



**South Lincolnshire
Clinical Commissioning Group**

**Minutes of the Patient & Public Involvement Committee (PPIC)
held on Wednesday, 27th November 2013 at 1.00 pm
in the Stamford Hospital Board Room**

PRESENT:

Mrs Wendy Chew	Chair & Lay member PPI, SLCCG
Mrs Chris Daff	Head of Delivery & Development, SLCCG
Mrs Anne Gibson	Chair of Patient Participation Group, Galletly Practice, Bourne
Dr Kevin Hill	GP, Sutterton Surgery, Spalding
Mrs Stephanie King	Engagement and Consultation Manager, GEM CSU
Mr Peter Sadler	General Manager, Adult Care Lincolnshire County Council
Ms Jackie Stirling	Operations and Facilities Manager, The Deepings Practice
Mrs Michelle Tilling	Deputy Director of Quality & Patient Safety
Ms Nicola Tallent	Community Engagement Officer, Healthwatch
Ms Jayne Thomas	Field Co-ordinator, First Contact & Age UK, Lincoln
Mrs Julie Wolfarth	Chair of the Lincolnshire Cancer Patients and Carers Forum.

IN ATTENDANCE

Mrs Margaret Parkinson	Chair of Patient Participation Group, The Deepings Practice
Ms Barbara O'Neill	Community Services Manager, Age UK Boston & South Holland
Mrs Katherine Perrin	Office Manager, South Lincs CCG

STANDING ITEMS

1. WELCOME AND INTRODUCTIONS

Mrs Chew welcomed all attendees to the Committee and each member gave a brief overview of their roles and responsibilities.

2. APOLOGIES FOR ABSENCE

Apologies were received from:-

- Ms Barbara Blatherwick, Chair of South Holland District Health and Wellbeing Committee
- Ms Karen Duncombe Equality & Diversity Manager, GEM CSU
- Mrs Clare Frank, Delivery & Development Manager
- Mrs Eileen Keeling, Healthwatch Lincolnshire Representative
- Mr Paul Martin, Chair of Patient Representation Group, Munro Medical Centre, Spalding
- Mrs Lynne Moody, Quality Lead & Executive Nurse, SLCCG
- Ms Kate Pilton, Practice Manager, Littlebury Surgery
- Miss Rachael Scoley Marketing, Communications & Engagement Lead, GEM CSU
- Mr Simon Walsh, Practice Manager, Gosberton Medical Centre

3. TO RECEIVE AND APPROVE THE MINUTES OF THE MEETING HELD ON WEDNESDAY 25TH SEPTEMBER 2013 AND TO DISCUSS ANY MATTERS ARISING FROM THE ACTION LOG

The meetings from the meeting held on 25th September 2013 were agreed as a true record of proceedings.

The Action Log was reviewed and updated accordingly with the agreement that all actions already showing on the log as completed would be removed and outstanding actions would be carried forward and circulated with the minutes of the meeting.

During review, the following was noted:-

Mrs Daff reported that as the team were still reviewing the list of current programmes and strategies the agreed hand out would be circulated to members within the next 4 weeks.

Mrs Daff confirmed that once this review had taken place, the team would provide a progress report for each meeting.

Action:- Mrs Daff

Mrs King stated that a PPG feedback log had not been produced however the Comms and Engagement Team were keeping an internal track, on current themes and responses. Mrs Chew felt that a list was needed to keep responses under review and to take issues forward and it was therefore agreed that a separate discussion would take place outside this meeting.

Action:- Mrs Tilling/Mrs King/Mrs Perrin

Ms Tallent reported that the Healthwatch partners had received the report however she had wanted to formulate the document into a more user friendly action log format, which would help illustrate issues and progress made, before circulating to members.

Action:- Ms Tallent

SHAPING HEALTH SERVICES

4. UPDATE ON PROJECTS AND WORKSTREAMS

Mrs Daff reported that as part of the review, the team would be scoping programmes of work into short and medium term projects and producing a monthly high level report for the Clinical Committee. This report will flag items requiring both GP and stakeholder engagement including GP champions for cardiovascular disease and gather information from local groups and organisations to improve diagnosis.

