

Minutes. NE Locality Forum Meeting

25th April 2018, 6.00 – 8.00pm. St Hugh's Centre, Woodstock

Present	Name		Organisation / LF
	Helen Van Oss	HVO	<i>Chair</i>
	Penny Hambridge	PH	<i>Woodstock PPG</i>
	John Brimble	JB	<i>Woodstock PPG</i>
	John Chalcraft	JC	<i>Montgomery House</i>
	Patsy Parsons	PP	<i>Bicester Health Centre</i>
	Eileen Turner	ET	<i>Bicester Health Centre</i>
	Doreen Kempton	DK	<i>Montgomery House PPG</i>
	Nicola Perrett	NP	<i>Healthwatch Oxfordshire (minutes)</i>
	Julie-Anne Howe	JAH	<i>Locality Coordinator OCCG</i>

1.	<p>Welcome and Introductions</p> <p>Apologies Cyril Levicki Rosalyn Roulston Peter Clarke</p>
2.	<p>Minutes of last meeting (31st January 2018)</p> <p>The minutes were agreed</p> <p>HVO stressed that the Federation Principal Medical Ltd work is not for profit and their work is to the benefit of patients. See link here: https://www.principal-medical.co.uk/ .</p>

	<p>The group reported feedback about the Hub and that it works well.</p>
<p>3.</p>	<p>Update from the Chair / Locality Forum Chairs update</p> <ul style="list-style-type: none"> • There is concern about training receptionists to direct patients. This will only be for sign posting to appropriate services. Actual triage processes vary from practice to practice and is sometimes carried out by GP, Duty Dr, or nurse practitioners. • Email communication with GPs is being trialled in nine practices across Oxfordshire. It will take up to 48 hours to get a response. • The CQC review concluded that there is not enough patient involvement • Single page plans have been requested from the CCG to help improve communication. JAH advised this was in draft format for comment and would be sent to HVO once OneMed had commented as the main Plan was a co-production document. HVO would then seek PPG Chair comments (not whole PPG groups). The Comms Team would then configure the final document. • NHSe had required all CCGs to produce an annual review of their patient participation and this has been drafted but was a lengthy document. • The Forums are working hard to make progress with ensuring there is patient involvement with the CCG. <p>The group discussed</p> <ul style="list-style-type: none"> • Talking Health and Healthwatch Oxfordshire bulletins and whether their reach could be broadened. • Using screens in surgeries to promote the messages seen in the bulletins. • The value of patient input into practices. • Whether it is feasible for there to be a visual diagram of the different organisations and how they fit together
<p>4.</p>	<p>Local Community Services</p> <p>HVO had supported a recent meeting looking at several patient journeys to see if anything could have been done differently to avoid hospital admission for those patients. Some points of note were:</p> <p>There is insufficient home care support available in the county and limited continuity of support for elderly people. Carers and health care assistants are being trained in the North East to spot the deteriorating patient eg with dementia / leg ulcers. This has been very successful. The group discussed pay for carers and how care is undervalued as a career.</p> <p>HVO offered reassurance about community services but made the group aware that there are two services named 'hospital at home', one in primary and one in secondary care, which causes confusion.</p> <p>HVO highlighted that pharmacists in practices can help make savings, but said there are also costs attached. HVO would like the cost of medication to be put on a prescription so patients know its value.</p> <p>The group discussed the community hospital at Bicester. HVO suggested the number of beds in community hospitals countywide could decline over time as patients were cared for more in their own homes, and an option for space may be for day assessment only. Currently there is no physiotherapy service at Bicester although physiotherapy is offered through Healthshare who operate their clinics out of Victoria House Surgery. In future there may be more short stays in care homes on discharge where patients can access care as this pilot is working well.</p>

