



Southend Patient Participation Group Forum

MINUTES

Thursday 16th June 2016 – 9.30 – 12.00noon
Board Room, Harcourt House

Attendees (in alphabetical order)

Majzoub Ali (MA)	PPG Representative, Westborough Road Health Centre
Jenny Atkinson (JA)	PPG Representative, Dr Sathanandan Surgery
Nicola Brailey (NB)	PPG Representative, Scott Park Surgery
Sue Burrows (SB)	PPG Representative, Valkyrie Surgery
Sally Carr (SC)	Chair, PPG Representative, Thorpe Bay Surgery
Jim Clarke (JC)	PPG Representative, Dr Velmurugan's Surgery
Leanne Crabb (LC)	Healthwatch Engagement Officer
Chris Gasper (CG)	Deputy Chair, PPG Representative, Central Surgery
Bill Glanville (BG)	PPG Representative, Dr Malik Kent Elms Surgery
Rosa Goldwater (RG)	PPG Representative, West Road Surgery
May Hamilton (MH)	PPG Representative, St Luke's
John Lange (JL)	PPG Representative, Valkyrie Surgery
Betty Mashford (BM)	PPG Representative, Pall Mall Surgery
Bill Mead (BMe)	Healthwatch Volunteer
Kim Paterson (KP)	Family Action/Healthwatch Admin – Minute Taker
Steve Smith (SS)	PPG Representative, Central Surgery
Norman Traub (NT)	PPG Representative, Kent Elms Surgery

In Attendance:

Emma Tindall (ET)	Primary Care & Engagement Officer CCG
Janis Gibson (JG)	Lay Member PPEIG, Southend CCG
Shidaa Adjin-Tetty (SAT)	Carers Respite Service
Jenny Arnold (JA)	Jade Continence Care Specialists
Ian Ross	Head of Primary Care & Engagement

Item No.	Item Title	Action
1.	Welcome, apologies and declarations of interest	
1.1	CG introduced himself as Deputy Chair and advised he would be running the meeting until SC who is Chair arrived from another meeting.	
1.2	Welcome to 3 new representatives John Lange and Sue Burrows Lange from Valkyrie and Steve Smith from Central Surgery.	
1.3	Apologies received from Loretta Andrews (Thorpe Bay Surgery) and Jenny	
1.4	Bailey (Eastwood Group) There was no declaration of interest.	
2.	Minutes of PPGF meeting held 21st April 2016	
2.1	LC apologised for the minutes of the last meeting being circulated late. These did not get sent to practice managers – ET to send list to LC to send to in future.	ET/LC
2.2	Minutes were reviewed and the following discrepancies noted:- 3.1 Typo should read 'been' 7.3 Nothing happened yet will discuss in agenda point 6. 5.2 Could not guarantee another member of the CCG would be present if ET wasn't – if was clarified that either ET or JG would try to be present at the	

<p>2.3</p> <p>2.4</p> <p>2.5</p>	<p>PPGF's as part of the terms of reference.</p> <p>5.6 LC looking at Balmoral to host future meetings, next meeting in August will still be at Harcourt House.</p> <p>8.1 It was felt that the helpline number should have been included 01702 393933.</p> <p>11.4 LC advised that NHS England were invited to the meeting but were unable to attend, will contact them again for the next meeting.</p> <p>MH suggested inviting an independent Pharmacist as well to the next meeting – LC to look into this.</p> <p>CG asked for the Steering Group to be added to the Agenda for all future meetings.</p> <p>MA asked why his email of questions had not been included on the Agenda. LC advised that she had responded to the email directly so hadn't felt it was necessary to include on the Agenda.</p> <p>MA felt that Healthwatch should not be included in these meetings as they do not have enough staff and expressed his concern that the Steering Group are not producing full minutes just action logs.</p> <p>SC updated that nothing has happened with the parking at Tyrone Road due to a notice not being advertised yet, when this happens there is a petition of over 2000 people to submit.</p>	<p>LC</p> <p>LC</p> <p>LC</p>
<p>3.</p> <p>3.1</p>	<p>Review of PPG activity and meetings</p> <p>PPG Members shared their updates from their practice meetings</p> <ul style="list-style-type: none"> • Pall Mall Surgery – BM Met last week and there are 4 new members. Diabetes Day is booked for 22nd October – this is for own patients only. On a personal note visiting the Opticians they had not heard of the PPG. • St Lukes – MH Contract was signed 2nd June with Virgin. • Westborough Surgery – MA Not had a meeting to report on. DNA data was handed to the minute taker, May's DNA figures were 35 which was half of the previous month, felt this may be due to the surgery being under special measures. • Kent Elms Surgery – NT Attendance is low at meetings despite notices in the waiting room and on the website. Lions Club do a message in a bottle service which gives the patients an opportunity to put medical details in a bottle which is stored often in the fridge, if the patient is unable to give information about their condition the details are in the bottle – these are being distributed amongst patients at the practice. • West Road Surgery – RG Next meeting is the beginning of July. Newsletter is out and members of the PPG are giving it out in the waiting room, also advertised on prescriptions. • Central Surgery – SS & CG No young people in the PPG. Due to run a medical event but can't run the Stroke one so are arranging diabetes event for the Autumn. It looks like the surgery may get a TV set now. <p>JG advised that they have young members on the Steering Group but timings of</p>	

