

NORTH COLCHESTER HEALTHCARE CENTRE

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD 13TH December 2016

Attendees: Matt Farrell (via video call), Yaa Dankwa Ampadu-Sackey, Jean Wilson, Leila Priscott, Kathleen Cini and Nick Chenery

Absent without apologies: Laurie Southwell and Syed Hadi

Chair: Matt Farrell

Minutes: Yaa Dankwa Ampadu-Sackey

	Agenda Item	Notes	Owner	Action / Update
1	The Health in Mind	<p>Emma Parmer, an Assistant Psychologist from Health in Mind came to talk to the PPG about Improving Access to Psychological Therapies (IAPT); an NHS service focussed on mild to medium mental health issues.</p> <p>She informed that the services provided can be accessed through self-referral either online or by the telephone, through paper referral by a GP and through a referral from other relevant professionals.</p> <p>She explained that after an initial assessment with a therapist, various treatment options are offered including the following:-</p> <ul style="list-style-type: none">• a computerised (CBT) treatment – own time, personal login, regular review from a therapist fortnightly	PPG	All to note

		<ul style="list-style-type: none"> • Weekly phone sessions • Group sessions • Workshops including sessions on panic and anxiety, perinatal, CFS, wellbeing, diabetes and others • Other wider stakeholders e.g. police use the service including for stress. <p>Within the North East Essex area Health in Mind operates from two locations; Lexden Hospital and Crusader Business Park in Clacton.</p> <p>Emma left behind some leaflets but noted that the service may be re-branded soon and advised that we check the Health in Mind website (http://www.healthmind.org.uk) for current information. It was agreed that she would liaise with Kath on continuing education and information for patients.</p> <p>YDAS thanked Emma for taking time out to meet with the group.</p> <p>Following from the talk from Emma, it was agreed that the PPG newsletter should feature a section on Health in Mind</p>		<p>KC</p> <p>MF</p>
2	Minutes of Last Meeting	<p>Minutes of last meeting were reviewed.</p> <ul style="list-style-type: none"> • Subject to some amendments, the minutes were agreed and adopted as accurate representation of proceedings of the last meeting. • It was agreed that MF will send a pdf version to KC which will be posted on the NCHC website 	PPG	<p>MF to forward minutes to KC in PDF format for upload.</p>
3	CCG Urgent Care Strategy	<p>MF informed members that he attended the NEECCG board meeting in Clacton on 29th November 2016.</p>	MF	<p>All to note</p>

	<p>He informed members that among the issues discussed the most relevant to the PPG was the discussions on the proposed changes to Urgent Care.</p> <p>MF mentioned that the CCG are reviewing the following Urgent Care services and will be holding public consultations to seek patients views on the following service:</p> <ul style="list-style-type: none"> • The Walk in Centre based at the Primary Care Centre in Colchester; • The Minor Injury Unit based at Clacton Hospital and, • The Minor Injury Unit based at Harwich Hospital; • Minor conditions presenting at A&E (Colchester Hospital) that could potentially be seen and treated in alternative settings. <p>The suggested proposals are as follows:-</p> <ol style="list-style-type: none"> 1. To continue to commission a Walk in Centre service in Colchester and Minor Injury Units at Clacton and Harwich 2. To stop providing the Walk in Centre and Minor Injury Unit services. Patients requiring these services would be encouraged to call NHS 111 first and if required they would be seen by their local GP, out of hours GP or advised to self-care 3. The establishment of a minor injury service in the community. <p>MF posed a question as whether there could be a 4th option?</p> <p>KC advised members that the information on usage of the services is published on the CCG website so members should appraise themselves with the information as it will be helpful in discussions.</p>		
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	<p>KC informed members that she had contacted the CCG Communications team and had requested that they involve the PPG in all relevant discussions regarding the urgent care strategy. YDAS confirmed that Morag Kirkpatrick had contacted her as a result of KC's intervention and will inform members of any further information as soon as she receives same.</p> <p>Members noted that the A&E Department at Colchester General Hospital is still in special measures and asked whether the WIC is actually an essential local service taking strain away from A&E? Further that Colchester is also likely to continue increasing its population with all the new housing around the Myland area. Members were concerned that taking away facilities is likely to be to the detriment of public health.</p> <p>YDAS asked what would happen to the GP practice if the contract for the WIC is not renewed.</p> <p>YDAS informed members that there is a public consultation meeting on 10th January 2017 at 6:30pm. It was agreed that the PPG immediately organise information sessions to educate patients and to encourage attendance at the public meeting.</p> <p>It was agreed therefore that an information session will be organised on 9th and 10th January 2017 to cover the busiest times on the surgery. The schedule agreed is as follows:</p> <ol style="list-style-type: none">1. Monday 9th January 2017 morning session; 9am to 11am MF and YDAS to attend2. Monday 9th January 2017 afternoon session; 2pm to 4pm		
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		<p>MF, LP and YDAS to attend</p> <p>3. Monday 9th January 2017 evening session; 6:30pm onwards MF to attend</p> <p>4. Tuesday 10th January 2017 morning session; 9am to 11am LP to attend</p>		
4	Update from the centre	<p><u>Comments Box</u> YDAS reported that following from the last meeting two new boxes has been placed at the reception. These boxes are cleared and neatly marked. One is marked for repeat prescriptions and the second is marked for comments, suggestions and complaints. This will be for the combined use of the PPG and the GP surgery.</p> <p>KC advised that the box will be emptied daily and any issues relevant to the PPG will be immediately sent by email.</p> <p><u>Management</u> KC informed members that a new deputy manager will be starting in the new year. She said that attendance to PPG meeting going forward will be shared between herself and her deputy.</p> <p><u>GP Survey</u> KC presented members with the current results from the GP survey. She explained the contents of the documents and answered all relevant questions from members. She informed members that having accepted the results of the survey, the chairman of the PPG has to sign the document and return to her. MF agreed to sign this at the meeting</p>	<p>KC</p> <p>KC</p> <p>KC</p>	<p>KC to forward relevant enquiries to PPG</p> <p>KC to confirm which meetings she will attend and those her deputy will attend.</p> <p>MF to sign survey results</p>

