

NHS Rotherham Clinical Commissioning Group (NHS Rotherham CCG) Patient Participation Group (PPG) Network Meeting BRIEF MINUTES: Tuesday 11 February 2020

Present: Debbie Twell, NHS Rotherham CCG Lay Member – Chair

In Attendance: Chris Edwards (Chief Executive, RCCG), Helen Wyatt (Patient & Public Engagement Officer, RCCG), Sue Cassin (RCCG), Sue Howard, Administrative Officer, RCCG, (Support and notes), Gordon Laidlaw (RCCG), Razwan Saleem (RCCG), Laura Drumgoon (RCCG), Claire Denning, Senior Dietitian (TRFT)

Representatives from the following practices: Blyth Road, Brinsworth, Broom Lane, Clifton, Dinnington, Manor Field, Market Street, Rawmarsh, Stag, St Ann's, Thurcroft, Treeton, Village Surgery, Woodstock Bower

Apologies: Sheila Bunting, Ann Hurley, Dave Pickering, Mohammed Ramzan, Maureen Rogers, Val Wickson

<i>Item No.</i>	<i>Item Description</i>	<i>Discussion</i>	<i>Action By</i>
For Information – updates from issues raised at previous meetings, and information sharing			
1.	Updates and Information Sharing	Debbie welcomed all to the meeting.	
2	New Planning Guidance released in late January 2020	Chris Edwards, Accountable officer of Rotherham Clinical Commissioning Group gave a presentation on the new planning guidance published in January 2020. Members had requested information at the previous meeting on what changes a new government might implement. The planning guidance covers the following areas:- • The 'People Plan Package' (staffing), • Integrated Care Systems (ICS) and System Planning, • Primary & Community Services, • Mental Health including Learning Disabilities and Autism, • Elective Care, • Urgent & Emergency Care,	

- Outpatient Transformation,
- Cancer,
- Prevention,
- Digital,
- Estates.

A handout summarising the details of each area was tabled for members. Please note that the handout contains the information that was in Chris's slides, but is in a format that uses far less paper. Chris highlighted the following points:-

- Stop Smoking Service - Stop smoking experts to initiate service whilst patients are still in hospital
- Mandatory Flu Vaccination for all NHS Staff – Chris asked what people thought about this. Members are aware of the flu jab being available to the vulnerable via their GP practice. However it was felt that the public were not clearly informed that the flu vaccination can be purchased at a low cost by anyone from many pharmacies. It was agreed to consider promotion of this via the Winter campaign. Generally, people did feel that staff should have the flu jab unless there was a clinical reason not to.
- Estates- there will be local investment in the form of 3 GP practices - new practice at Waverley estate, upgrade of Broom Lane MC and better use of the Maltby practices.

Members raised the following concerns, which Chris agreed to take back to tomorrow's meeting with Rotherham Hospital (TRFT):

- Bed blockers - patients who are awaiting discharge and length of time taken for dispensing of their tablets. People noted they would be happy to give ward/day if this helps.
- Smoking outside of Rotherham Hospital - by staff and patients - is anything going to be done about it?
- A&E - trolley waiting times - ambulance staff who have to stay with patients. Chris explained the unforeseen circumstances of a 3 week virus which has put additional pressures on the hospital- not necessarily in terms of numbers, but people had been sicker, and staying in longer. Ambulance drop offs and handovers is an issue

		of concern. Chris also noted the following • Coronavirus – advice at the time of writing is to telephone 111 and self-isolate. People should not attend either primary care or emergency units. The Royal Hallamshire Hospital is the designated hospital for treatment and isolation as needed. The message to health organisations is to deliver the right services, funding will be provided later (for example, masks, equipment, vaccinations if available would be paid for). The issues will be if a pandemic status is reached; at the point it would be likely that some core services would be stopped. • Integrated health & social care - Chris reported that the Rotherham Health & Social Care Plan has just been agreed and can be circulated to the group. Regarding concerns expressed around social care, Chris noted that there has to be a joint health and local authority solution; this is possible locally, however at a national level much depends on finance and government directives. • Member's story - Delay of ambulance for parent. Chris asked that patients be encouraged to report any personal experiences to the hospital. Action - Chris agreed to take the concerns raised by the group to the CCG's meeting with the hospital tomorrow, and would provide relevant feedback.	CE
3	Self Harm in the older population	This had been raised at the last meeting; it was asked if this was an issue. Overview from Helen explained that there may be gaps in the data with possible under reporting. Generally reasons for self harm and suicide in older people is very different from younger people, and there is the potential that much self neglect is overlooked. Members noted that 'Harmless' deliver Train the Trainers to front line staff around self-harm awareness, some of this will now be to those working with older people. Part of the presentation included a slide regarding the number of suicides for Rotherham between 2015 & 2019. This information could be circulated on request. The issue of Self-harm in the older population will be discussed at regular RCCG quality meetings with RDaSH (the mental health provider).	HW/SH

