

Minutes

North Hampshire CCG Patient Participation Group (PPG)

Minutes of the meeting of the North Hampshire Clinical Commissioning Group – North Hampshire PPG held on Wednesday 24th July 2019 at 18:30 in the Freeman Meeting Room, Central 40, Lime Tree Way, Chineham Business Park, Basingstoke, Hants, RG24 8GU

Practice	Name		Present ✓	Apologies ✓
Acorn Camrose	Brian Simmonds	BS	✓	
Acorn Gillies	David Murray	DM	✓	
Acorn Hackwood	Joy Deadman	JD	✓	
Acorn Hackwood	Colin Godfrey	CG	✓	
Wilson	Derek Gurney CHAIR	DG	✓	
Beggarwood and Rooksdown	Margaret Sudlow	MS	✓	
Beggarwood and Rooksdown	Peter Robson	PR	✓	
Boundaries	Dennis Thomas	DT	✓	
Chawton Park	Ian Saunders	IS	✓	
Chawton Park	Allison Saunders	AS	✓	
Chineham	Karen Ashton	KA		✓
Chineham	Ian Josey	IJ	✓	
Clift	Nick Hutton	NH	✓	
Clift	David Gent	DG	✓	
Crown Heights	Moira Whitaker	MW		✓
Crown Heights	Cathy Wands	CW	✓	
Watership Down Health - Oakley & Overton	Ian Pryce	IP	✓	
Watership Down Health - Kingsclere	Tony Forward	TF	✓	
Odiham	David Woodward	DW	✓	
Odiham	Dr Helena Heywood	HH		✓
Odiham	Tony Tuck	TT	✓	
Tadley	Jean Chapman	JC	✓	
Whitewater	Stella Potter	SP		✓
Wilson	Ken Jones	KJ	✓	
North Hampshire CCG	Sharon Martin	SM		✓
North Hampshire CCG	Julia Tickner	JT	✓	
North Hampshire CCG	Chris Nicholson	CN	✓	
North Hampshire CCG Focus Item	Caroline Sims	CS	✓	
North Hampshire CCG Focus Item	Ruth Ellenby	RE	✓	
	Tracey Day	TD	✓	

1	Standard Business Items
1.1	The Chair welcomed everyone to the meeting, apologies were noted as above. It was advised that Gill Tomlin and David Nodder were no longer PPG representatives and should be removed from membership distributions list.

1.2	<p>Minutes of the meeting held on 2nd May 2019 The minutes were approved and agreed.</p> <p>BS made comment that minutes had not been distributed in an appropriate timescale and asked if they could be circulated sooner. CN (Business Services Administrator) advised that during her recent absence team members had stepped in to cover the administration of this meeting, the Chair agreed that timescales had not been met on his part also. It was agreed that the minutes and action tracker would be circulated within 10 working days from the meeting date.</p>
1.3	<p>Action Tracker The actions from the 22nd May 2019 meeting were to be updated on the action tracker. The current open actions were reviewed and updated.</p>
1.4	<p>Chair and Vice Chair Update The Chair thanked and updated the group on the nominations for the new Chair and Vice-Chair positions. The elected Vice-Chair chose not to take up the position therefore it was agreed that members would take time to become better acquainted with each other with a view to re-election at a future date in the new year.</p>
2.	<p>FOCUS ITEMS Information Governance IG General Data Protection Regulations GDPR</p>
2.1	<p><u>Presentation by Caroline Sims - IG Manager and Primary Care Data Protection Officer DPO South Central West Commissioning Support Unit on Information Governance and General Data Protection Regulations GDPR</u></p> <p>A copy of the presentation will be sent to the group with the minutes.</p> <p>Following the presentation questions were invited:-</p> <p>Q. Do hospital records link in with those of the practices? A. No but other secure systems are used to transfer reports etc. for the practice to file to the patient record.</p> <p>Q. Routine invitations for health checks at the age of 40 – why had I not received one? A. This is a relative recent initiative and was not done retrospectively. If you are on regular medications the checks are captured by this process.</p> <p>Q. Are X-Rays and scan results recorded on the patient record? A. No but text reports are passed to the practice for the patient record. There is a ‘Right of Access’ to view test results at the hospitals, the first application (only) being free and fees are incurred for further requests.</p> <p>Q. Security of information shared via non-secure email addresses? A. This is permitted, although privacy notices are very important under GDPR, with specific requirements for what you must tell someone when using their data. The customer must always have the option to opt out.</p> <p>CW requested written communication to clarify this statement.</p> <p>Action: CS to share information on customers rights around privacy notices. Q. The NHS app does not show all patient appointments which can be confusing.</p>

A. The app is a beta test (not the final version) but appointments should be visible.

Action: JT to liaise with the practice manager at Watership Down Health.