		<p>already scheduled for 21st December 2016</p> <p><u>Self-registration screen</u> YDAS reported that the self-service screen has been reinstalled and it is fully functional. LP also confirmed that the self-service screen is fully functional, having used it in the morning.</p> <p><u>Newsletter</u> MF informed us that he will meet with KC on 21st December 2016 to discuss further outside the meeting. It was agreed that MF will aim to have the newsletter drafted by the next meeting with a view to being signed off in the meeting and printed shortly afterwards by the marketing team at NCHC</p>		<p>MF & KC to discuss further on 21st December 2016</p> <p>MF to present a draft newsletter at the meeting on 31st January 2017</p>
5	PPG procedural	<p><u>Membership</u> KC announced that she has ordered and received badges for PPG members. She presented the PPG with badges with the inscription 'Care UK Patient Participation Group Member'. All present were very impressed with her continuing efficiency and thanked her greatly for her support. The badges will be held by each member and it is to be worn at all times within the surgery when attending all PPG related issues.</p> <p>KC informed members that she will update and edit contents about PPG on the NCHC website and also publish the minutes. She added that she will add a link to the PPG's nhs.net email address so that interested patient could send an email without having to contact the reception to do so. It was agreed that that was a brilliant suggestion and it would</p>	<p>KC</p> <p>KC</p>	<p>All to note</p> <p>KC</p>

		<p>make foster quick communication between potential members and the PPG.</p> <p>KC informed members that a new registration forms is in place and information on PPG is updated.</p> <p>YDAS informed the PPG that KC sent her names of interested persons. She contacted Frances Macrae and Ayang Anyalgouk. Both of whom were very interested in being members. Frances had sent her apologies about not being able to attend the meeting. Mr. Anyalgok on the other hand had confirmed that he will attend the meeting and she was not sure why he did not turn up or send a reason why. She promised to follow up and feedback at the next meeting.</p> <p>KC advised that she will continue to actively look out for patients who express interest in joining the PPG and promptly pass on their details to MF and YDAS</p> <p>Although LP and YDAS come an hour earlier for the purpose of speaking to potential members, there were no interested parties.</p> <p>MF mentioned that with the new drive to increase membership it will be a good idea for members revisit the Terms of Reference and Confidentiality statement. Particularly to look over again and make suggestions if needed.</p> <p>YDAS stressed that it was important that members encourage any persons they know are registered at NCHC to get involved in the PPG</p>	<p>KC</p> <p>YDAS</p> <p>KC</p> <p>MF</p> <p>PPG</p>	<p>All to note</p> <p>YDAS to follow up</p> <p>KC</p> <p>All to comment</p> <p>All to note</p>
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6	PPG Activities	<p><u>Patient Survey/Questionnaire</u> Discussions on the patient survey was suspended and the focus diverted to the questionnaire regarding the propositions on urgent care strategy. YDAS to circulate information on the proposed urgent care strategy and questionnaire. (Questionnaire appended)</p> <p><u>Fundraising</u> KC advised that the PPG cannot raise funds under any circumstance. She advised further that from the petty cash available to her, she could pay for items of expenditure such as PPG annual membership with NAPP, expenses related to attendance at the NAPP annual conference, taxi fares to health forum meetings etc. She did stress that all items of expenditure must be agreed beforehand.</p> <p><u>Questions from Patients</u> 1. A patient mentioned to YDAS that the patients would very much like to see an LCD television displayed at the waiting area with valuable information on health care issues like that on NHS Choices. KC informed members that the provision of the television would not be possible as it also contains adverts with information contrary to good health care issues. Additionally there is the issue of commercialisation of information provided on such televisions. 2. YDAS mentioned that ASDA Pharmacy could not cope with the volumes as there are always unreasonable waiting times among others. She asked KC if there are plans to have a pharmacy on site and what could be done to help patients? KC responded that she will get in touch with Medicine</p>	<p>YDAS</p> <p>KC</p>	<p>All for comment on receipt of further information</p> <p>All to note</p> <p>KC to contact Medicine Management and feedback</p>
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		<p>Management to feedback on pharmacy involvement on delivery of care.</p> <p>3. KC informed us that the canteen will now be operational on Sunday mornings. This was a result of popular requests to have the canteen opened on Sundays. The operational hours for Sundays will be the same as Saturdays.</p>		
7	AOB and Next Meeting	<p><u>AOB</u> YDAS suggested that the subsequent meetings should be held on either the 3rd Thursday or the 4th Tuesday of each month to coincide with the Health Forum meeting. However it was agreed that the meeting be held on a Tuesday immediately following from the Health Forum Meeting.</p> <p>The meeting dates for 2017 will therefore be as follows:- 31st January 28th February 28th March *In April there will be no meeting because the Health Forum meeting is on the 26th Thus the next PPG meeting will be held on 2nd May 30th May *In June there will be no meeting because Health Forum meeting is on the 28th Thus the next PPG meeting will be held on 4th July 1st August *In September there will be no meeting because the Health Forum meeting is on the 27th Thus the next PPG meeting will be held on 3rd October 31st October 28th November</p>	All	All to note

