

Patient Participation Group (PPG) of Watership Down Health (WDH)

Minutes of the WDH PPG Meeting held on Wednesday 5th October 2022, by teleconference

PRESENT:

Susie Altmeyer-Ennis	Business Manager of Watership Down	“SAE”
Sarah Arnold	Practice Manager of Watership Down	“SA”
Lucy Richards	Patient Representative, based in Kingsclere	“LR”
Lisette Kay	Patient Representative, based in Oakley	“LK”
Ian Pryce	Patient Representative, based in Oakley	“IP”
Abigail Compton-Burnett	Patient Representative, based in Oakley	“ACB”
Brian Langer	Patient Representative, based in Overton	“BL”

APOLOGIES:

Rachel	Patient Representative
Brian Elkins	Patient Representative, based in Overton

1 Minutes of last meeting

The minutes of the WDH PPG meeting held on 3rd August 2022 were agreed as a true record. It was suggested that the Actions of the minutes were posted on the Watership Down Health website in future.

Action: SAE/SA to post the Action minutes on the Watership Down Health website.

2 Actions of the last meeting

It was agreed that actions from the last meeting would be addressed in the items of this meeting. It was noted that few actions had been agreed at the last meeting and that future meetings will be more action-orientated.

3 Pilot with the Medical Examiner Office

Dr Nicola Decker explained that WDH will be part of a pilot that will help WDH to influence how the statutory changes to the Medical Examiner process are rolled out to the community and across Primary Care (details circulated). Dr Decker made the following key points:

- Working with the Medical Examiners' office (based at Hampshire Hospitals Foundation Trust) will mean that the cause of every death that happens in the community is shared/ discussed with the Medical Examiner before the death is registered.
- It is hoped that working more closely with the Medical Examiner will also mean closer working with the Coroner's Office will reduce the workload of WDH staff by creating fewer 'admin issues', because the whole process will be better supported.
- It is hoped that the Admin team and PPG members will also provide helpful input to the pilot, which will improve the Admin process around Deaths.

- The learning from the relatives will be a helpful discipline to include in WDH staff shared learning from deaths.
- Challenges include working through the IT challenges so that it works for WDH staff, but is also scalable; getting the communication right and done sensitively; and ensuring that the learning is shared.
- WDH hopes to start the pilot by mid-November/ December with the aim of roll out across Hampshire and IOW in spring/summer 2023.

PPG members agreed that the pilot will provide benefit to both WDH and HIOW. Dr Decker provided the following assurances in response to concerns raised by PPG members:

- Wherever possible, WDH will help to prepare next of kin for the death and will provide them with written information about what will happen after the death, e.g. a WDH doctor will call them after the death using a phone that displays a WDH phone number (wherever possible).
- Dr Decker will establish success criteria for the project, which will draw on discussions with NHS Dorset, which has already undertaken the pilot, and WDH staff suggestions for good practice. If it becomes clear that the WDH pilot is not working, then it will be stopped.
- The impact of the pilot on WDH staff workload will be monitored. It is hoped that the pilot will result in a reduction in workload, due to a closer relationship with the Coroner's Office and improvement of the administrative process.

Dr Decker asked PPG members to review the wording of the information regarding the pilot that will be given to patients in the WDH Newsletter and on the WDH website. She would particularly welcome comments about whether "next of kin" is the most appropriate wording.

Actions:

- **SAE to provide PPG members with:**
 - **Draft Overview of the Medical Examiner Service Pilot for WDH patients (attached) – for PPG member comment.**
 - **Overview of the Medical Examiner Service Pilot for WDH staff (attached) – for PPG member information.**
 - **Flowchart showing the process for reporting a death (attached) – for PPG member information.**
- **PPG members to review the wording of the Draft Overview of the Medical Examiner Service Pilot for WDH patients (attached) and submit comments by Wednesday 19th October to ACB, who will collate them and send them to Dr Decker.**

4 Practice/PCN update – staff, key issues

The following new staff have been appointed:

- Musculo-skeletal first contact practitioner (MSK FCP) – Lilla Gyuris (2 days a week)

- Proactive Care Nurse – Sue Eaves (Full-time)
- Administration Team: 2 new members of the admin team have been recruited.
- Medical Secretary

The Primary Care Network is trying to recruit:

- Clinical Pharmacist, who will be the fourth clinical pharmacist.
- Additional GPs and GP locums, in order to increase the number of GP sessions. Several newly qualified GP registrars will be applying for jobs in November and December.
- Reception staff. It is difficult to recruit reception staff whose availability matches the needs of the practice. Many people are only able to work during the school day. PPG members suggested checking that job adverts are on the local Facebook pages, websites, etc where they are most likely to be seen. It was noted that on becoming a Receptionist with WDH, the practice policy is that the member of staff needs to register with another practice.

