

**Minutes of the PATIENT COUNCIL meeting held on Wednesday 29 July 2015 at 06.15pm in room AG11, Barnsley College, Church Street, Barnsley**

**PRESENT:**

Chris Millington (Chair)	Barnsley CCG Lay Member
Adrian England	Monk Bretton Health Centre PRG
Ben Cox	The Grove Medical Centre PRG representative
Grant Hamilton	Apollo Court PRG
Alan Jones	Patient
Marie Jones	Patient
Mark Smith	Patient
Margaret Dennison	Walderslade PRG
Mike Austin	Chair of Barnsley Practice Managers Group
Pat Drurie	Patient
Lynne Hartley	Hillbrow Partnership PRG
Janet Williams	Patient
Julie Ingram	Patient
Jane Reynolds	Patient
Toni Burton	Dr Sens Practice Representative
Marie Hoyle	The Kakoty Practice Manager & CCG Governing Body Member
Marion McManis	The Kakoty Practice PRG
Phillip M Watson	Patient

**IN ATTENDANCE:**

Lynne Richards	Governance Assurance and Engagement Facilitator
Brigid Reid	Chief Nurse
Gill Pepper	Designated Nurse Safeguarding Adults and Patient Experience

**APOLOGIES:**

Ann Hart	Ashville Medical Centre PRG Representative
Lynne Craven	Patient
Colin Wilkinson	Patient
Peter Moody	BIADS
Gerald Alliott	Patient
Gloria Alliott	Patient
Mel Dyke	Patient
Tom Sheard	Patient
Margaret Sheard	Patient

Prior to the commencement of business the Chair welcomed the new members attending the Patient Council meeting for the first time.

Agenda Item	Note	Action	Deadline
PC 15/07/01	<b>WELCOME, INTRODUCTIONS &amp; DECLARATIONS OF INTEREST RELEVANT TO THE AGENDA</b>		
	The Chairman welcomed members to the July meeting of the Patient Council and invited any declarations of interest. No declarations of interest relevant to the agenda were received.		
PC 15/07/02	<b>CHIEF NURSE, BRIGID RIED AND DESIGNATED NURSE SAFEGUARDING ADULTS AND PATIENT EXPERIENCE, GILL PEPPER</b>		
	<p>The Chair introduced Brigid Reid and Gill Pepper from the CCG to the Patient Council. Ms Reid stated that it had been 2 years since she last attended a Patient Council meeting and wanted to attend this meeting to give members an update on what the CCG's Quality Team had achieved within the last two years.</p> <p>Members were handed a document which detailed what actions Barnsley CCG had undertaken in relation to the Francis report and also a copy of the Quality and Patient Safety Committee's Annual Report. Members were given a presentation which included what the Quality Team had been working over the last two years, an overview of the presentation is as follows:</p> <p><b>Being committed to closely monitoring commissioned services:</b></p> <ul style="list-style-type: none"> <li>• Developing an NHS Complaints leaflet - which the Patient Council had been involved in, to monitor provider complaints, oversee red complaints and monitor outcomes</li> <li>• Undertaking quality assurance visits to Barnsley NHS Hospital Foundation Trust. It was advised that next week the Chief Nurse would be undertaking a visit to the hospital's theatres.</li> </ul> <p><b>Commitment to preventing problems</b></p> <ul style="list-style-type: none"> <li>• Working to develop emotional wellbeing support to children and young people in Barnsley</li> <li>• Developing and implementing 'Right Care Barnsley' which was a system wide approach for health care professionals to refer patients to the right services at the right times. It was added that Right Care Barnsley</li> </ul>		

