## NORTH COLCHESTER HEALTHCARE CENTRE PATIENT PARTICIPATION GROUP MINUTES OF MEETING HELD 31<sup>st</sup> January 2017

Attendees:	Matt Farrell, Yaa Dankwa Ampadu-Sackey, Leila Priscott, and Michelle Futter
Absent with apologies:	Jean Wilson, Nick Chenery and Kathleen Cini
In Attendance:	Tony Saunders, Operations Supervisor, Urgent Care NEE Out of Hours
Chair:	Yaa Dankwa Ampadu-Sackey
Minutes:	Yaa Dankwa Ampadu-Sackey

Agenda Item	Notes	Owner	Action / Update
1.0	Welcome and Introductions: The Chair welcomed everyone to the meeting, particularly Michelle Futter who attending the meeting for the first time	PPG	All to note
	in her capacity as Deputy Practice Manager.		
2.0	<ul> <li>Introduction and Background:</li> <li>Michelle Futter (MXF) introduced herself to members and spoke briefly about her professional background and journey to the NCHC.</li> <li>Members welcomed her and expressed their keenness to have a close working relationship with her.</li> </ul>	MXF	All to note
3.0	Out of Hours GP Service (Overview of the service and Q&A):		

Tony Saunders, the Operation Supervisor from Urgent Care	TS	All to note
Out of Hours Service ("OOH") accepted our invitation to		
speak to members about how the service operates.		
Tony explained that the service is commissioned by the		
North East Essex CCG through a contract with Care UK. Care		
UK is the largest independent provider of health and social		
services in the UK; running care homes, GP's surgeries and		
out of hours units and prison medical services. The service		
operates to provide patient access to a GP, advanced nurse		
practitioner (ANP) or urgent care practitioner (UCP) when		
their own practice is closed (i.e. bank holidays, weekends		
and evenings).		
Access is gained by telephoning 111. The call handlers for		
the 111 service take patients through a computer prompted		
set of questions, the answers provided are then tested by		
the software algorithm to identify whether the patient		
should be seen by the out of hours service, the algorithm is		
weighted towards caution resulting in more patients being		
directed to out of hours than is needed.		
Patients referred to the out of hours service are triaged by		
telephone from a Doctor, ANP or UCP. This may result in		
either the patient being seen at the Healthcare Centre by a		
doctor, ANP or UCP, although a UCP cannot deal with		
patients under the age of 5, the very elderly and they cannot		
confirm death. 50% of referrals to out of hours results in a		
face to face consultation and 20% of these may actually be a		
home visit. Home visits are conducted by either an ANP or a		
doctor and UCP. A fleet of cars are maintained with		
additional vehicles hired when required.		

	The out of hours service is not a walk in service, although patients presenting at the base will be seen. There are certain medicines held in stock at the base stations, and a UCP can only prescribe these. ANP's and doctors can prescribe as usual. The essence of the talk was to educate members of the distinction between the OOH and the WIC and to use the appropriate service when the need arise. Tony was thanked taking time out to meet with the group and for the excellent presentation.		
	Tony agreed to send an e-copy of the presentation to YDAS for circulation of all members.	TS	YDAS
4.0	Minutes of the last meeting: Minutes of last meeting were held on 13 <sup>th</sup> December 2016 was approved. Matters Arising:	PPG	All to note
	<ul> <li>MF reported that he is yet to finalise work on the pop up stand with KC. He mentioned that he will confirm with KC whether the publicity department would be</li> </ul>	MF	MF/KC
	responsible for designing the pop up stand. YDAS reminded him that the content of the design had been agreed by members at the last meeting. MF will	MF	MF/KC
	<ul><li>therefore follow up and present an update on the pop up stand at the next meeting</li><li>It was agreed that MF will send a pdf version to KC</li></ul>	MF	MF/KC
	<ul> <li>which will be posted on the NCHC website but this is yet to be done.</li> <li>MF informed us that he is yet to make progress on the newsletter with KC</li> </ul>		
5.0	Proposed changes to Urgent Care YDAS informed members that she attended the NEECCG		

	<ul> <li>board meeting at Aspen House that afternoon.</li> <li>She informed members that among the issues discussed the most relevant to the PPG was the discussions on the responses to the Urgent Care Review.</li> <li>YDAS mentioned that the CCG Communication department reported at the board meeting that more than 1500 completed forms had been received. It was reported that very few completed questionnaires had suggestions on an alternative approach. It was suggested therefore that the public be encouraged to suggest an alternative approach for the CCG's consideration if any.</li> <li>Members agreed therefore that further information sessions be organised to encourage more patients to suggest an alternate approach for the CCG's consideration. YDAS agreed to circulate a schedule for the outreach based on members' availability. YDAS reported further the CCG are considering a further public event in Colchester and encouraged members to look out for details and attend if possible.</li> <li>YDAS informed MXF that there is a practice mangers meeting which the CCG will attend as part of its public engagement activities. She informed MXF that she will get more details and pass to her.</li> </ul>	YDAS	All to note
6.0 6.1	PPG procedural:- <u>Membership:</u> YDAS announced that Frances Macrae is keen to join the group however Mr Ayang Anyalgouk who had expressed interest in joining the group has not been responding to her calls, texts and emails. It was agreed that she should not	YDAS	All to note

	contact him any further as he may no longer be interested.		
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6.2	Attendance at the health forum and other event:	YDAS	All to note
	YDAS briefed members on the matters discussed on the		
	Health Forum Meeting on 25 <sup>th</sup> January. She also informed		
	members about her attendance at the PPG Liaison meeting		
	on 16 <sup>th</sup> January. She said she had taken cue from other PPG's		
	who used local media to publicise their groups and would		
	make some enquiries about doing same and report to the		
	group accordingly.		
	She reported that the chairman of the meeting made		
	reference to the RGCP publication warning of pressures at		
	the GP surgeries during the winter. He asked all PPG's to		
	report back at the next meeting with figures on waiting		
	times from their individual surgeries. She then requested	YDAS	TS/MXF
	MXF to help collate the information. She added that because		
	NCHC 'houses' the OOH and the WIC the chairman asked if		
	she could also report on waiting times at these services. She		
	asked TS for the information on the waiting times at the		
	OOH and he promised to get back to her on this.		
6.3	Notice board update		
	In NC's absence issues under this heading were not		
	discussed.		
7.0	AOB and Next Meeting:		
	AOB:	PPG	All to note
	YDAS suggested that we reconsider the frequency of the		
	meetings and it was unanimously agreed that the meetings		
	are held every other month. She proposed Thursday		
	evenings at the days for the meetings and this was agreed by		
	all members.		
	MF suggested that we could hold an outreach/information		

session in the month that we do not have a meeting. This	
was agreed by all members.	
Next Meeting:	
Thursday 2 <sup>nd</sup> March 2017, 7pm at NCHC.	