

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 18th September 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	✓	
Beggarwood	Margaret Sudlow	MS	✓	
Bentley Surgery	Michelle Essenson	ME		✓
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		✓
Rooksdown	Peter Robson	PR	✓	
Tadley	Jean Chapman	JC	✓	
Tadley	Mary Cawley	MC	✓	
Whitewater	Stella Potter	SP		✓
Whitewater	Tim Colman	TC		✓
Whitewater	Chris Cornwell	CC	✓	
Wilson	Ken Jones	KJ	✓	
Wilson	Derek Gurney CHAIR	DG	✓	
North Hampshire CCG	Sharon Martin	SM		✓
North Hampshire CCG	Pablo Alvarez	PA	✓	
North Hampshire CCG	Chris Nicholson	CN	✓	
North Hampshire CCG Focus Item	Elizabeth Kerwood	EK	✓	

1	Standard Business Items
1.1	The Chair welcomed everyone to the meeting, apologies were noted as above.

1.2	<p>Minutes of the meeting held on 24th July 2019</p> <p>It was noted in section 3.1 (final para) “An invitation be sent to Dr Nicola Decker as the Clinical Lead for the PPG” was not recorded as an action point on the tracker.</p> <p>Subject to the above the above the minutes of the 24th June 2019 meeting were agreed as an accurate record.</p> <p>Reference was made to the update on action 017, stating the minutes were sent to members on 01/08/19, adding that they were only actually received 16/09/19.</p> <p>The Chair requested timely responses for queries and comments on the minutes/action trackers following their distribution.</p> <p>Action: CN to confirm date of distribution for the minutes and presentations from the last meeting held 24/07/19. (New action 022)</p> <p>Action: It was noted that the members/distribution list was not up to date (according to attendees present at this meeting.) CN to update NHCCG/PPG Members list. (New action 023)</p> <p>MS wished the minutes to record the absolute support the Beggarwood PPG had received from the practice following the new provider North Hampshire Urgent Care NHUC taking over. She felt a keenness for the practice to work together with the PPG going forward.</p>
1.3	<p>Action Tracker</p> <p>The actions from the 24th July 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</p> <p>The Chair advised at this stage there were no updates for this meeting</p>
2.	<p>FOCUS ITEM</p>
2.1	<p>Communications Update</p> <p>Elizabeth Kerwood (EK) Head of Communications and Engagement introduced herself to the members and opened this item by asking the members what they wished to know from her in her capacity as Communications Lead for Hampshire and Isle of Wight Partnership of Clinical CCGs.</p> <p>The following subjects were put forward by the EK as current/ongoing work streams, with input from the group.</p> <ul style="list-style-type: none"> ➤ Winter Planning (which runs until March 31st 2020). ➤ NHCCG Primary Care Transformation Programme and emerging primary Care Networks (PCNs) ➤ Improve communications - Best use of resources to (i.e. our Community Ambassadors) ➤ Flu Jabs – improve uptake of vulnerable patients. ➤ NHS111 – How to encourage our population to make the right health choices, (other options; NHS Choices, pharmacy etc) rather than attending at A&E. <p>JD highlighted examples of complaints around the NHS111 service (in particular around the telephone handling and advice given.)</p>

EK advised that there is currently work ongoing around what can be done differently with NHS111 and Integrated Care, which includes advisors on Mental Health, Paediatrics, Dental and pharmacy services.

EK request any issues to be highlighted to her to take forward. JD and EK had discussions outside of the meeting on this topic.)

Action: JD to pick up information from the conversation (June 2019) had with a patient's experience of NHS111. (New action 025a)

- **Self-Care** - DG enquired on communications around 'Help Yourself'/self-care topics. EK advised there is no simple directory on 'self-care' as this spectrum covers everything from First Aid at home to what services are available for long-term conditions. As topics update EK will act as a conduit for PPG members and will provide appropriate messages to share at the PPG meetings.
- **SDAC (Same Day Access Centre)**
CW felt this had been poorly communicated to our population and enquired how long the funding for the SDAC would last? EK responded that funding was received from NHS England.

Action: EK to liaise with the project lead to advise on NHSE funding end date for SDAC. (New action 026a)

Action: PPG members to be kept updated with progress around NHS111. EK made an open offer to the members to visit practices if required. (New action 025b)

Action: Following a question from MC - EK will advise on the location of the NHS111 Call Centre. (New action 025c)

TF highlighted the (Kingsclere) practice answerphone message which seemed to provide insufficient information for the patient.

Action: EK to liaise with the Primary Care Team to access/progress appropriate and relevant answer phone messages. (New action 027)

DT enquired whether NHS111 had been assessed by the Care Quality Commission (CQC.) PA referred to the latest inspection for SCAS/111 and informed the group of this.

Action: EK to respond to advise on CQC assessments of NHS111. (New action 028)

DG advised caution with timelines for projects. EK requested if agreeable she would be happy to act as a conduit for sharing information.

Action: EK to be invited to future NHCCG/PPG members' meetings. (New action 029)

Action: EK to be share SDAC communications. (New action 026b)

3.	OTHER MATTERS TO NOTE
3.1	Sharing between practices current challenges, good practice etc.

	<p>DG shared his summary of PPG Best Practice (based on him being the Wilson Practice PPG Representative.)</p> <p>Action: PPG Best Practice sharing, the Chair suggested this be the focus item for next meeting. CN to share this document electronically. (New action 030c)</p> <p>Action: EK to liaise with SM for examples of best practice within the NHCCG practices. (New action 030b)</p> <p>EK added that the Whitewater PCN presentation recently held at a Chineham hotel is planned to be replicated by the other five PCNs.</p>
3.2	<p>Any items for next meeting</p> <p>None were put forward,</p>
3.3	<p>Any Other Business to be tabled prior to the meeting</p> <p>(Not tabled)</p> <p>JC was encouraged by and shared a copy of an email update from the practice manager, which showed the communications process is improving.</p> <p>MC Requested an A-Z of NHS/CCG (key) acronyms.)</p> <p>Action: CN to share a summary of commonly used CCG acronyms with the group. (New action 031)</p>
3.4	<p>Date of next meeting All meetings will be held on Wednesdays from 18:30hrs to 20:30hrs</p> <p>20th November 2019 22nd January 2020 18th March 2020</p>
	<p>Meeting closed at 20:55 hrs.</p>