

**ISLE OF ELY HEALTH**

**ISLE OF ELY PATIENTS' FORUM**

**Date:** 3<sup>rd</sup> March 2014  
**Time:** 2.15 pm  
**Venue:** St. George's Medical Centre, Littleport, Ely, CB6 1JU

**MINUTES**

<b>Present:</b>	Jill Tuck (Chair) Ron Hodson (Vice Chair) Jackie Brisbane Rob Booth Kate Massey Sheila Hoey Sue Hancocks Joan Fearn Pat Skelton Steve Orchard	- - - - - - - - - - -	Doddington George Clare, Chatteris Isle of Ely LCG St. Mary's, Ely St. George's, Littleport Prior's Field, Sutton Burwell Haddenham Haddenham St. George's Littleport
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**1. Apologies**

Anna Prendegast – Manea, Paul Nelson – Manea,

**2. Minutes of the last meeting**

The minutes were agreed as accurate.

**3. Matters arising**

Care data

The scheme to share patient data has been postponed by 6 months for closer scrutiny relating to data protection and to gauge patient opinion. It was pointed out that even if you opt out of the scheme, your information will still be shared, but will be anonymised.

Discussion took place around the pros and cons of data being shared. The Group were concerned to find that the NHS are not fully bound by the Data Protection Act and discussed ways of sharing their concerns.

**Action – The Group decided to look out for further information and to gauge opinion from their patient groups.**

**Actions**

**All**

#### 4. Put Patients First

This is a campaign launched by the Royal College of General Practitioners to improve patient care by increasing funding for general practice. One issue of particular concern is District Nursing and the problem with recruiting to this area. The Group will be discussing this at their patient groups.

**Action – Group to discuss at their practices and to put on next months agenda.**

All

#### 5. Research organisations

Kate Massey reported that she has been asked to cascade information relating to “Research Changed my Life”, including a weblink via which patient experiences can be shared.

**Action – information to be shared with Patient Groups.**

Pat Skelton reported that 1 out of every 8 Practices are reported to be involved in the “Ready for Research” scheme.

**Action – Pat to forward information for next meeting.**

Sheila Hoey described “E-hospital”, which includes a research element.

#### 6. Isle of Ely LCG Board update

##### Older People’s Procurement

The Public Consultation is due to be launched within the next week or two. This is a very lengthy document, but it is useful to search specific issues via the index. Discussion took place around how to obtain patient views. The CCG Comms Team are setting up public consultation sessions. If anybody wants advice for their local groups, Barbara Creed can forward information re. how to access the Comms Team.

##### CCG Board

The next meeting is taking place in Chatteris.

**Action – Barbara Creed to forward dates of future meetings.**

BC

##### Format of future LCG Board Meetings

Future meetings will be held via telecom, videocom or Webex for at least 50% of the time.

#### 7. Project updates

##### Community Aural Care (Suction)

This is a 6 month pilot, based at Princess of Wales Hospital. It has resulted in few referrals and, following a re-launch in January, with relaxed referral criteria, there is still a very low referral rate. It is important to ensure Practices are aware of the service. If it is not utilised, it will be withdrawn.

**Action – Group to ask their GPs if they are making referrals to this service.**

### Anti-coagulation service

Repatriation of patients to local Practice care is underway and is already in place in some practices. Sutton, Haddenham and St. Mary's are due to begin their services on 24<sup>th</sup> March. This should result in improved services for patients.

Sutton has pointed out that, following an influx of patients for anti-coagulation services, they now have very little capacity for any additional services / clinics, etc. Haddenham have similar capacity issues. Ron pointed out that a new development at Chatteris has removed plans for a medical centre. This development includes plans for 1000 x 3 and 4 bedroomed houses, which is likely to generate at least 3000 patients. This, alongside 2 other local developments, will result in very significant capacity issues for George Clare Surgery.

