should be given in these circumstances and that the rationale behind decisions should be given.

**Action:** AE advised that she would share this with West Midlands Ambulance Service and bring feedback to the group.

**Feedback from PPGs and patient stories:**

**Gravel Hill Surgery: Mike Barton and Janet Aldridge**

- Mike Barton introduced himself to the group as the new PPG chair of Gravel Hill Surgery, he will be attending these meetings with Janet Aldridge.
- Extended access appointments – Extended opening hours are being offered for pre-bookable and routine same day appointments by a network of GP Practices in the area. All health care professionals covering these appointments will, with patients consent, have access to a patient’s full medical records.
These appointments are only currently bookable in practice opening hours.

- Health Harmonie hold surgeries once a week at the practice. They perform ultrasound scans for most ailments with the exception of Cardio Vascular at the practice, which gives patients the choice of not having to attend hospital. Results are given within two days, the service is running well.
- Reception has been redecorated and new noticeboards have been put up, giving the surgery the chance to update displays.
- Gravel Hill Surgery shared a copy of their Practice Newsletter with the group.

Moss Grove Surgery – Jenny Robinson
- Patient referred to Russells Hall Hospital for tests. Patient advised to take an overnight bag as he would need to stay in overnight after the tests. Patient advised late at night that there were no beds available and that he should find his own way home. Patient arranged a taxi for himself to get home but had a long walk to get out of the hospital, he was struggling to breathe and was distressed. Patient has since been diagnosed with terminal lung cancer.

Action: to be reported through Datix System

Russell House Practice – Pat Roberts and Ruth Morris
- RM has now come to the end of her tenure as Chair of Russell House PPG, Pat Morris thanked her for all her hard work over the last three years. Lynn Fern Practice Manager has taken over the position of Chair of the PPG as nobody else stood for the position. Pat Roberts was voted in as Vice Chair of the group and both have agreed to take the positions on a tenure of twelve months. RM and PR will be attending the District Group Meetings on behalf of the Practice in future.
- Patient Story – last year patient had hip replaced at Cannock Hospital the procedure went very well and they received excellent treatment. While undergoing treatment, the patient was advised by the Consultant that they needed two knee replacements and that they should visit their GP in February and request an appointment to see him regarding having this done. Patient’s GP has written the letter and an appointment has come through under a different Consultant- patient concerned that patient choice has not been taken in to account.

Action: to be reported through Datix System

- Patient Story – Patient referred by GP last November re possible precancerous patch on leg. Patient received a letter advising an appointment had been arranged for 7th February, however this appointment was cancelled and they are still waiting for another appointment. Very worrying for the patient concerned.

Action: to be reported through Datix System

- Practice had 75 DNAs in December, considering putting a monetary value to these appointments and displaying in reception and on Practice Website.
- Dr Johal has extended opening hours in the day and out of hours.
- Results of CQC Inspection held recently have come back that the Practice is good in all areas.
• In the past there have not been many patient stories through the group however this has now been added to the agenda.
• Practice have conducted a Patient survey with the help of members of the PPG, the survey was run over 10 weeks and there have been 428 responses. AE asked if the survey was practice specific or whether it included questions relating to wider health services. PR advised that the survey was kept short so as not to put people off and concentrated on areas that affect the practice. The survey results have been largely positive and will be used to create a plan which will be shared at the next PPG meeting.
• PR shared the Practice frustrations that patients email addresses are not on the EMIS system, this means that it is difficult for the Practice to contact all patients.

Action: AE to discuss with Andy Hadley CCG Primary Care Digital Programme Lead

Action: AE to contact Lynn Fern Practice Manager
• Neither the Practice or the Pharmacy have the capacity to store/ dispose of unused medications.
• AE advised that the Local Pharmaceutical Committee have a public facing website where these issues can be discussed. Link shared below: Contact Us – Staffordshire and Stoke Community Pharmacies

• PR requested copies of the up to date NHS Constitutions – AE confirmed that there is a link on the CCG website to NHSE page where the Constitutions are located.

Action: AE to request printed copies of the Constitution to be provided from NHSE for the group.

Extended Access Survey
• The CCGs have developed a survey to gain feedback from patients six months into the new initiative. The survey was shared with the group for feedback before being shared with all patients at the beginning of March. The providers are also undertaking patient feedback as part of the service and will report this to us as part of the six-monthly quality report – this is part of the Contract Key Performance Indicators.
• AE thanked the group for the useful feedback that has been received and advised that this will be used before the final version of the survey is sent out in March

PPG Websites
• AE gave a practical demonstration of the PPG Website. The site is an interactive site with various information, events, sharing of good practice, speakers contact details and resources to support in running a successful PPG. The group have all received an email requesting their explicit consent to share their contact details to set up username and passwords to access the site.
• The site can be accessed through the CCG’s website; Home - NHS Stafford and Surrounds CCG using the link “PPG Members Area” at the very bottom of
The homepage. The site can also be accessed through this link: [https://sesandspccg.nhs.uk/cb-login](https://sesandspccg.nhs.uk/cb-login)

**Any Other Business:**

- LH advised that a letter had been sent out by the CCG on her behalf inviting PPGs who do not currently have members on the district group to come to the next meeting, LH shared that she was disappointed by the response received.
- The group discussed over the counter medications.

**Action:** CP to share link to the policy with the group.

The Staffordshire-wide policy is available through the link below, which should be used with the National guidance: [http://www.southstaffshirejointformulary.nhs.uk/docs/pc/Over-the-Counter%20Prescribing%20Policy/](http://www.southstaffshirejointformulary.nhs.uk/docs/pc/Over-the-Counter%20Prescribing%20Policy/)

- CP shared with the group that Dr Murray Campbell had offered to update patient groups about cancer screening and cancer support for patients and carers. The group agreed that they would like to invite him to attend the next meeting.
- CP shared leaflets with the group regarding the future of local health services in Northern Staffordshire for information.
- CP advised that meeting schedules for the next 12 months had been sent out to the group in the last week and that the venue for some future meetings had changed due the rooms being used for Local Elections and the new build of the Codsall Community Hub.

**Date time and venue of next meeting:**

- Thursday 11th April 2019
- 10.30am – 12.30pm
- Trinity Methodist Church, Wolverhampton Rd, Codsall, Wolverhampton WV8 2ER.