

Minutes of the PATIENT COUNCIL meeting held on Wednesday 23 June 2015 at 06.15pm in room AG11, Barnsley College, Church Street, Barnsley

PRESENT:

Chris Millington (in the Chair)	Barnsley CCG Lay Member
Adrian England	Monk Bretton Health Centre PRG
Ben Cox	The Grove Medical Centre PRG representative
Gerald Alliot	Patient
Gloria Alliot	Patient
Grant Hamilton	Apollo Court PRG
Janet Neville	Rotherham Road Medical Centre PRG
Margaret Dennison	Walderslade PRG
Margaret Sheard	Patient
Marie Hoyle	The Kakoty Practice Manager & CCG Governing Body Member
Peter Moody	BIADS
Tom Sheard	Patient

IN ATTENDANCE:

Lynne Richards	Governance Assurance and Engagement Facilitator
James Barker	Service Development Manager
Katie Roebuck	Service Development Manager

APOLOGIES:

Alan Jones	Patient
Ann Hart	Ashville Medical Centre PRG Representative
Jan Eldred	The Kakoty Practice PRG representative
Jane Reynolds	Patient
Mel Dyke	Patient
Mike Austin	Chair of Barnsley Practice Managers Group
Phillip M Watson	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 15/05/01	WELCOME, INTRODUCTIONS & DECLARATIONS OF INTEREST RELEVANT TO THE AGENDA		

Agenda Item	Note	Action	Deadline
	<p>The Chairman welcomed members to the June meeting of the Patient Council and invited any declarations of interest. No declarations of interest relevant to the agenda were received.</p>		
<p>PC 15/05/02</p>	<p>JAMES BARKER – I HEART BARNSELEY</p>		
	<p>The Chair introduced James Barker and Katie Roebuck, Service Development Managers from the CCG to the Patient Council meeting.</p> <p>Mr Barker advised that he had attended the meeting to give members an update on the Prime Ministers Challenge Fund, following on from his last presentation at the PRG celebration event. Members were informed that the GP Federation had been successful in their bid to improve access to Primary Care in Barnsley and had received funds of £2.3m to support this. The monies would be used to create 2 ‘hubs’ within Barnsley which would provide face to face, online and telephone appointments Monday to Friday 6 – 10pm and Saturday 10am – 1pm. It was noted that there was a potential for Sunday opening dependant on the success of the hubs.</p> <p>The Patient Council were given a presentation which covered the following areas:</p> <ul style="list-style-type: none"> - The model for the hubs - What the project hoped to achieve, which included: <ul style="list-style-type: none"> Creating Better Access through 7 day services Two Hubs: Located in East Barnsley and Central Barnsley Direct access to a Multi-Disciplinary Team (MDT) Ensuring people feel supported to manage their condition Integrated Approach to Primary Care - The benefits for Barnsley patients which included: <ul style="list-style-type: none"> Increased capacity in Primary Care Appropriate treatment from the appropriate clinician Reduce the burden on the out of hour’s service and A&E Value for money Integrates with other local initiatives Piloting new ideas and innovations 		
	<p>Mr Barker updated members that since the Patient Reference Group event the following had taken place:</p> <ul style="list-style-type: none"> • The deadline for survey responses had been extended to 28 June 2015 • The following practices had applied to host the venue 		

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	<p>for the 'hubs'; Royston Group Practice, Woodland Drive, Ashville Medical Centre and Wombwell Chapelfield. It was added that the hosts would be chosen by 10 July 2015.</p> <ul style="list-style-type: none"> The CCG had commenced recruiting to the 'hubs' and had currently appointed 14 new staff members. 		
	<p>Patient Council members raised their questions as follows:</p> <p>Mr Adrian England queried what the proportion of electronic to hard copy survey responses were? It was stated that there had been a roughly 50/50 response rate received in hard copy to electronic surveys.</p> <p>Mr Tom Sheard queried how long the contracts were for the appointed employees of the hubs. It was stated that recruited employees had been offered a one year contract but the CCG were working with NHSE on sustaining the project beyond the initial one year period.</p> <p>Mr Peter Moody advised that when his local practice commenced Saturday opening, this was not communicated to patients and therefore how were the CCG going to ensure that hubs were communicated out to Barnsley Patients? Mr Barker stated that the CCG had begun work on a £40,000 marketing campaign to publicise the hubs which would involve leaflets, local press, information on buses, social media etc.</p> <p>Ms Margaret Dennison advised that a similar project to this one in Whitby had recently failed and what the CCG were doing to learn from this. Mr Barker stated that the Whitby pilot was part of the 'wave 1' projects from the Prime Ministers Challenge Fund. He advised that there were a lot the CCG would learn from the wave 1 pilots and that the CCG would be constantly monitoring the utilisation of the hubs and reviewing them to ensure they were being fully utilised.</p> <p>Mrs G Allott queried where the CCG was going to recruit there GP's from as there was a national shortage. Mr Barker stated that the CCG had advertised on NHS Jobs and the press and had also written out to local GP's to undertake sessional work.</p> <p>Members commended that patients over 75 years old had been appointed a named GP and therefore may be reluctant to see another GP. It was also commented that if patients</p>		

