

Southend Patient Participation Group Forum

MINUTES

Thursday 18th February 2016 – 9.30 – 12.00noon
Board Room, Harcourt House.

Attendees (in alphabetical order)

Majzoub Ali (MA)	PPG representative, Westborough Road Health Centre
Loretta Andrews (LA)	PPG Representative, Thorpe Bay Surgery
Carol Aylward (CA)	PPG Representative, St Luke's
Jenny Bailey (JB)	PPG Representative, Eastwood Group Practice
Sally Carr (SC)	Chair, PPG representative, Thorpe Bay Surgery
Jim Clarke (JC)	PPG Representative, Dr Velmurugan's Surgery
John Cooke (JCo)	Manager at Healthwatch
Leanne Crabb (LC)	Healthwatch Engagement Officer
Bill Glanvill (BG)	PPG Representative, Kent Elms Surgery
Rosa Goldwater (RG)	PPG Representative, West Road Surgery
Chris Gasper (CG)	PPG Representative, Central Surgery
May Hamilton (MH)	PPG Representative, St Luke's
Jacki Hemmings (JH)	PPG Representative, Southbourne Grove Surgery
David Hemmings (DH)	PPG Representative, Southbourne Grove Surgery
Betty Mashford (BM)	PPG Representative, Pall Mall Surgery

In Attendance:

Janis Gibson (JG)	Lay member PPEI, Southend CCG
Melanie Craig (MC)	Chief Officer, Southend CCG
Paul Ilett (PI)	Head of Communications, Southend CCG
Ian Ross (IR)	Head of Primary Care, Southend CCG
Alice Kelly (AK)	PA & Minute Taker
Jane Nichols	Patient Online Implementation Manager, NHS England
Johanne Springett (JS)	Communications & Engagement Officer
Emma Tindall (ET)	Primary Care & Engagement Officer

Item No. Item Title

- 1. Welcome, apologies and declarations of interest**
 - 1.1 SC welcomed the group to the meeting and apologies were given for Jenny Atkinson, Nicola Brailey, Colin Catterick and Norman Traub.
- 2. Minutes of the PPGF meeting held on the 17 December 2015**
 - 2.1 The minutes were reviewed and the group agreed they were an accurate record of the meeting.
- 3. Review of PPG activity and meetings**
 - 3.1 The PPG members shared their updates with the group from their practice meetings:

- Eastwood Group practice has their PPG meeting at their practice and she confirmed that Did Not Attend (DNA) figures were discussed and provided her with the figures.
- Pall Mall surgery have had two meetings since December, January's discussion was on CQC visit – the practice was rated good, the DNA figures have been produced to the patients to help prevent DNAs and dementia and diabetes awareness days are being planned.
- St Luke's surgery will be taken over by Virgin from 1 April 2016, DNAs have been discussed and letters were circulated to patients, however this did raise a few complaints. Three new members attended the PPG meeting.
- Westborough Road Health Centre DNAs have decreased over the last four months, there were 88 DNAs in October 2015, 74 in November 2015, 64 in December 2015 and January 2016 there were only 55.
- Thorpe Bay Surgery, their automated software has been updated and an appointment reminder is scheduled to remind the patient a day prior to their appointment. Parking near the surgery is an issue and a petition has started to SBC to amend the restricted hours for parking. MC added that the CCG will support this and MC will liaise with Rob Tinlin.
- West Road Surgery has circulated a patient survey; RG added that parking is also an issue near the surgery as the car park is very limited.
- Dr Velmurugan's Surgery has very low DNAs.
- The Central Surgery will have a television in the waiting room for patients, a PowerPoint will be provided with information to roll out in the surgery.

4. Introduce Healthwatch

- 4.1 SC introduced Healthwatch Southend to the group, Manager John Cooke and Engagement Officer Leanne Crabb, who has been attending the PPGF meetings on behalf of Healthwatch. SC suggested that following the letter that was circulated to the group, the recommendation that Healthwatch facilitate future PPGF meetings should be accepted.

