

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

Held on
Wednesday 9th April 2014

Those Present: 12 members, Allan Stibbs, Sue Clarke, Tracy Henderson.

Apologies: 3 members

- Allan Stibbs – CCG Update:** Allan attended in place of Dominic Carter to give an update on the Thanet CCG. Allan advised that Thanet CCG has just celebrated its first birthday but is still evolving in terms of what it can and cannot do and indeed in terms of listening to people, such as the Patient Participation Group and communicating with the provider services. There is now a new Chief Operating Officer in post, Ailsa Ogilvie, who took over the post from Alison Issott on 1st April. Ailsa reports to Hazel Carpenter, who remains as the Accountable Officer for Thanet and South Kent Coast. Hazel is accountable directly to Parliament. Dominic Carter remains as the patient/public contact in a non-executive role. Hannah Price is involved with practices and patients and Alison Issott will be working two days a week in a practice support role, so is another point of contact. **(list of useful email addresses will be sent once we receive from Allan)**. The Thanet CCG website can also be used as a method of contact. Thanet CCG are still trying to protect and improve services at QEQM and in the community and are equally trying to improve services from the Mental Health Trust and from community services offered at the Beacon in Ramsgate. Allan advised that the CCG are experiencing a high level of demand on urgent care services, i.e. A&E attendances and use of the emergency ambulance service, but Thanet are no different to other areas of the country and in fact South East Coast Ambulance Service do have a better record working in Thanet than they do across the rest of the south east. There are still some issues with the non-emergency service, NSL, but the CCG are looking into these. Thanet CCG has managed to come in on budget at the end of the first year and part of their role is to ensure that funding is adequate from NHS England.

Communication of information was discussed:

- Allan handed out samples of fridge magnets which the CCG will be handing out to practices. These list useful emergency phone numbers such as late night and Sunday pharmacies, dental emergency contact numbers, Mental Health Matters and Social Services. It is hoped that this will avoid inappropriate use of A&E and ambulance service. It was asked where and how these would be circulated and Allan asked for feedback as to where the group felt would be appropriate. Ideas given were; St Paul's Community Centre, libraries, Sure Start, Darwin Court, A&E Reception, Citizen's Advice Bureau. At the moment these magnets are only available in English. It was asked whether this information could be available in different languages on the website so that it could be printed out and handed out where appropriate. Allan said that he would take this back with him **Action: Allan** . Further supplies could be obtained from Hannah Price at the CGG (email: Hannah.price@nhs.net)
- NHS Web App: this is a free web app for use on computers/mobile phones – www.healthhelpnow-nhs.net is a quick way of accessing health information, ie symptoms and available services.
- xx spoke about inadequate publicity regarding public meetings and events. There was discussion about the best way to advertise these events and suggestions were: local newspapers (in a more visible form, i.e. more prominent), local radio, Kent On Line, Academy FM, posters displayed on community noticeboards in supermarkets, local surgeries (**Action: Sue to discuss with Rachael displaying information on the plasma screen in the surgery**). Allan asked if members of the group would like to be emailed regarding upcoming events and the reply was yes. There was a comment that Thanet Health Network has gone a bit quiet lately but this could be a good way of publicising upcoming events. **Action: Allan to feedback about Thanet Network**. Allan also asked if members of the group would be interested in attending the public CCG board meetings and there was a positive response to this.

- xx advised that there is a new gym and hydro pool opened up in Victoria Road, Margate which is run by the John Townsend Trust and he wondered if this could be utilised to take some of the strain off of the hydro pool at QEQM Hospital. Allan agreed that he would take this away and investigate but he did advise that for the NHS to pay providers the service has to be accredited and there is a fairly involved procurement process before funding is agreed. **Action: Allan to investigate**
- xx asked if there was any progress on the One Stop Service, i.e. investigations & examinations performed at one hospital appointment. Allan did not know how much progress had been made but was aware that this was ongoing with East Kent Hospitals Trust. xx reported a very good experience when she recently attended the ophthalmology department at K&C (MD Clinic), with all investigations being carried out at one clinic appointment. Allan asked if she would be happy to feed this back to K&C and this was agreed. xx said she believed there had been plans for services such as the Macular Clinic to be sited at QEQM Hospital rather than travelling to Ashford or Canterbury but it would appear that patients are still having to travel for this service. There is a shuttle bus which runs from QEQM to other hospital sites but this is not always reliable.
- xx commented that Pain Clinic appointments are still sited at K&C, although there is a Pain Service available at Spencer Private Hospital via the Choose & Book system. He was concerned that if a patient is referred via the Pain Clinic Triage system, they may be seen in the community and advised that they need to be seen in secondary care and referred on but once they have been seen and not considered appropriate for secondary care, they then have to seek a new referral from their GP back to primary care as they have been discharged by them.
- Allan advised of the website “wheretorefer.org.uk” – this was set up by a local GP and is designed to help GPs and staff but is also accessible to the general public. It provides the most up to date information regarding local services.
- It was asked whether there are any restrictions on referrals out of area. Allan advised that technically patients can choose where they wish to be seen but sometimes there can be an issue if there is no contract with the trust concerned, however this is surmountable. Tracy did advise that if you choose to be seen at a particular hospital, you must continue with follow up there for that problem and cannot switch between hospitals.
- Weekend hospital appointments were discussed and it would appear that patients have received appointments on a Saturday and Sunday. This pertains particularly to Medical Imaging. There was some concern that the appointment letters/text reminders do not state the day and only state the date. There was concern as this could lead to confusion and patients not realising that their appointment is on a Saturday or Sunday. It was felt that it would be useful if the day could be included in the appointment information. **Action: Allan to feedback to EKHUFT**