**Action – Ron and other Group members will raise this at the Health and Well Being Meeting this month.**

RH and others

### Rapid Response Service

This has now been running for 4 months and is due to continue until October this year. The service has generated good feedback from patients and Practices, but targets are not yet being met.

**Action – The Group to contact their GPs to ask if referrals are being made to this service.**

All

## 8. Key Themes from Practices

### 111 paperwork

It has become clear that this is an issue throughout the Practices and the Group felt that the LCG should be addressing it.

**Action – Jill to write to Jess Bawden / Ron to raise at OOH Group on 19<sup>th</sup> March.**

JT / RH

Other issues discussed were:-

**Information sharing** – Susan Hancocks reported that her group had asked for clarity around information sharing. Kate Massey gave a brief outline of the Share in / Share out system.

The **Wimblington branch** of Doddington Medical Centre is to close, resulting in patients having to travel further for some services.

**School absence fit notes** – Sheila Hoey reports that her Practice are being asked to supply "fit notes" for children who are absent from school for more than a few days and asked if this was the practice elsewhere. It is not clear whether this has been generated by a particular school or is a more widespread requirement.

**Patient Survey questions** – Feedback has indicated that patients expect support from their PPG Rep.

**Action – Patient Survey question to be put on the next agenda.**

BC

## 9. The Earlier the Better

This is a campaign aimed at the over 60s to try to reduce pressure on emergency services for issues which could be addressed in the local community. The Group felt this could be ineffectual.

## 10. Any other business

### NAPP AGM

This is to be held in Leeds on 7<sup>th</sup> June. There will be partial funding for expenses.

**Action – The Group to ask their PPGs for volunteers.**

All

### Care Network

The future for all services is being discussed. Healthwatch are able to provide some of the services relating to signposting. Information to be cascaded to Practices. There is some confusion re. funding as some Group Members are still being approached by Care Network for talks, etc.

**Action – Barbara to circulate Healthwatch information.**

BC

### NHS Complaints Advocacy

**Action – Barbara to circulate details.**

BC

### Family and Friends test

This is to be introduced in April as a means of gauging service quality by asking if a patient is likely to recommend a family member or a friend. This is to be a contractual requirement for Practices. The patient would also be able to ask one additional question. Details are not yet clear re. guidance for patients or how it will be audited. Results will be accessible on line.

**Action – Jackie to circulate further information.**

JB

### Named GP for over 75s

This is a further contractual requirement for GPs. As part of the commitment to more personalised care for more patients with long term conditions all patients aged 75 and over will have a named accountable GP, however, patients still have a choice of which GP they wish to see.

### Future agenda items

Discussion took place around potential issues for future debate, including:-

Referral Support Service – the Group were offered the opportunity to have a talk from a representative of this service, but declined.

Clinical Thresholds – Current thresholds are on the website and the Group decided that they did not want to have a speaker on the subject.

Older People's Procurement – the public consultation will have begun by the time the Group meets again. The Group felt it would be helpful to have some advice around what to tell their PPGs and how to encourage involvement by patients.

### Patients' Forum Chair

Election to this post is due in July. If anybody wishes to stand for election, please contact Jackie Brisbane.

### Venues

The Group decided they would like venues to take place at either St. Georges, Littleport, or Doddington.

See list below for future meeting dates / venues.

**11. Future meeting dates / venue**

Monday 28<sup>th</sup> April 2014 at 2.00 pm – Icen Training Room, Doddington Hospital

Monday 23<sup>rd</sup> June 2014 at 2.00 pm – St. George's Medical Centre, Littleport

Monday 4<sup>th</sup> August 2014 at 2.00 pm – Icen Training Room, Doddington Hospital

Monday 22<sup>nd</sup> September 2014 at 2.00 pm – St. George's Medical Centre, Littleport

Monday 24<sup>th</sup> November 2014 at 2.00 pm – Icen Training Room, Doddington Hospital

BC

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