

# Patient Council

30<sup>th</sup> September 2016

12:30 – 15:30

Leasingham Village Hall, Leasingham, Sleaford

## Minutes

<b>Present</b>	
Andy Burton – Public Patient Involvement (PPI) Lay Member, SWL CCG (Chair)	
Kate Holley - PPG Representation – Ancaster and Caythorpe	
Colin Cox – PPG Representation – Billinghay Medical Centre	
Joyce Slater – PPG Representation – Belvoir Vale (Bottesford)	
Peter Ward - PPG Representation – Millview Medical Centre (Heckington)	
Alison Bourne– PPG Representation - Millview Medical Centre (Heckington)	
Marlene Lees - PPG Representation – Swingbridge Road (Grantham)	
Diane Hansen – Head of Engagement & Inclusion, SWL CCG (administration)	
<b>Apologies</b>	
Nicola Tallent – Senior Engagement Officer, Healthwatch Lincolnshire	
Jean Patman – PPG Representation – Billinghay Medical Centre	
<b>Non-attendance</b>	
The New Springwells Practice, Billingborough	
The Welby Practice, Bottesford	
Glenside Country Practice, Castle Bytham	
The Surgery, Colsterworth	
The Market Cross Surgery, Corby Glen	
The Stackyard Surgery, Croxton Kerrial	
St Johns Medical Centre, Grantham	
St Peters Hill, Grantham	
Vine House Surgery, Grantham	
Harrowby Lane Surgery, Grantham	
The Medical Centre, Long Bennington	
Ruskington Medical Centre	
Sleaford Medical Group	
The Surgery, Woolsthorpe	
<b>Presentations</b>	
Self-Care & Public Health	
<ul style="list-style-type: none"> <li>• Tim Gadd – Self-Care Lead; Lincolnshire East Clinical Commissioning Group (LECCG)</li> <li>• Peta Hill – Public Health; Lincolnshire County Council (LCC)</li> <li>• Phil Garner – Public Health, Lincolnshire County Council (LCC)</li> </ul>	
Draft minutes author	Diane Hansen
Date drafted	4 <sup>th</sup> October 2016
Date agreed	

<b>1.1 Introductions</b>	
	Andy Burton welcomed those in attendance and thanked everyone for coming to his first meeting as Chair of Patient Council. Members introduced themselves.
<b>1.2 Minutes</b>	
	Minutes agreed for accuracy and format. DH asked if these were okay to publish on the CCG's website complete with names of the members. Members agreed that this was acceptable.  <b>Action DH to publish minutes and share with other PC members and practice managers</b>
	DH
<b>1.2 Action Log</b>	
	PCA_12 Still outstanding - the development document for Sleaford will be shared via email once obtained PCA_27 A countywide PPG event is likely to be in the New Year. There is an appetite from the other 3 CCGs to be involved. PCA_29 The care portal video – link to website - <a href="http://lincolnshirehealthandcare.org/en/care-portal/">http://lincolnshirehealthandcare.org/en/care-portal/</a>
<b>1.3 Issue Log</b>	
	No change to status of current issues
<b>1.4 Outstanding Actions</b>	
	Patient Council members agreed that the new format of the minutes were acceptable. DH said that the Terms of Reference (TORs) would need to be amended to reflect both the minutes and the new chair.  Agreed not to wait until the next meeting that these could be approved by Andy Burton (Chair) and circulated to the group. <b>Action: DH to amend TORs; AB to sign-off before going to QPEC</b>
	DH / AB
	Reviewed attendance of PPGs at Patient Council. Discussed the regular non-attendees and the potential reasons for non-attendance.  <b>Action: DH to continue to encourage attendance</b>
	DH
<b>2.0 Patient Engagement Review</b>	
	DH gave presentation which covered an overall of the CCG and how it functions. More importantly how the patient's voice is heard within the CCG.  Following recent challenge from the patient council a new approach was discussed on how the council could raise the profile of patient views.  The Patient agreed the recommendations of forming a sub-group and approved this approach to be taken to QPEC for agreement.  Copy of presentation attached.
<b>3.0 Presentation</b>	
	<b>Self-Care &amp; Public Health</b> At the meeting in June the Patient Council requested that they would like some further information of the Self-Care project in the Lincolnshire Health and Care Programme (LHAC). The Council wanted to know how patients were expected to take care of themselves when services from Public Health were being cut.  Tim Gadd, Self-Care Project Lead for LHAC talked about the Proactive Care strand