Q. Patient Access site – who owns this data?

A. The GP Practice as the controller is responsible and has ownership.

Q. Advice on proxy access to patient records?

A. As a carer you could request proxy access (limited access) or with the patients consent also. This is a new initiative and information should be shared on practice websites, leaflets etc. and will be shared by the media.

Q. Are private health care records shared with the practice?

A. Not always but the GDPR law applies to all.

The Chair gave thanks to CS for her time to share this information in her presentation.

Presentation by Ruth Ellenby - Medicines Management Pharmacist NHCCG and Tracey Day Medicines Management Technician NHCCG on 'Me + my medicines'

A copy of the presentation will be sent to the group with the minutes.

Following the presentation questions were invited:-

Q. Is this initiative shared with the hospital?

A. Yes HHFT is very much on board.

Q. Do we have data on costs associated with treating the side effects of drugs?

A. No data has been seen on this and is unlikely to be available as searches on free text cannot be carried out.

Q. Can the patient enquire on the cost of prescribed drugs?

A. Yes

Q. No mention of practice/PCN pharmacist during the presentation?

A. Pharmacists have been and are very much part of the conversation and the patient is the focus.

Q. Patients often see locums with no continuity of the same GP.

A. In these cases all GPs can access your healthcare record.

Q. Difficulty in seeing the same GP when side effects are experienced from prescribed medicine. Where do you go in these cases and how will this fit in to the new way of working in the wider health care field?

A. The presentation did not refer to a specific GP; all healthcare professionals support this initiative.

RE welcomed further feedback on the 'Me + my medicines' project.

The Chair gave thanks to RE and TD for their time to share this information and presentation.

3.	OTHER MATTERS TO NOTE
3.1	<p>Sharing between practices current challenges, good practice etc.</p> <p>MS shared news and her frustration from the Beggarwood Practice. A letter had been recently received from the practice manager to advise the PPG members that their local meeting was cancelled (the next scheduled meeting was for September). The general feeling was that the PPG was not recognised as a reputable body.</p> <p>The previous PPG meetings between Beggarwood and Rooksdown practices had worked well as a joint venture. Discussions showed that other PPG groups felt valued by their GP practice/PCN.</p> <p>Action: JT will feedback the comments around Beggarwood PPG meetings to SM.</p> <p>IP made a proposal for a co-ordinated view of the relationships around the PPGs, practices and PCNs to identify where differences exist. It was asked for an agenda item to initiate a piece of work to achieve this. Discussions around good practice and the actual role of a PPG representative was to commence, the Chair offered to liaise with IP.</p> <p>Action: PPG and Practice PCNs working together – agenda item for September meeting.</p> <p>BS made comment that the communications from the CCG to the ‘outside world’ are poor. JT suggested that representative from the CCG Communications team attend the next meeting. The Chair requested an invitation be sent to Dr Nicola Decker as the Clinical Lead for the NHCCG.</p>
3.2	<p>Any items for next meeting</p> <p>The PPG requested that Patient Communications was a dedicated agenda item and the next meeting.</p>
3.3	<p>Any Other Business to be tabled prior to the meeting</p> <p>CW Highlighted her concern around the e-consultations process in particular the email response via this forum. No GP identifier was provided this was felt to be critical as anonymous advice is unacceptable. . CW requested the CCG to escalate this issue.</p> <p>Action: JT as the Primary Care Development Manager for Digital Enabling agreed to raise the issue of a lack of GP identifier in the e-Consult response process.</p>
3.4	<p>Date of next meeting</p> <p>All meetings will be held on Wednesdays from 18:30hrs to 20:30hrs</p> <p>18th September 2019 20th November 2019 22nd January 2020 18th March 2020</p>
	Meeting closed at 20:40 hrs.