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	<p>were ill they should be willing to see any General Practitioner as patients were registered with the practice and not the individual GP's.</p> <p>Mr Peter Moody queried how many local GP's had applied to work in the Hubs. It was advised that 4 local GP's had so far applied.</p> <p>Ms Margaret Sheard queried who would be interviewing for the GP posts? It was advised that the interview panel would consist of GP's already working within Barnsley along with Mr Barker and Ms Roebuck.</p> <p>Mr Peter Moody queried if the GP's within the hubs would be undertaking home visits. Mr Barker advised that home visits were being trailed as part of the project.</p> <p>Mr Tom Sheard advised Mr Barker to take into account the following with regards to the project.</p> <ul style="list-style-type: none"> • That Barnsley had a high proportion of single handed practices and therefore patients, mostly the elderly would have strong links with their GP's. • 70% of patients who see their GP are elderly and therefore this should be taken into account when doing marketing. • There were concerns that practices hosting the premises for the hubs may try to recruit patients who were accessing the hubs. Ms Marie Hoyle added that she did not believe any practice would be soliciting for patients, if patients attended the hubs and liked the venue and the practice they would have a choice to join the practice like they had now. 		
	<p>Mr Barker thanked the Patient Council for receiving his presentation and raising their questions. He advised that he would come back to a future meeting to discuss public engagement around the project.</p> <p>The Chair and members thanked Mr Barker and Ms Roebuck for attending the meeting.</p>		
GENERAL			
PC 15/05/03	MINUTES OF THE PREVIOUS MEETING HELD ON 20 MAY 2015		

Agenda Item	Note	Action	Deadline
	The minutes of the previous meeting held on 20 May 2015 were verified as a correct record of the proceedings.		
	The Chair highlighted that he was working with Ms Margaret Sheard to concentrate on care homes issues. He further advised that if any members had any other areas of interest or concerns that they would like work with the CCG on they could contact the Chair.		
PC 15/05/04	MATTERS ARISING REPORT		
	The Patient Council received the Matters Arising Report and all items were marked as complete.		
	Mr Tom Sheard stated that at the last meeting members were given a report which detailed information on practices PRG's. He advised that the report stated that his local practice, White Rose Medical Practice, detailed that they had 4 PRG members. He advised that he had been contacting the practice to join the group but had been unsuccessful.		
	<p>Ms Margaret Dennison feedback that she had attended Walderslade PRG meeting for the first time and believed that the practice had a good functioning group.</p> <p>Members had a discussion around changing the PRG name to Patient Participation Group as this indicated that patients had something to input into the practice.</p>		
	The Chair gave members and overview of the Chose and Book system which had now changed to 'e-referrals'. He stated that the system was generally the same as before but should give patients more choice. He asked members to feedback on their experiences should they ever use this system.	All to note	
AGENDA ITEMS			
PC 15/05/05	REPORT OF THE CHAIR		
	<p>The Chairman presented the Patient Council with the monthly Chairman's report which detailed the following:</p> <ul style="list-style-type: none"> • He had accepted an invitation from the Hospital Trust to become a Partner Governor • The CQC were due to carry out a full assessment of 		

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	<p>the Barnsley Hospital Trust, commencing on the 14 July 2015.</p> <ul style="list-style-type: none"> • The CCG continued to receive relevant information on Red one and Red two response times. The response times had shown a recent improvement, the CCG's objective was to ensure this was maintained. • The Forge Barnsley - Dr Balac, and The Chair had visited this organisation which objectives was to see an example of one of the Let's Grow projects were utilising the support and funding that the CCG had provided. The Forge supported young single people aged 16 to 24 who had been assessed as homeless and were in need of help and guidance • The CCG were currently collating feedback from the PRG Celebration event and this would be cascaded back to members shortly. • The CCG had appointed a new Head of Quality for Primary Care Commissioning of General Medical services. The new appointee was Karen Martin, who had CQC knowledge with assessment procedures. 		
	<p>The Patient Council noted the contents of the Chairman's report.</p>		
<p>PC 15/05/07</p>	<p>PATIENT COUNCIL CHARTER</p>		
	<p>Members received the revised Patient Council charter. It was agreed that members would review the Charter with the view to signing the charter off at the next meeting.</p> <p>It was agreed to email the Charter out to OPEN members so they could input into the Charter also.</p>	<p>LR</p>	<p>29.07.15</p>
<p>PC 15/05/06</p>	<p>ANY OTHER BUSINESS</p>		
	<p>The Chair cascaded the CCG's Annual Patient Safety Report for members information. It was queried why the Care Homes within the report had been anonymised.</p> <p>Ms Margaret Dennison shared with members that she had been pursuing a complaint with a care home and a CCG member of staff had taken ownership and was working with the Care Home to implement change.</p> <p>Mr Margaret Sheard queried who were monitoring care homes when there were no providers or inspections due to review their performance?</p>		

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	It was stated that the Patient Council needed to gain a representative from Care Homes to improve care homes engagement.		
PC 15/05/07	DATE AND TIME OF THE NEXT MEETING:		
	The next meeting of the patient Council will be held on Tuesday 29 July 2015 at 6.15 pm at Barnsley College, Church Street, Barnsley.		

ADOPTED