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	<p>was an initiative between the CCG , SWYPFT and BHNFT and had been rolled out to YAS</p> <ul style="list-style-type: none"> <li>• Undertaken a lot of work around reducing pressure sores damage and there had been significant reduction in pressure sores in Barnsley patients from last year. It was added that the Quality Team were now looking at falls prevention</li> </ul> <p><b>Commitment to acting on problems</b></p> <ul style="list-style-type: none"> <li>• A new Infection Prevention Control workforce</li> <li>• Work with Yorkshire Ambulance Service on not meeting red 1 and 2 category calls. The Chief Nurse added that safety aspect of not meeting these targets had been looked at and the results showed poor performance but not poor patient safety.</li> <li>• Significantly improved care for looked after children in Barnsley</li> <li>• Developing a Mental Health Strategy which had gone out to Patient Council members for comments. It was queried by a member if the 10 August was an appropriate deadline for comments with reference to school holidays. The Chief Nurse stated that if there were any issues with regards to not submitting comments in time to meet the deadline then please contact the Chief Nurse who would ensure that the comments were incorporated into the strategy.</li> <li>• Working to develop a Multi-Specialty Community Provider model which involved partners working together to improve aspects of care</li> <li>• CCG were partners on the Adult Safeguarding Board</li> </ul> <p><b>Commit to working together with local health providers</b></p> <ul style="list-style-type: none"> <li>• Contract monitoring meetings to ensure that quality remained high on the agenda for providers</li> <li>• Launching a review to look at community nursing</li> </ul> <p><b>A commitment to develop the CCG's capacity to deliver high quality</b></p> <ul style="list-style-type: none"> <li>• Members were informed that the CCG was a small organisation with around 70 staff and only 11 employees in the core quality team.</li> <li>• The CCG's quality team had recently appointed new Deputy Chief Nurse</li> </ul> <p><b>A commitment to developing the Governing Body</b></p> <ul style="list-style-type: none"> <li>• Have undertaken development sessions which looked</li> </ul>		

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	<p>at equality and diversity and YAS performance</p> <ul style="list-style-type: none"> <li>It was added that the Governing Body had different backgrounds and expertise and worked together to collectively arrive at the best decisions.</li> </ul> <p><b>Commit to reviewing culture, ensuring that the CCG is putting patients first</b></p> <ul style="list-style-type: none"> <li>In demonstrating that the CCG's first and most important commitment was to listen to patients it was advised that the Governing Body received Patient Stories at their monthly meetings. Three patient stories had been incorporated into the presentation to give members a feel for what the CCG Governing Body had been watching. It was highlighted that there were a range of videos on the CCG's website.</li> </ul> <p>Members were informed that all data and activity had been provided in the Quality and Patient Safety Committees Annual Report and the CCG's Integrated Performance Report was also published on the CCG's website.</p>		
	<p>Members submitted their questions as follows:</p> <p>It was queried if pressure sores specifically in relation to theatres had been looked at? The Chief Nurse advised that there were very few cases in theatre, most cases were in intensive care but there had been a significant reduction in pressure sores from last year and the figures were still improving</p> <p>It was commented that when discharging of elderly patients care packages needed to be established even to cover small tasks such as putting bed socks on.</p> <p>Ms Pat Drurie commented that within the complaints leaflets it stated Voice-ability as a contact when this had now changed to DIAL. It was agreed that this would be amended.</p> <p>Mr Grant Hamilton commented that if a patient was made aware of the experience they should expect to receive when visiting their hospital or GP then they would be able to measure if they had had a good experience.</p> <p>Mr Ben Cox queried if the 8 commitments from the francis report were adopted by the CCG and if these were audited. The Chief Nurse explained that there were 14 recommendations for commissioners which were turned into</p>		