2 Meeting Updates (xx and xx):

- *Message in a Bottle:* xx advised of the Lions Message in a Bottle Scheme which enables people to keep their personal medical details where they can be found in an emergency, i.e. the fridge – personal and medical information is detailed on a form, the form is placed inside the Lions Message in a Bottle, the bottle is stored in the fridge where it can be seen and green stickers are displayed on the outside and the fridge door so that the Emergency Services are aware that it exists. The bottles are supplied free of charge (www.lions.org.uk – contact number 0845 833 9532). xx remarked that when the paramedics attended for her three weeks previously they had never heard of the scheme. xx wondered if it might be useful for the District Nurses to have a supply that they could distribute and Sue said she would speak to them about this. **Action: Sue to speak to District Nurses.**
- *Stagecoach:* There are a range of help/instruction cards which are available from Stagecoach to help people with disabilities, e.g. “Please help me find a seat”, “Please

be patient, I am visually impaired". Further information can be found on the website www.stagecoachbus.com.

- *Thanet Support Directory*: There is a new website (www.thanetsupport.co.uk) which is a guide to local services for older people. It is managed and hosted by Thanet Volunteer Bureau and is made up of a group of organisations who have come together to provide various services for older people across Thanet with one point of contact.
- *Diabetes*: xx attended a Diabetes Meeting which are looking at putting together an information package which can be distributed to patients with newly diagnosed diabetes.

3 **xxxxx – Community Organiser:** xx a is a member of the Margate Cliftonville West Community Organisers Team, which is part of a Government funded programme. Their role is to support people who want to improve the community and services, e.g. they recently helped a group of new mothers to organise a parent/toddler group for families on low incomes. On talking with local people from non-English speaking countries, the feedback was that it was helpful to have a surgery local to them but there have been difficulties in that people from Eastern Europe do not understand the way the surgery works, i.e. they do not understand the telephone consultation system. xx felt that more general information would be helpful to help them understand the system, e.g. leaflets to take away from the surgery. It would be useful to have this information available at the Council and Sure Start also. There are 42 nationalities in this area and information and it would be helpful if information could be made more readily available in different languages. St Paul's Community Centre are quite useful in helping with this. xx asked if it would be useful to set up a small health group at St Paul's. xx replied that she could not set this up but could help if somebody came to her with the idea, however she did not feel that local Eastern Europeans would have the confidence to do this at present, that it would be too "high level" and they feel rather disconnected. xx said that she would be happy to attend any meetings/groups to act as a translator if this would be helpful. xx wondered if it might be useful for xx, Sue and Rachael to meet up to discuss ways to help integrate/share information with the Eastern European community. It might also be helpful if xx could help out with the patient questionnaires within the surgery.

4 **Appointments:** xx asked how her elderly deaf neighbour could book an appointment as, at present, if she wishes to book an appointment she has to attend surgery at 8.30am in the morning on the day. xx had previously asked if she could request an appointment by text but Sue replied that this was not feasible. Sue advised of the automated phone booking system, by which the patient's son could book an appointment on behalf of his mother by entering his mother's details and phone number when prompted. These appointments are released at midnight, the same as the online appointments.

5 **AOB:**

- xx fed back that when he attended surgery on Monday he found the Receptionist to be very helpful and very friendly, although xx reported that she had found the telephonist to be quite rude when she had rung in to return a missed call.

6 **Date of Next Meeting:** 16th July 2014