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## Patient Reference Group Network

Thursday 5<sup>th</sup> March 11am-1pm

Textile Centre, Huddersfield

Minutes

### **Attendees**

Representatives from the following practices:

Waterloo Surgery  
Croslandmoor Surgery  
Lepton Surgery  
Colne Valley  
Kirkburton Health Centre  
Marsh Surgery  
Dr Wybrews Surgery  
The Grange Group  
Meltham Road Surgery  
Shepley Surgery  
Almondbury Surgery  
Meltham Group Surgery  
Slaithwaite Health Centre

Vanessa Stirum ( Lay Member)  
Steve Ollerton (Clinical Lead)  
Emma Bownas (Quality Manager)  
Sam Royal (Project Support Officer)

### **1) Welcomes and Introductions**

Vanessa Stirum and Dr Steve Ollerton welcomed attendees to the meeting.

### **2) You Said, We Did – Feedback since the last meeting**

### **Practice Websites**

The engagement topic at the December meeting focused on Practice Websites. Following the feedback received a Task and Finish Group has been established and has held its first meeting.

A first draft of the checklist has been and will be tested by Fartown Health Centre. Once a final version of the checklist has been agreed it will be circulated together with an example of a website seen as 'best practice'.

Steve advised that as part of the CQC inspections, the CQC will check to see if there is a link on the practice website to the NHS Constitution which will be included on the checklist.

The Task and Finish group will move onto review surgery information leaflets.

Question: A member asked if they could review the checklist for accessibility purposes. **ACTION – Completed**

### **Weighing of Wheelchair Users**

Steve advised it had been decided not to go ahead obtaining weighing facilities in practices, due to the cost involved. Steve also advised this could be done in other ways, eg measuring. A member stated that under the Equality Act, this comes under "reasonable adjustment". The Group agreed it was about defining "reasonable adjustment" and following further discussion, it was agreed that Emma Bownas would take the concerns back and confirm what had been done to reach the decision and whether an Equality Impact Assessment was required. It may be that the decision needs to be formally ratified

Accessibility of practices was also discussed and it was agreed that we would check when the last access survey was carried out and consider a repeat survey.

### **3) News from Us**

#### **Care Closer to Home**

The Care Closer to Home Procurement has entered the Dialogue stage. Following rigorous engagement the Specifications have been approved at the Care Closer to Home Programme Board.

Following the Dialogue sessions the procurement will enter into the evaluation and feedback stage.

### **Anti-coagulation Service update**

The new service will commence on the 1<sup>st</sup> April 2015. Key features of the service highlighted at the meeting were as follows:

- The new service is a partnership of Calderdale and Huddersfield Foundation Trust (CHFT) and the two federations in Greater Huddersfield.
- All patients will be offered finger prick testing with immediate results and advice on dosing at a choice of 10 locations (HRI and GP practices) across Greater Huddersfield. Patients will have the option to move between venues as suits them.
- The service will offer prescriptions to patients needing changes of doses or bridging therapy (additional treatment) directly reducing the need for patients to attend GP practices for urgent acute prescriptions.
- The service will visit patients who are housebound and carry out finger prick tests in the patients' own homes rather than requiring them to be transported via ambulance to hospital as happens for many at present. This group of patients will have access to clinicians over the telephone or Skype.

Question: Do patients know about this service? Steve assured the members patients currently using the service should know.

### **Pain management service update**

Just over a year ago, on the back of a successful pilot our new Chronic Pain Management Service started seeing patients in Huddersfield. The service is based on providing a non-medical model of care which provides patients with the tools and techniques to manage their chronic pain and gain sustainable independence, without reliance on long term therapy, such as injections (in line with NICE Guidance).

Services are offered to patients at various locations across Huddersfield, and on average each pain management programme involves approximately 6 visits by the patient. Patients are provided with information about the service before they attend their appointments.

Through robust contract management over the last year, the service has grown from strength to strength and to date 501 patients (since October 2013) have been referred into the service. 402 of these 501 patient referrals have attended initial assessments and have gone onto have additional treatments.

Patient satisfaction has been measured. The service has got a 21% response rate, comparing favourably to other services response rates. Of these, the majority are satisfied with the care.

### **GP Friends and Family Test update -**

GPs were required to start submitting Friends and Family Test (FFT) data from January 2015 and the deadline was 17th February. However NHS England has now said that as part of the bedding in phase, practices will still be able to submit data after the deadline.

GP FFT data will be published after the first three months data has been collected, but a firm publication date has not yet been agreed.

The FFT Task and Finish Group has asked CCGs to share examples of FFT implementation in practices and any patient stories as a result of FFT. The Practice Managers Reference Group and other practices have also been asked to send in any examples to the CCG. Please could you prompt your practices to send any examples in to:

[Diane.lane@greaterhuddersfieldccg.nhs.uk](mailto:Diane.lane@greaterhuddersfieldccg.nhs.uk)

## **5. Introduction to the Engagement Topic**

Patient Reference Groups (PRGs) or Patient Participation Groups.

The aim is to share things that have gone well and share ideas, as well as come up with solutions to any problems through discussion.

Also it is PPG Awareness Week 1 – 6 June 2015. Further information as well as a link to a Resource Pack is available via the following link:

<http://www.napp.org.uk/ppgawarenessweek.html> Please share with your practices.

**8) Date of the next meeting**

4<sup>th</sup> June 2015, 11am – 1pm, Textile Centre, Huddersfield