<p>5.</p>	<p>Social Prescribing</p> <p>In Frome there are 25,000 patients. The GPs have initiated a scheme where they ask an additional 'how are you' question. They can then refer to a non-medical staff member who signposts to other services. This scheme picks up people who aren't quite managing their non-medical needs, or need help to start something. Hospital admissions have gone down by 20%.</p> <p>The Government is keen that other areas look at this. Oxfordshire is bidding for funding for 2 Pilots – the North East Locality is part of a bid for national funding being submitted by Citizens Advice Bureau, and is working with the North and West Locality, as well as Cherwell District Council and West District Council. HVO thinks this could work well in towns where people don't know each other so well.</p>
<p>6.</p>	<p>Woodstock Health Day</p> <p>Age UK and Healthwatch Oxfordshire will be attending the Woodstock Health Day on 5th May – 10-12.30 at the Woodstock Town Hall.</p> <p>Carers Oxfordshire have been invited. HVO extended an invitation to all group members to come to the event.</p>
<p>7.</p>	<p>Bubbling up issues from PPGs</p> <p>PP Bicester</p> <ul style="list-style-type: none"> • The Tai Chi pilot was well attended – there were some self and some GP referrals • PPG membership is steady. There has been interest in the PPG since the publication of the patient leaflets but also fewer contact details following GDPR updates • The PPG is encouraging people to cycle, walk or use the park and ride to access the surgery • GPs have agreed to pay for the PPG to join NAPP (National Association for Patient Participation) <p>DK Montgomery House</p> <ul style="list-style-type: none"> • The PPG is promoting walking for health within the practice • The practice CQC report has been published and is good all round <p>JB Woodstock</p> <p>There have been discussions about</p> <ul style="list-style-type: none"> • CQC Report • Concern about population growth and the space limitations of the surgery • GPs have improved reception services both on the phone and face to face. The website is improved and they have a new telephone system. • The notice board has been relocated to waiting area • They are encouraging patients to take responsibility for their care eg accessing test results through patient access online • The PPG aims to support GPs and uses the local Woodstock and Bladon news to good effect <p>HVO said that paper notes take up space at a practice. Copies are microfiched but there is no clear guidance about whether the actual paper records have to be kept as well. JAH – advised that there is a cost to storing records off site being funded by each practice if they do this; in secondary care no hard copies are kept once they are electronically filed.</p> <p>There is a national requirement for referrals to hospital via letters to be phased out and will no longer be made in hard copy. Practices have a pressing need for the space taken by paper records and are seeking guidance on whether the hard copy files can be confidentially destroyed once online. NHSe has been asked for guidance but this is not yet clear. Freeing up space will allow practices more rooms to see patients. The reps in the room discussed this briefly and the</p>

	<p>general view was that the technology existed to have electronic records so should be used – and hard copy records were no longer needed once digitalised. Other organisations were already doing this (banks having on-line statements) and therefore this was progress. They felt unless there was a legal requirement to do so, that practices should be freeing up the space to see patients rather than duplicating records held, as all systems were backed up already.</p>
<p>8.</p>	<p>AOB</p> <p>JAH</p> <ul style="list-style-type: none"> • 'What matters to you day', an online patient event, will be on 6th June • Blandford Fly Insect Bites information is being disseminated – a flyer was handed out. • The patient rep, Chris Wardley, has some information to help patients make the best use of the health system for their practice, and circulated this in draft about what patients can do to help. ACTION: Please provide patient feedback to JAH by end of May – Julie-anne.howe@oxfordshireccg.nhs.uk . • Plan on a Page is in draft form. The federation has commented on it and it can be sent to a wider audience for comment once the clinical director has seen it. Formatting will be similar across the Localities but there is scope to make amendments to wording. • The NHS 70th birthday is on 5th July 2018. ACTION: Do practices have any suggestions on what they would like to see to celebrate this? <p>HVO</p> <ul style="list-style-type: none"> • PPG awareness week is 4-9 June. Please do let her know of any events PPGs may be planning for this. • The GDPR come into force on 25th May – Many PPGs can ask practices to circulate information and do not hold personal contact information themselves, but if they do, then there is simple guidance coming out from the CCG to help ensure they comply. This will be circulated shortly. ACTION: NP to circulate when received from JAH. <p>Action: NP - JB suggested a header in emails to Forums to say the group it has been sent to and the number of members so they have an idea of the scope of the number of people it has been sent to.</p>
<p>9.</p>	<p>Dates of next meeting / events</p> <p>Wednesday 1st August 6 – 8pm Bicester venue tbc</p>
	<p>Summary of Actions</p> <p>Item 8: NP - JB suggested a header in emails to Forums to say the group it has been sent to and the number of members so they have an idea of the scope of the number of people it has been sent to.</p> <p>Item 8: Please provide patient feedback to JAH by end of May to Julie-anne.howe@oxfordshireccg.nhs.uk</p> <p>Item 8: Do practices have any suggestions on what they would like to see to celebrate the NHS 70th Birthday?</p> <p>Item 8: NP to circulate GDPR guidance when received from JAH.</p>