**Camrose, Gillies & Hackwood Partnership PPG**

**Meeting Notes**

**6pm Wednesday 6 November 2019**

**at St Andrew’s Centre**

**Present:**

PPG Members:  
Caroline Atkinson

Sheelagh Birtchnell  
Joy Deadman

Colin Godfrey

Carole Hibberd

John Hibberd

Marion Knight (Note Taker)  
Liz Lovegrove  
Dave Murray

Brian Simmonds (Chair)  
Lillian Turner

Jane Winship

Acorn Staff:  
Tracey Bond - Nurse

Jane May, Acorn Practice Manager  
Dr Nick Western

Visitors:

David Fearnley, Carer

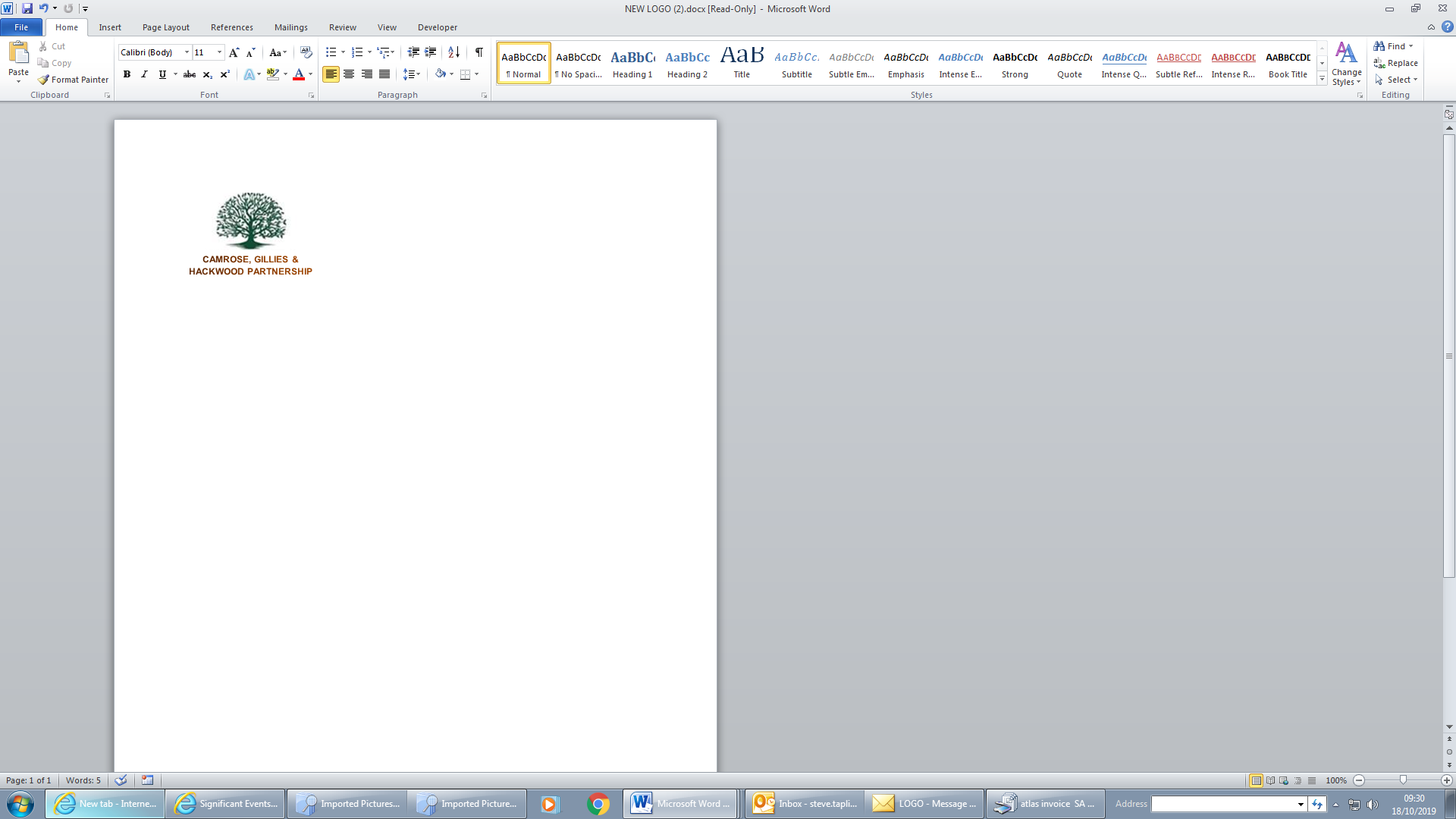
Christine Fearnley

Apologies:   
Janet Ball  
Barbara Goodyear

Mary Northeast

David Read

1. **Leg Ulcer Club**Tracey Bond explained that the Leg Club is for people who suffer from ulcers and other problems of the legs. It will run from 9am to 1pm every Friday from 10 January 2020 at St Andrew’s Church Hall. There are several similar clubs around the country that are very successful. They help patients get back into the community, which improves their confidence. None of these clubs has funding from the CCG. Nurses are employed by the Acorn Health Partnership (Acorn) and have approached some of their contacts for funding. The only expense is for the hall. They are looking for volunteers to run the club with a Chair, lead volunteer and other volunteers who will provide social activities for patients while they are waiting for medical care. 85% of patients have said they will attend the Leg Club. There are currently seven nurses working with leg patients for 21 hours a week.
2. **Approval of Notes of Meeting 4 September 2019**Changes requested to items 6 and 13 were rejected. Item 11 - first sentence altered. Item 13, paragraph 2 - the first sentence was deleted up to ‘despite this’. The sentence now to begins ‘Jane has managed’. **Action**
3. **Matters Arising**Item 13 - No date has been confirmed for the change of phone contractor but this is expected to be towards the end of 2019. Patients do not need to be advised of this before the change as no new instructions will be necessary. The change will be mentioned at the December meeting.
4. **Christmas Dinner**Only one person has not yet replied to the invitation to the Christmas dinner. It is hoped to book this at The Hatch on Friday 3 January 2020. Cash will be collected on the day. Confirmation and full details to follow. **Action**