WDH now includes 15 GPs, 5 nurses, 3 healthcare assistants/phlebotomists (HCAs) and 15 Additional Roles Reimbursement Scheme (ARRS) staff e.g. clinical pharmacists, social prescribers, care coordinators, health and well-being coaches etc. It was suggested that a member of the WDH/PCN team would be included in every newsletter to help patients to understand more about the roles of WDH/PCN team members.

SAE provided several statistics relating to the number of calls received by WDH, number of face-to-face consultations, number of hours of clinical time lost due “did not attend” (DNA) patients, etc. It was noted that the DNA patients were not always the same and many missed appointments were due to patients arriving too late for their slot. LK offered to post the statistics on Facebook.

Actions:

- **SAE to send the statistics to LK. LK to post them on Facebook.**
- **SAE/SA to draft a profile of a WDH team member to be included in the WDH Newsletter every month.**

5 COVID booster, ‘flu jabs and health hub

It was noted that:

- 71% of WDH patients over 75 have received their COVID vaccination booster
- 28% of WDH patients over 65 have received their ‘flu’ booster. Each WDH surgery will hold a flu clinic over the next few weeks. The number of clinics that will be held depends upon the amount of flu vaccine that the surgery has in stock. Surgeries give some flu vaccine to the Health Hub in Festival Place for its patients.

There is some confusion regarding texts received by WDH patients. Some texts are sent by WDH and some by NHS Digital. The messages are not always consistent, because NHS digital sometimes lacks sufficiently detailed information regarding the patients to target its texts accurately.

Action: Include helpful information re vaccinations, etc in the WDH Newsletter.

6 Assignment of Dr Bartlett's patients to other GPs

It was confirmed that all of Dr Bartlett's patients have been transferred to Dr Emma Conroy-Smith. The WDH Partners will oversee Dr Conroy-Smith's patients whilst she is on maternity leave. It was agreed that the information regarding the transfer and the cover arrangements for Dr Conroy-Smith's patients will be included in the WDH Newsletter.

Action: SAE/SA to draft a note about the transfer of Dr Bartlett's patients and the arrangements for cover during Dr Conroy-Smith's maternity leave for inclusion in the WDH Newsletter.

7 Patient charter

SA is working on the Patient Charter, drawing on information from other practices, and will send it to PPG members for comment by the end of October.

Actions:

- SA to send the Patient Charter for comment to PPG members.
- PPG members to send comments to ACB, who will collate them and send them to SA.

8 PPG representative for Wessex Activation, Self-Management and Personalisation (WASP) training

Rural West PCN has been invited to take part in WASP training (please see attached summary). The training aims to help health teams to understand where their service could do more to help people be more active in the management of their condition.

WDH has been asked to identify a patient representative who would be willing to take part in the training course. The course will comprise weekly virtual meetings, each lasting about 1½ hours. The training is expected to start in January. Further information about WASP and the training can be found at <https://www.arc-wx.nihr.ac.uk/research-areas/long-term-conditions/improving-support-for-self-management/>

Action:

- PPG members to talk to WDH patients that they know who might be willing to be a WDH patient representative at the training sessions. PPG members to send suggestions to SAE by Friday 28th October.
- SAE and IP to discuss whether Health Hub staff have been invited to attend the WASP training.

9 Recruitment of PPG members

IP has identified two WDH patients from Kingsclere who are interested in joining the PPG.

It was suggested that the WDH PPG terms of reference be reviewed to ensure they accurately reflected the role of the PPG. It was also suggested that PPG members think about the ideal number of PPG members and whether there could be better representation of different groups of patients, eg young mothers, disabled patients.

Actions:

- IP to continue discussions with the patients from Kingsclere.

- **ACB to send the PPG Terms of Reference to PPG members and one of the patients from Kingsclere who might join the PPG.**
- **IP and SAE to meet a patient from Oakley who is interested in joining the WDH PPG.**
- **PPG members discuss the size and composition of the PPG at the next WDH PPG meeting.**
- **PPG members to discuss the terms of reference at the WDH PPG at the next WDH PPG meeting.**

10 Any other business

SA has identified a company that is willing to recycle medication blister packs. It was agreed that recycling blister packs was a good idea and SA agreed to find out more information.

Action: SA to continue discussions with the company and, particularly, to investigate the volume of blister packs that are likely to be collected at each surgery and how those blister packs would be stored prior to collection.

WDH is using new software called AccuBook that enables a specific cohort of patients to book into a specific clinic e.g. enable only patients over 65 to book into a flu clinic for over 65s. The use of this software is proving very successful and will be used for other clinics too in future.

11 Next meeting

The next WDH PPG meeting will be held from 5pm to 6.30pm on Wednesday 30th November.