	<p>meetings have to be looked at to be outside of school etc so they can attend.</p> <ul style="list-style-type: none"> • Dr Sathanandan Surgery – JA JA was not able to attend the last PPG meeting at the surgery practice manager held meeting on her behalf and discussed below points: The are a few problems with patients parking on the grass and then getting stuck in the bad weather. The practice manager has had some feedback on the Hearing Loop in the surgery and it would appear that patients who are hard of hearing are ashamed to ask to use it. No young people on their PPG either. JA asked if Prescribed Care is still in place as some surgeries are not aware of it. • Valkyrie Surgery – SB & JL Their group does not have a formal structure yet but is heading in the right direction. The Practice Manager is being helpful and supportive in setting up this group. Gave out 300 Christmas Cards to patients with the PPG information in including meeting dates. • Dr Malik (Kent Elms) – BG BG handed over notes of last PPG meeting and DNA data to the minute taker which are included as an attachment with these minutes. • Scott Park Surgery – NB Account is now set up under a Treasury account. There is a donations box marked clearly in the surgery and the local Morrison’s have agreed to have a box. 2 new members have joined. • Thorpe Bay Surgery – SC DNA has gone down, felt this is to do with reminders being sent by text message and confirmations of appointments. SC would recommend this facility to all surgeries. 	
4.	<p>Carers Respite Service – Shidaa Adjin-Tetty The service offers up to 60 hours respite for the carer – 30 of these hours the carer self referrers but after this a health professional or GP has to refer for the extra 30 hours. Numbers of carers taking up this service has fallen over the years and a lot of people only use the first 30 hours. SAT is starting to visit groups like this one to help advertise the service, posters and leaflets need to be updated and sent to GP surgeries to advertise the service. After discussion it was felt that the GP surgeries no longer know that this service exists and the carers certainly don’t know. SAT to send over an initial telephone number for the service to LC to be included in the minutes. It was suggested that when a patient is discharged from hospital that their carer is given a pack advising of support available to include the details of this service. SAT advised that retendering for the service is happening at the moment so the service will change in October, SAT will be happy to come back in October to update on the changes to the group. CG asked Healthwatch to look at including a directory of services for carers on their website similar to the GP and Dentist one.</p>	SAT/LC

	<p>It was agreed that carers don't get enough time to spend with a patient, it is very rarely the same person that visits.</p> <p>If there are any other questions about this service let LC or ET know and they will pass these onto SAT.</p>	
5.	<p>Shoebury Health Centre – IR</p> <p>Copy of slides were circulated.</p> <p>IR advised that there has been 3 options identified:-</p> <p>Build on existing site (need to relocate current services to a porta cabin on site)</p> <p>Possibility of developing the existing Shoebury House site – demolish current.</p> <p>Build in Garison.</p> <p>In August there will be a panel meeting to appraise the pro's and cons for all 3 options, by the end of the meeting there should be a first, second and third choice.</p> <p>Construction due to start Jan 2018, date of opening can't be given yet but IR advised this is a major priority for Southend.</p> <p>Southend is moving towards a locality model:-</p> <p>4 localities – each central points of access, more services out of the hospital.</p> <p>It is hoped that the model will produce more joined up working for health and social care.</p> <p>These models are happening across the county.</p> <p>Primary Care is going to look different in the future there are currently 35 practices across Southend (16 square miles), GP's are being encouraged to think about merging with other GP's.</p> <p>Ultimately how the patients will be benefiting from these changes is in the forefront of decisions.</p> <p>There was a discussion based around this information with IR assuring everyone that whatever happens will be looking at long term not short term.</p> <p>Update on St Lukes is that it looks like Cumberlidge Lodge will be used but the whole service needs to be relocated – as more information becomes available IR will update the group.</p>	
6.	<p>Clarification on Southend Hospital's Future Reorganisation – LC/ET</p> <p>Major decisions have not been made yet but will happen over the next year.</p> <p>Success Regime is looking at Southend, Basildon and Chelmsford hospitals – they are unsustainable as they are – there is a big financial debt.</p> <p>Some services will come out of hospitals and be based in health centres.</p> <p>Consultations are due to take place October – December.</p> <p>It was agreed to have this as a regular agenda item so everyone can be updated.</p> <p>Healthwatch have been saying about transport to make sure this is patient focussed.</p> <p>Questions can't be answered at this meeting but they can be taken to the next meeting and responses fed back.</p> <p>CG accepts that specialist centres are being created but that we need to ensure that Southend is a specialist in at least one major area.</p>	LC
7.	<p>Jade Continence Care Specialists – Jenny Arnold</p> <p>Jade Euro Med is a continence manufacturer in Chelmsford.</p> <p>JA is a nurse but also promotes the services/products within a wide area.</p> <p>Referrals can be self or medical, there will be a home visit to assess what is needed and then products sourced.</p> <p>Currently a 2-3 week waiting list.</p> <p>Leaflets were handed out to the group on the services including a referral form.</p>	

<p>8.</p> <p>8.1</p> <p>8.2</p> <p>8.3</p>	<p>Any Other Business</p> <p>MA email was discussed:- It was confirmed again that Healthwatch are facilitating these meetings. MA advised he does not feel they have the capacity to take this on as they are short staffed and the minutes were not circulated in a timely manner.</p> <p>Steering Group There was a discussion about minutes for the PPEISG not being produced anymore and only Action Plans produced – JG agreed to take the comments back to the next meeting. SC advised that the information in the last meeting about prescriptions was interesting and feels that this should be passed back to surgeries. It was agreed to try and invite Simon Williams re: prescribing to the next meeting. Are defibrillators needed as mandatory in each GP – LC to find out the answer and see if there is any help to fund.</p>	<p>LC</p> <p>JG</p> <p>LC</p>
<p>9.</p>	<p>Date of Next Meeting</p> <p>It was agreed that the next meeting would be 18th August at Harcourt House. ET apologised that she would not be able to attend the meeting.</p>	