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	<p>8 commitments on how Barnsley CCG would achieve the recommendations, but these were not audited.</p> <p>Mr Cox also queried if the Chief Nurse worked with other nurses from the CCG's to share experiences and work together. The Chief Nurse stated that there were networking meetings that the Chief Nurse attended.</p> <p>Ms Jan Eldred queried how joined up the different safeguarding teams and systems were through-out Barnsley. It was stated that the Safeguarding Adults and Children Nurses within the CCG worked very closely with other organisations and also sat on the relevant Barnsley Safeguarding Boards. It was also added that OFSTED identified big improvements last year in relation to safeguarding in Barnsley and continued partnership working. It was added that providers were currently looking at improving safeguarding during the transition from children to adults. Ms Marie Hoyle added that there were some issues around information sharing but this needed to be counter balanced with the benefit and risks to patients.</p>		
	<p><b>The Chair and members thanked the Chief Nurse and the Designated Nurse Safeguarding Adults and Patient Experience for attending the Patient Council meeting.</b></p>		
<b>GENERAL</b>			
<p><b>PC 15/07/03</b></p>	<p><b>MINUTES OF THE PREVIOUS MEETING HELD ON 23 JUNE 2015</b></p>		
	<p>The minutes of the previous meeting were verified as an accurate record of the meetings proceedings.</p>		
<p><b>PC 15/07/04</b></p>	<p><b>MATTERS ARISING REPORT</b></p>		
	<p>There were no matters arising from the previous meeting however the Chair provided members with an update in relation to the I HEART Barnsley project:</p> <p>It was advised that the recruitment for the project had taken place and staff would commence in post on the 07 September 2015 with the project launch on the 30 September 2015. The two hubs would be located at Woodland Drive Medical Centre and Wombwell Chapelfields Medical Practice. The CCG would be commencing on it's marketing strategy shortly to</p>		

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	inform patients of the new services.		
<b>AGENDA ITEMS</b>			
<b>PC 15/07/05</b>	<b>REPORT OF THE CHAIR</b>		
	<p>The Chairman presented the Patient Council with the monthly Chairman's report which gave an update on the following:</p> <ul style="list-style-type: none"> <li>• <b>Latest A &amp; E figures</b></li> <li>• <b>CQC Update</b> - The CQC had now carried out a full assessment of Barnsley NHS Hospital Foundation Trust, which commenced on the 14<sup>th</sup> July 2015.</li> <li>• <b>PLACE (Patient-Led Assessment of the Care Environment)</b> - the results for PLACE had not yet been published but would be shared with the Patient Council.</li> <li>• <b>Yorkshire Ambulance Service performance figures</b></li> <li>• <b>Care Homes Update</b> - Mr Philip Watson queried what happened if a care home ran into financial difficulty – It was advised that a public body would take over the care homes until there was a new provider.</li> <li>• <b>Healthwatch Barnsley</b>- Healthwatch had commenced with their Enter and View Strategy for Care Homes in Barnsley. Information from Healthwatch's visits would be shared across various CCG committees.</li> <li>• <b>Patient Partner Update</b> - The Chair confirmed that he had feedback issues to the Governing Body and voiced concerns regarding the overall efficiency of the Patient Partner implementation.</li> <li>• <b>First Port of Call</b> – Customer service training for front facing GP practice staff. Mr Grant Hamilton commented that it may be useful for GPs to also have the customer service training.</li> <li>• <b>OPEN</b></li> <li>• <b>Choose and Book Update</b></li> <li>• <b>Start of the year conference update</b></li> </ul>		
	<b>The Patient Council noted the contents of the Chairman's report.</b>		
<b>PC 15/07/06</b>	<b>PATIENT COUNCIL CHARTER</b>		
	The Chair presented a revised Patient Council Charter. He added that he wanted members to own the Charter and with		

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	<p>the help and assistance of Marie Hoyle, Jan Eldred and Lynne Richards together with members views gathered over the past few months, the Charter had been revised.</p> <p>Members reviewed the Patient Council Charter and agreed to adopt the charter as of July 2015.</p> <p>It was agreed that the Patient Council would work together to build a plan to support the implementation of the Charter over the next three years.</p>		
<b>PC 15/07/07</b>	<b>ANY OTHER BUSINESS</b>		
	<p>The Chairman of Healthwatch Barnsley expressed gratitude to Chris Millington for attending and presenting at Healthwatch Barnsley's Annual General Meeting.</p>		
<b>PC 15/07/08</b>	<b>DATE AND TIME OF THE NEXT MEETING:</b>		
	<p>The next meeting of the patient Council will be held on Tuesday 30 September 2015 at 6.15 pm at Hilder House, 49 – 51 Gawber Road, Barnsley, S75 2PY</p>		