5. **Supporting Carers in General Practice**Darren Fearnley provided details of how general practice could better identify and support carers of all ages, aiming to :  
     
   - improve carers’ health and promote positive wellbeing;  
   - reduce carer crisis and family breakdown;  
   - reduce unwarranted variations in carer support, and;  
   - meet demand more appropriately and better manage demand on service.  
     
   NHS England has developed questions, known as ‘quality markers’ to show general practices how effective they are in recognising and supporting carers. These ask a general practice to identify six things:  
     
   - how the practice identifies and registers carers;  
   - how the practice uses its carers’ register to support holistic carer health and wellbeing needs;  
   - how the practice organises itself to understand and respond to the needs of carers;  
   - how the practice makes it easier for carers to access its services;  
   - how the practice communicates with, involves and informs its carers;  
   - how the practice promotes a carer-friendly culture.  
     
   Approximately 85% of practices are signed up to this. Acorn has not signed up, but it was felt that they already provided good support to carers. It would be difficult to do more, bearing in mind the costs involved and the many other groups of patients in need of support. The matter would be considered at the next PPG meeting in January.
6. **PPG of Terms of Reference**2.2 - suggestion not agreed.  
     
   4.1 - change to ‘The (Face-to-Face) PPG representatives should be elected or re-elected every three years as part of the PPG Annual General Meeting.  
     
   4.2 - add ‘if necessary’ at the end the last sentence.  
     
   6. Appendix 1, G.3 - suggestion to switch mobile phones off was not agreed.
7. **Transport**Peter Smith, Senior Transport Officer at Basingstoke and Deane Borough Council, when attending a recent Access For All meeting, agreed to look into the stopping of buses.  
     
   When asked about S106 money being used for transport between surgeries, Councillor Stephen Reid said he would try to get ‘Dial-a-Ride’to visit surgeries and the hospital, which they don’t do currently.  
     
   It was suggested that we needed to go to the top and speak to the Secretary of State for Transport.  
     
   No CCGs get money for transport.  
     