5. Developing PPGs at all practices in Southend

- 5.1 John Cooke introduced himself to the group as the Manager of Healthwatch, JCo provided an overview of what Healthwatch promotes and supports. JCo confirmed that a meeting occurred with PI and LC prior to Christmas and a discussion was held regarding Healthwatch to support the forum going forward. Because of the vast knowledge and connections the group has, Healthwatch would then be able to take the information forward and implement and communicate. PI circulated a letter after this discussion was held to the PPGF group members to share their views and request feedback.
- 5.2 LC stated that this idea is up for discussion within the group, LC added that Healthwatch want to take the forum forward to encourage the group to grow stronger and voice their opinions. Healthwatch have offered each GP practice in the area support to gain PPGs for this meeting to represent their practice.
- 5.3 LC circulated copies of Terms of Reference from another PPGF affiliated with a local Healthwatch for the group to consider when amending its own ToR. CG advised that the ToR do need to be

looked at in detail and amend accordingly. SC suggested for the ToR to be on the next agenda for discussion for the meeting. It was confirmed that a member of the CCG would still attend the meeting however going forward they would be hosted by Healthwatch.

- 5.4 SC asked for a show of hands to show support for the recommendation that Healthwatch Southend facilitate the group going forward. [edit: The show of hands for Healthwatch facilitating future PPGF meetings was unanimous apart from MA who did not agree]. Following this, it was agreed that Healthwatch Southend would host and facilitate the PPGF as of the next meeting and the ToR to be an agenda item.

6. PPG Member – Local Health System Matrix

- 6.1 This item was discussed in item 5.

7. CQC Report Update

- 7.1 MC shared the background of Care Quality Commission (CQC) for the group and explained that every organisation which provides a service to patients has to be registered with the CQC. Southend Hospital had its CQC inspection two weeks after Christmas, at the same time as the junior doctor's strike.
- 7.2 MC shared there was excellent feedback on many areas of Southend Hospital; the maternity department had a good rating and their hard work was recognised, the hospital was deemed caring and compassionate. The main area of concern was the nursing numbers within the hospital.
- 7.3 MC confirmed that intermediate care beds are being increased from 1 April to have 30-50 extra beds which will be available in the south east Essex area, this will benefit as the patients will not have to stay in the hospital.

8. St Luke's Surgery Update

- 8.1 IR attended the meeting to update the group on St Luke's Health Centre. IR confirmed that Virgin Health has agreed to the contact and signed alongside NHS England to take over St Luke's Health Centre. There are also other services to be delivered from the centre, an options appraisal will be evaluated this month and will go to the Governing Body meeting in March 2016 for approval.
- 8.2 An event was held to engage the public and parents at Temple Sutton Primary School on Thursday 11 February 2016. The event was very successful and the CCG has started to identify what local residents want for their services from a list of options provided.
- 8.3 MH questioned which premises were in discussion as the information she has received did not confirm. IR responded that the CCG is still in discussion for the location of the new centre, a meeting is being held within the next week to confirm the option. MC praised the primary care team for their hard work.
- 8.4 CG requested an update on the Shoeburyness Health Centre. IR confirmed this will also go to the Governing Body in March 2016. The tenants' requirements for the service will be shared in the meeting.

Action: Shoeburyness Health Centre to be agenda item in the next meeting.

9. Patient Online

- 9.1 Jane Nichols introduced herself as the Patient Online Implementation Manager at NHS England. JN

attended the PPGF today to deliver a presentation on Patient Online to gain feedback.

- 9.2 By 31 March 2016 every GP practice will have online appointment bookings, repeat prescriptions and online access to records. JN provided the benefits for the public, clinicians and practices by having this online service.
- 9.3 JN asked the group if they would use the service if available at their surgery - the majority of the group said they would use the service. ET added that she prefers to use patient online and it includes her appointment history.

10. Any Other Business

- 10.1 The group confirmed the next meeting date for PPGF is Thursday 21st April 2016.

Date of Next Meeting: Thursday 21st April 2016, 9.30 – 12.00pm, Harcourt House.