	<p>of the LHAC programme. Self-Care is an integral part of daily life and is all about individuals taking responsibility for their own health and wellbeing, with support from the people involved in their care and in conjunction with care received from health and social care professionals. Self-Care includes the actions people take every day in order to stay fit and maintain good physical and mental health, meet their social and psychological needs, prevent illness or accidents and care more effectively for minor ailments and long term conditions.</p> <p>The vision for the Proactive Care strand of LHAC is:</p> <p><i>Proactive Care</i>  <i>To empower people and communities to take an active role in their health and wellbeing with greater choice and control over their care. Work to ensure it supports the improvement, integration and personalisation of services.</i></p> <p>Attached with the minutes is the Self-Care Strategic Plan.</p> <p>One of the campaigns that is helping people be aware of their health and wellbeing is the One You campaign being run by Public Health.  <a href="https://www.nhs.uk/oneyou#MO0kdgiMMTq25Pmm.97">https://www.nhs.uk/oneyou#MO0kdgiMMTq25Pmm.97</a></p> <p>Another service that has been enhanced due to the Self-Care element of LHAC is the Directory of Services which can be found on the Lincs2Advice website. This information is continuously being updated to provide information for patients and members of the public regarding their own health and wellbeing.  <a href="http://www.lincs2advice.org.uk/health/">http://www.lincs2advice.org.uk/health/</a></p> <p>The council talked to the visitors about the challenges this approach had – Phil Garner, Public Health discussed the intentions of Public Health and how interaction with Patients and members of the public should improve. The Make Every Contact Count (MECC) approach which gives professionals the tools, knowledge and resources to deliver consistent, brief healthy lifestyle information and to engage in conversations about positive changes.</p> <p>The CCG offered Public Health and the Self-Care lead to be the conduit to make future contact with PPGs.</p>	
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**4.0 PPG feedback**

	<p><b>Ancaster &amp; Caythorpe</b></p> <ul style="list-style-type: none"> <li>• Recently awarded Outstanding by CQC</li> <li>• Invited members from Long Bennington Medical Centre’s PPG to come to their meeting to observe where they will be discussing membership; how do they encourage members; trialling virtual members and to identify gaps in members e.g. young people, patients from different backgrounds.</li> <li>• New issue of newsletter is available – surgery covers 49 villages and they would like to increase the distribution</li> </ul> <p><b>Millview Medical Centre - Heckington</b></p> <ul style="list-style-type: none"> <li>• Peter Ward informed the council that Millview had a CQC visit approx. 4 weeks ago. CQC inspectors acknowledged the PPG which pleased the doctors.</li> <li>• During the visit the surgery were marked down for no room to carry out clinic for legionnaire’s disease.</li> </ul>	
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	<ul style="list-style-type: none"> <li>• The CQC inspectors acknowledged the PPG which pleased their doctor.</li> <li>• In the car park is a small building which was used until recently by the local police force – The Police Crime Commissioner has told the surgery that they are able to use this building now. This instantly means that there are two more car parking spaces available and the surgery is using the building for physio appointments one day a week. They hope to offer this service up to five days a week possibly with Saturday appointments.</li> </ul>	
<b>Belvoir Vale – Bottesford</b>		
	<ul style="list-style-type: none"> <li>• GP retires 31<sup>st</sup> December</li> <li>• Working with NHS England to merge the two practices in Bottesford – Belvoir Vale and The Welby Practice. The merger would also include Waltham and Harlaxton.</li> <li>• The PPG has invited the PPG from the Welby Practice to join them to discuss merging the two PPGs which will mean revisiting their TORs</li> <li>• Now have a Nurse Practitioner – walk-in appointments available; emergency appointments for chest, ear infections etc.</li> <li>• Local pharmacy are offering flu jabs – our GPs order the vaccines in advance and could mean a surplus of vaccines. . The PPG conducted a survey and patient commented on the name – could this be changed? This was discussed amongst the group</li> </ul>	
<b>Swingbridge Road – Grantham</b>		
	<ul style="list-style-type: none"> <li>• Rated very good for CQC inspection</li> <li>• Introduced a newsletter which is still new</li> <li>• PPG membership was down; lost two members plus their chair</li> <li>• They are concerned about continuity of care as they do not have a full-time GP however do have 2 Nurse Practitioners.</li> </ul>	
<b>Billingham Medical Practice – Billingham</b>		
	<ul style="list-style-type: none"> <li>• No CQC visit yet</li> <li>• Discuss unused appointments for their Nurse Practitioner. The group talked about the confidence that this name and position has amongst patient. The</li> </ul>	
<b>5.0 Topics for next meeting</b>		
	<p>DECEMBER</p> <p>Discussion / presentation around medications and prescription. This might not be possible due to the Over the Counter public consultation.</p>	
<b>6.0 AOB</b>		
	<ul style="list-style-type: none"> <li>• none</li> </ul>	
<b>7.0 Date for next meetings</b>		
	<p>15<sup>th</sup> December – 12:30 – 15:00 – Grantham area – Eden Hotel (as previous)</p> <p>Proposed dates 2017</p> <p style="text-align: right;"><i>23<sup>rd</sup> or 30<sup>th</sup> March 2017</i>  <i>22<sup>nd</sup> or 29<sup>th</sup> June 2017</i>  <i>21<sup>st</sup> or 28<sup>th</sup> September 2017</i>  <i>14<sup>th</sup> or 21<sup>st</sup> December 2017</i></p>	