   We need to find out how many people would use the system. North Hants CCG/PPG surgeries need to get together to agree a service. Any ideas to put forward to the NHCCG/PPG should be collated and must be brought up early enough to go on the agenda. CCG will be requested to put an item on the next agenda relating to transport between surgeries and the hospital, and the possibility of a questionnaire being sent to all practices in the NHCCG area to assess the demand for bus services between surgeries now linked together in hubs and the hospital. **Action**
8. **Notice Boards**The ladies in charge of the noticeboard at St Andrew’s will up-date it. **Action**  
     
   One member who attended an appointment upstairs at Essex House said there were far too many notices and posters everywhere. This to be checked. **Action**The CCG is being chased for next year’s calendar.  **Action**
9. **WOW Awards**Acorn had six winners in September and one in October. It was suggested that photographs be put on the website and congratulations put in the newsletter.**Action**
10. **PPG/NHCCG Meeting Notes**  
    Concernwas expressed that meeting notes were e-mailed showing everyone’s e-mail addresses. Letter to be sent to CCG to ensure that blind copies will be sent in future. **Action**
11. **Practice Manager’s Report**   
      
    Flood at Essex House  
    Extensive damage to 5 clinical rooms. Drying out started and loss adjusters due this week to start to confirm when we can start repair.  
      
    Mental Health  
      
    We are starting a monthly mental health multi-disciplinary team meeting with HHFT clinician at Essex House in November. Acorn Health Partnership patients whose mental health is of concern will be discussed. Some face to face appointments will also take place with GP and HHFT consultant.  
      
    Social Prescriber  
      
    Starting 6 November based at Essex House, will run clinics and home visits plus evening or Saturday session. Referrals will be from clinicians and initially looking to support carers in crisis or those who are attending multiple times for non-medical reasons.  
      
    Libby will be able to have up to 12 weeks working with patients who are coming to see GPs but really need non-medical support.  
      
    Support individuals with issues who might not necessarily need to see a GP – financial worries, housing worries, relationship problems, carer support.  
      
    Provide brief interventions (up to 12 weeks) and resources for people problems, signposting and supporting as appropriate.  
      
    Work as part of the Primary Care network.  
      
    Participate in Multi-Disciplinary Team discussions or meetings as appropriate for example reviewing cases or discussing issues arising from the clinics with the relevant health care professional.  
      
    Signpost patients to other organisations or services, such as italk, Age Concern, Wellbeing centre, Sanctuary supported living etc.  
      
    Each intervention is bespoke to the patient’s needs.  It is ideal for those patients who are frequent attenders who need support rather than medical attention.   It would also be good to support patients who are carers who might be feeling isolated or overwhelmed with things they need to do or arrange.  
      
    Andover MIND  
    Starting 18 November 2019 based at Essex House – this wellbeing worker will have appointments that can be booked by clinicians or reception. Emma will see patients who are:  
      
    16+ years old  
      
    Suffering from anxiety, low mood, depression and do not have suicidal plans and no recent attempts (but not psychosis or personality disorder).  
      
    Can have suffered traumatic life events.  
      
    They will receive signposting and can have a follow up call after their initial appointment.  
      
    New Phone System  
      
    We have chosen the new system, and are part the way through commissioning it. We hope that it will be operational by 31 December 2019. We are experiencing ongoing issues with our current provider. I have managed to get agreement for us to be released without any contract penalties.  
      
    New Name  
      
    Following the claim for damages against Acorn Health Partnership from a similarly named chiropractor in Emsworth, relating to our patients putting negative feedback on her website, the Partners have chosen a new name:  
      
    Camrose, Gillies & Hackwood Partnership



[www.cghpartnership.co.uk](http://www.cghpartnership.co.uk)

Annual Patient Meeting 3 December 2019

Proposed agenda:  
  
 Welcome  
 Update on the year – phones, new name, appointments, recruitment crisis  
 PPG presentation by Brian, Colin and Lillian  
 Wow awards

Patient engagement event

Staffing

Dr Oshiga will be leaving to join Beggarwood on 31 December 2019.