Mrs Daff updated members that following the successful bid for project management support with Diabetes UK, a meeting had taken place to draft and approve the partnership work plan. Mrs Daff stated that a number of engagement events would be arranged in the new year, to involve individuals using the service, with the purpose of scoping what needs to be done.

Mrs Chew congratulated Mrs Daff and her team on the successful bid and highlighted that this demonstrates how, through local engagement, national opportunities can come to fruition. The initial discussions took place at the Stamford Diabetes Support Group.

ENGAGEMENT AND PATIENT EXPERIENCE

5. FEEDBACK FROM PPG's ON KEY THEMES

Mrs Gibson reported that she had arranged an initial meeting with other PPG reps, for 4th December, with a purpose of sharing common interests and issues and to discuss setting up a Healthwatch group within the Welland locality of South Lincolnshire.

Ms Tallent informed members that there will be a Healthwatch Board meeting on 2nd January 2014, with leads from existing Healthwatch areas, to discuss planning groups in new areas. Mr Martin sits on this Board.

Mrs Gibson reported concerns at Galletly Practice regarding delays with: flu vaccinations for home visit patients, prescriptions at pharmacies, ambulance response times and capacity issues with health visiting.

Mrs Chew, on behalf of Mr Martin, Munro Medical Practice representative, reported concerns regarding appointment delays to see own GP, EMAS winter pressures, access problems with the entrance doors and maintenance of the electronic message boards.

Mrs Tilling highlighted that the areas highlighted from PPG's, fell into two distant areas, information that the Committee could influence and implement change and messages that need to be fed back to the practices directly.

6. FEEDBACK FROM HEALTHWATCH

Ms Tallent reported that Healthwatch Lincolnshire were currently in the process of recruiting 4 additional members of staff, including an Engagement Officer dedicated to the 4 CCG areas within Lincolnshire.

A new database was being developed to capture any issues raised within Healthwatch Lincolnshire and from January 2014 a log will be sent to all partners and stakeholders on a monthly basis, detailing CCG and service provision areas of concern.

Healthwatch will be undertaking work around supporting patient awareness and completion of the friends and families test within the 3 main A&E departments of ULHT. This work will take place at the same time as the Enter and View visits to these departments during January 2014.

Ms Tallent informed members that Healthwatch would be holding a Stakeholder Event on the 27th February 2014 and further details would be forwarded to committee members, in due course.

Action:- Ms Tallent

7. FEEDBACK FROM VOLUNTARY/COMMUNITY GROUPS

Ms Thomas reported on a number of key issues and themes that had been raised through 1st Contact and Age UK regarding emotional support for Dementia sufferers and their families, concerns regarding appropriate social care home support on discharge and lack of signposting in GP surgeries, ie loss of licence with no falls/lifeline advice given to family to prevent re-admission.

Ms Thomas also highlighted that the delays with the Parkinson's nurse had meant there was a lack of communication, with signposting available support and information.

Ms Tallent left the meeting at 2.30 pm

Mrs Wolfarth reported that the Living Well with Cancer event on 5th October 2013 had been very productive but it had been hoped more members of the public would have attended. Information regarding a further event planned for March 2014 would be sent out to surgeries for dissemination to PPG's, to champion involvement.

Mrs Gibson stated that she would include cancer support group information in the Galletly information booklet of services, currently being compiled and would be keen to attend the next event. Mrs Wolfarth agreed to invite Mrs Gibson to the event in March 2014.

Action:- Mrs Gibson/Mrs Wolfarth

Mr Sadler reported a new initiative for Health & Social Care Commissioning. LCHS have set up with effect from Mon 2nd December, a countywide operation centre for LARS and R&R to integrate into one team the LCC independent living team and also LCHS reablement and inpatient beds.