		The meeting was thanked for having raised this issue, which is just now emerging nationally, and assured that it will continue to be raised locally.	
4	New roles in GP practices	At the last meeting, members asked what the CCG were doing to educate and inform patients on the new primary care roles. Gordon Laidlaw (Communications Manager in the CCG) gave an update on the work the CCG is planning around many new roles which will soon be found in GP practices. Rotherham CCG will be developing a campaign to raise awareness of the variety of roles available and asked for the PPG group's ideas/concerns. <u>PPG comments:</u> • Suggestion of GP practices being referred to as 'Local Health Centre' • Necessity to train receptionists for better care navigation - currently underway • Demographics to be considered- do we need different messages, delivered in different ways, for different people? • Generational issue - reassurance is needed to all age groups, however older people often want to see a doctor- a different message may be needed for some groups • Patients to have confidence (in particular the elderly) in the other available facilities/services and technology • Needs to be consistency across all practices • No incentive for pharmacists to provide advice due to not receiving payment - this is currently being discussed by the Local Pharmaceutical Committee • Confidentiality - receptionists to be fully aware of surroundings when taking phone calls from patients. • Suggestion also as to whether could have an alternative to having patient's names on the LED signage boards in practices • Fewer acronyms; ie the term ANP is not meaningful to most people • Campaign - language used to be considered people felt that the language used in the 'See me' draft posters was not helpful • Advertise using newsletters/websites/local newspapers/Health App and via PPG Network members directly back to patients in practices. • Need to target patients who rarely attend their GP practice.	

		Any member who wishes to be involved in the virtual working group for this campaign should provide their names to Debbie or Gordon at the end of the meeting.	ALL GL/DT
5	Gluten Free Products	Clare Denning, Senior Dietitian/Raz Saleem presented this item and members were asked to read the information sheet as part of group work. The exercise was to determine opinions as to whether people agreed regarding the availability of prescribing, who should qualify, should these products continue to be funded and if not what are the exceptions, and whether Rotherham's guidance should form part of a South Yorkshire model. Feedback will be used alongside a number of other conversations across South Yorkshire and Bassetlaw, and used to inform the next steps of this work, including whether a formal consultation is needed, and if so, what the key questions will be. Key points made by the groups were: • There were a variety of opinions in the room • Most felt there should be the same system across South Yorkshire. • Many people were concerned that any system should be fair and equitable • There was concern for the most vulnerable people; examples of elderly people who had struggled to eat enough. Any system needs to support the most vulnerable, and assurance was felt to be needed that the Sheffield system would do so • Could the 'best bits' of all the systems be used • Support of the dieticians in Rotherham was appreciated and thought to be very useful • Concern expressed for those with other and multiple food intolerances • Discussion in several groups about the criteria for access; and if these are enforced the same way across all areas. Helen to report back on actions taken as a result of this work.	HW
6	Other Updates Rotherham Health APP	As of 10th February 2020, 13,628 patients registered on the App– 5.15% of the population; 3,077 appointments booked and 45,579 repeat prescriptions ordered. All practices are live, but take up across the practices remains varied. The CCG and practices will continue to build awareness and take up of the App. We also hope that from April changes to the system will make it easier to register.	

	The next developments within the App will be: • hospital outpatient appointments visible • messaging your clinician, video chat • managing long term conditions (discussing respiratory and cancer) • looking at integrating maternity notes Issues and concerns with Rotherham Health APP were raised as follows • Broom Lane - patients are able to obtain District Nurse and Physio appointments, however proving more difficult for GP appointments • Noted that Blood Test results can only be seen by a clinician, not via the APP • Complications with the APP when using on a computer. Helen agreed to take back the issues raised to Jo Martin at Rotherham CCG, and Substrak, the firm that provides the App Post meeting response • <i>Broom Lane district nurse appointments not on the APP, and physio appointments are through physio first, so we need to be sure that this comment is about the APP, and not about general access.</i> • <i>The APP will show what has been released from the GP practices. Practices nationally must have 25% of their appointments online and the CCG has supported practices to move towards 40% of the appointment books to be released online, but this their decision. The APP will only show what the practice releases.</i> • <i>Blood Test results can only be seen by a clinician, not via the APP – all results are visible within the APP as far as we are aware; and we know that this is working for many patients. If there is an issue with someone's results, this might need addressing on an individual basis.</i> • <i>Complications with the APP when using on a computer – can the people who raised this pass on more specific details to Helen/Sue so that we can raise the issue?</i> • <i>People need to be clear that we can raise issues around the Rotherham App, not about the national one, or about system one or E-mis</i> PPGs were asked that if there are any additional issues raised, please let the CCG know about these, via Helen, Debbie or Sue, and we will ensure these are actioned.	HW ALL TO NOTE
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7	Any Other Business	New Patient Engagement Lead at the hospital to be invited to a future PPG Meeting. Terry Billingham from Voluntary Action Rotherham (VAR) tabled leaflets regarding 'Rotherham Gismo' which is an online directory of groups working on a not-for-profit basis to help people living and working in Rotherham. Terry has offered to provide assistance to practices who are interested in publishing a page on their individual websites. Terry can be contacted at Terry.Billingham@varotherham.org.uk Tel: 01709 723097.	HW/SH ALL TO NOTE
8	Future meetings' agenda items	• Adult Social Care • Social Prescribing • Obesity • Cancer? • Dementia was suggested; however this is likely to form a separate work stream. We will work with focused groups on this, and will let the PPGs know of any opportunities for involvement in this.	HW/SH
9	Date of Future meetings	Future meetings: 2pm - 4pm at Carlton Park Hotel, Rotherham: all are Tuesdays • 19th May 2020 • 8th September 2020 • 24th November 2020	ALL TO NOTE