Drs Bowen and Sykes are retiring on 31 January 2020.

This means that between July 2018 and the end of January 2020, we have lost the  
equivalent of 5 ¾ full time GPs each week, being a total of 1216 GP appointments. We have only managed to recruit a small number of GPs to replace those who have or who are leaving. Basingstoke seems to be facing a particularly difficult time in the market place for GP recruitment and we have tried attending recruitment fairs, advertising internationally, using headhunters and we are a licensed Tier 2 employer which means we can take international GPs who would otherwise require a visa to remain in the UK.

We have had 2 receptionist leave in the last 2 months and recruited 6 new receptionists. 4 receptionists have been internally promoted and 2 are off on long term sick. High levels of sickness within the reception team due to consistent high levels of displeasure.

Minor Surgery & Joint Injections

As we have been unable to recruit GPs we are ceasing to undertake minor operations and perform joint injections. Patients requiring this will now be referred to secondary care. We are working through a waiting list for these procedures and will hopefully complete this before Christmas. No new referrals are being accepted.

Flu Clinics

We have run 5 very successful walk in clinics for flu vaccinations on Saturdays – both Gillies Health Centre and St Andrew’s. Appointments are available at all sites and we will be opportunistically vaccinating patients in the months ahead. The next Saturday walk in clinic will be 16 November 2019.

Paediatric clinics

These have been running for a number of months – I may have already mentioned them. A consultant from HHFT comes to Acorn Health Partnership monthly and discusses children of concern and holds some joint appointments with GPs.

Proactive Care

We have a frailty register and an Advanced Nurse Practitioner managing their health – this replaces Annabelle who is on maternity leave at the moment.

Diabetes MDT  
  
Each month we hold 3 MDT meetings for our diabetic patients and contact them with a personalised care plan. We are also supported with 2 annual visits from a DM Consultant from HHFT,

DNAs

Since our last PPG meeting, 1264 appointments have been wasted by patients not attending. Utilisation remains high:

GPs 99.5% average

HCAs 91% average

Nurses 95.5% average

Patients under the age of 45 years are the worst at failing to attend their appointment. The highest group is 6-15 years with 6.2 % not attending and 16-45 years at 4.6%. Infants under the age of 1 year also have high levels of not attending at 4.4%.

Telephone Calls

Since our last PPG we have answered 29076 telephone calls and made 25408 telephone calls. The average answer time for us was 1 minute 41 seconds and the average time talking to us was 5 minutes 37 minutes.

We had 20446 calls abandoned before we could answer them, with the average time these calls were abandoned being 1 minute 44 seconds. During this time, we were unable to speak to 3589 patients who didn’t answer our telephone call.

Complaints

Since the last meeting on 4 September 2019 we have received 187 complaints. 33 related to prescriptions, 46 to problems with the phones, 42 unhappy with the appointment system or availability, 22 regarding dissatisfaction with our staff and 35 regarding their care, having to change GP or site or referrals to secondary care being declined. 9 were raised that we couldn’t respond to because we had no consent from the patient.

1. **NHS App**  
     
   Although the advertisements state that ‘it takes minutes to download the App’, some people had spent two hours trying to do this. It was suggested that at, for example, flu jab sessions there could be a corner to help people download the app. and instructions on the Acorn website. This app. is identical to Patient Access but more readily accessible.
2. **Any Other Business**  
   Due to lack of time at this meeting:  
     
   - Practice Manager’s Report will be e-mailed to the PPG   
     
   - the following items will be put on the agenda for the next meeting:Health Professionals  
    Supporting Carers in General Practice  
    Virtual Members  
     
   - Helen Budge has now resigned from the PPG and says she has enjoyed her time on the PPG and wishes everyone well.  
     
   - Marion Wolstencroft wishes to join the virtual PPG. Reception need to be advised of this. **Action**- The Basingstoke Gazette took photos of patients queueing for flu jabs outside St Andrew’s surgery. They were queueing from 7.15am and the surgery doesn’t open until 8am.
3. **Date of Next Meeting:** 6pm Wednesday 8 January 2020 at St Andrew’s Centre.