Members voiced their concerns that the opening of this service centre had not been communicated with a number of GP surgeries within the CCG area. Ms King agreed to check with Sue Barkston, Comms Lead at LCHS regarding communication of this new service and the new referral route.

Action:- Mrs King

REPORTS

8. QUALITY AND PATIENT EXPERIENCE SUMMARY

Mrs King provided the Committee with an overview of the key outcomes from the National Cancer Patient Experience Programme, 2012/13 National Survey and it was agreed that the summary would be circulated with the minutes.

Action:- Mrs Perrin

9. ENGAGEMENT UPDATE

Mrs King reported that following the stakeholder event in July 2013 a number of key pieces of work had taken place including engaging with the community regarding the CCG's Commissioning Intentions. A survey on the commissioning intentions had been available on the recent Health Checks Bus and results showed there was strong support for all proposed projects and the largest proportion of respondents strongly agreed with stroke prevention.

Mrs King reported that the first of planned Listening Events, for both Grantham and Spalding areas, would take place on Wed 11th December am at Springfields Events Centre in Spalding. The event for all providers and commissioners to attend and also patients and members of the public are encouraged to attend, to share their experiences across Lincolnshire. Mrs King reported that a 2nd event would be arranged for January 2014. It was agreed that Mrs Perrin would send a flyer of the event out to members for information and onward circulation.

Action:- Mrs Perrin

Mrs Thomas suggested that when registering it would be useful to add how individuals or organisations had heard about the event, in order to get a picture of information coverage.

10. PROFESSOR NICK BLACK'S RESEARCH INTO LINKS BETWEEN PATIENT EXPERIENCE AND PATIENT REPORT OUTCOME MEASURES

Mrs Tilling reported that Prof Nick Black, Health Services Research at the London School of Hygiene and Tropical Medicine, had recently presented his findings regarding whether there were any clear connections between patient experience and patient report outcome measures. The key findings indicated a clear association between good patient experience and positive clinical outcomes and this was relevant for individual elements of patient experience, ie consistency/respect/dignity/discharge information etc. The trust element, in particular with doctors and health professionals was particularly significant to a positive outcome.

Mrs Gibson left the meeting at 3.00pm.

ACTIONS

11 ACTIONS REQUIRED:

1. ISSUES FOR ESCALATION TO QPEC

Members felt that the following areas should be escalated to QPEC for further discussion and decision:-

- LCC Communication of new LARS/R&R operations centre
- Domicillary Care
- CQUIN's at PSHFT and ULHT
- National Cancer patient experience surveys – Qualitative data
- LCHS - Flu Vaccination delays for home visit patients and Health Visiting caseloads in Welland area.
- EMAS – Concerns regarding Ambulance delays and A&E Winter pressures

Action: Mrs Chew/Mrs Moody

2. COMMUNICATION/ENGAGEMENT ACTIVITY IDENTIFIED

Mrs Tilling reported that an interim Engagement Lead position for the CCG was currently out to advert with a closing date of 8th December.

Mrs Wolfarth queried whether information on CQUINs, particularly with regards to Cancer at PSHFT and ULHT, were available. Mrs Tilling agreed to forward a list of CQUINs to Mrs Wolfarth

Action:- Mrs Tilling

Mrs Wolfarth queried what happens to the qualitative data for the National Cancer Patient Experience Survey. Mrs Tilling agreed to query if PSHFT have access to the anonymised qualitative patient data.

Action:- Mrs Tilling

ANY OTHER BUSINESS

12. Mrs King reported that she would be taking up an Engagement Lead post with LCHS from January 2013 and would therefore not be attending future meetings.

Mrs Chew, on behalf of the Committee, wished Mrs King well in her new role.

DATE OF NEXT MEETING

13. The next meeting will take place on Wednesday, 26th February 2014 at 1.00 pm in the Board Room at Stamford & Rutland Hospital, Ryhall Road, Stamford, Lincs PE9 1UA