	<p>*The Health Forum meeting in December is on the 20th therefore the next PPG meeting will be held on Thursday 21st December.</p> <p>LP suggested that members exchange personal mobile phone numbers. This was done with the exception of JW who promised to email her number to YDAS for circulation.</p> <p>Following circulation of personal mobile numbers YDAS mentioned that she will send a follow up text on the day of each meeting as a reminder to all members. This was unanimously agreed as a good way to remind members of meetings.</p> <p><u>Next Meeting</u> Tuesday 31st January 2017, 6.30pm at NCHC.</p>	
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APPENDIX A

1. Which of the three potential approaches do you believe is in the best interest of people in north east Essex?

Please select one box.

- a. Option 1 - To continue to commission a Walk in Centre service in Colchester and Minor Injuries Units at Clacton and Harwich
- b. Option 2 - To stop providing the Walk in Centre and Minor Injury unit services. Patients requiring these services would be directed by NHS 111 and seen by their local GP, Out of Hours GP or encouraged to self-care
- c. Option 3 - The establishment of a minor injury service
- d. Another option - That has not been considered.

2. If you selected 'Another Option', please specify:
3. How would any of the proposed changes to this service affect you?
4. Do you have any views or ideas on how the CCGs could improve their financial situation?
5. Proposed changes to urgent care (out of hospital services) across north east Essex. How would any of the proposed changes to this service affect you?
6. About You

I am a

- a. Patient
- b. Carer/Parent
- c. Patient Representative
- d. *Voluntary Organisation
- e. *Healthcare Provider
- f. *Social Care Provider
- g. *Commissioner

* Please give details

7. If you are responding on behalf of yourself, please answer the following questions;

What would help you to be confident about self-treatment? Optional

- a. I don't need any help
- b. Advice and information on an NHS website or mobile app that I trust
- c. Clinical Advice and information through a free NHS telephone line
- d. Leaflets with advice and information

Other

If you selected Other, please specify:

8. During the hours when your GP practice is open and you need immediate health care, which of the following best describes what you would do (select only one box)
- a. I don't use out of hospital urgent care services
 - b. My first choice would be to go my GP practice
 - c. My first choice would be call 111/Out of Hours GP
 - d. My first choice would be to visit the Minor Injury Unit in Harwich
 - e. My first choice would be to visit the Minor Injury Unit in Clacton
 - f. My first choice would be to visit the Walk in Centre in Colchester
 - g. My first choice would be to visit the A&E department at Colchester
 - h. My first choice would be to call 999
9. During the hours when your GP practice is closed and you need immediate health care, which of the following best describes what you would do (select only one box)
- a. I don't use out of hospital urgent care services
 - b. My first choice would be call 111/Out of Hours GP
 - c. My first choice would be to visit the Minor Injury Unit in Harwich
 - d. My first choice would be to visit the Minor Injury Unit in Clacton
 - e. My first choice would be to visit the Walk in Centre in Colchester
 - f. My first choice would be to visit the A&E department at Colchester
 - g. My first choice would be to call 999

10. Town of residence:

First Half of your Postcode: e.g. CO4

If you would like to be involved in how services will work in the future please complete the following:

Email Address:

Contact Phone Number:

11. What is your gender?

Male

Female

Other

Do not wish to disclose

12. What is your sexuality?

Heterosexual

Homosexual

Bisexual

None of the above

Prefer not to answer

13. Do you consider yourself to have a disability?

Yes

No

14. What is your Age?

12 - 17

18 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 -74

75 or older

Prefer not to answer

15. What is your Ethnicity?

White British

White Irish

White other

Mixed race

Indian

Pakistani

Bangladeshi

Other Asian

Caribbean

African