

CLARENDON LODGE PATIENTS PARTICIPATION GROUP

MINUTES OF MEETING 22/10/13

Present: John Pickering (Chair), Bridget Winn, Anthony Cox, Maureen Hirsch, Sam Gover, Emma Haddon

Guests: Donna Ranchhod (Healthwatch Warwickshire); Samantha Day (CL – Community Liaison Nurse)

Apologies: Michael Pearson, Kate Sayer, Ronald Byers, Martin Merson, Sally Jury

Minutes of last meeting and matters arising

As there were no matters arising from the minutes these were approved.

ACTION: Any further comments to John (All)

John welcomed guests Donna and Sam to the meeting and proposed that their presentations be taken first, standard agenda items to be dealt with later.

Healthwatch Warwickshire:

- Healthwatch Warwickshire 's role is to ensure that local people can have a say about local health and social care services, including those provided by hospitals, GP surgeries, dentists, care homes etc
- H/W* had replaced functions of previous LINK* and PCT PALS* from April 2013
- Aim is to get the best out of Health and Social Care in the community; in particular to pick up trends and issues arising (eg possible deficiencies/ gaps in provision) or receive and address complaints
- Works closely with local partners in particular CCGs and hospitals
- Funding from DoH* comes to Warwickshire CC who have established a consortium to manage H/W locally – ie AgeUK, WCAVA* and CAB*
- Volunteers are currently being recruited to support work
- Complaints received are logged against any GP Practices concerned. H/W deals with locally or passes to LAT* - depends on level of seriousness
- CQC* - there are formal links through H/W CEO*
- Website – contains in particular local H&SC* Directories giving details of services available
- PPGs – H/W would like to work with wherever possible
- Forthcoming event: Children's Takeover Day – (22/11/13)
 - Presentation of results of Young People's GP Survey
 - Session for PPGs

NB Bridget Winn invited to attend

- Leaflets were distributed as well free Postcards inviting comments etc from patients to H/W

ACTION: Cards to be left at Reception (Emma)

Community Liaison Nurse: Samantha Day

- Sam in post since January 2012
- Role is to work with GPs liaising with Nursing and Residential Homes
- Practice has 18 Homes (more than other SW Practices?) with around 225 patients/residents
- Requests for support via Reception daily – Sam has "triage" role. Visits follow to individuals am or pm by Sam or GP as appropriate
- 30/40 calls daily can be received at peak times; average is 8-10 visits per day
- Other visits done to in the community ie not necessarily to patients in Homes
- Liaises also with McMillan Nurses and District Nurses
- Can deal with specific or general issues in consultation with GPs
- Has GP mentor (Dr Harper) for advice and support

- Own training is in EOL* Care but also general work of a qualified nurse
- Work with relatives sometimes necessary
- Safeguarding issues important part of role - in discussion with GPs
- Role is unique in area (Leamington, Kenilworth, Warwick) and constantly evolving

John as Chair thanked both Donna and Sam for their excellent and informative presentations.

Meetings attended by membership:

CCG – SWPPPG: Maureen had attended the most recent meeting and noted 4 points concerning:

- 1) Prescription practice – avoiding waste – based on Shipston Practice suggestions.

ACTION: information to be sent (Maureen)

- 2) Nursing Homes – info about Specialist Medical Practices – LC is different.
- 3) EOL Care – issues about residents’ wishes for where they would like to die.
- 4) NHS England – Presentation had been given

ACTION: Discussion points to be sent (Maureen)

(NB request by PPG for comments/reinforced by Maureen)

Work Planning:

- **Newsletter** – Anthony introduced Newsletter 1, thanked Stephen Sam and Michael for support given, explained the background and invited comments
 - o Include more info on new appointments system
 - o Missed opportunity ie “to blow our own trumpets” about work of group so far
 - o PRG – sign-up forms and info to be available from Reception?

ACTION: is Kate able to look into this?

ACTION: Anthony to discuss next Newsletter with Michael

- **Young People’s GP Survey:**

- o Bridget invited to feedback session (22/10/13) – see above
- o Opportunity to sit down with YP and listen to their views
- o Feedback from CL YP responses promised
- o Next steps – focus/engagement groups in schools (through PSHE*?)

AOB None

Dates of next meetings

Tuesday 19th November at 6.15 pm

Tuesday 10th December 2013

Abbreviations

H/W – Healthwatch

LINK - Local Involvement Network - predecessor to Healthwatch

PCT – Primary Care Trust – predecessor to CCGs

PALS - Patient Advice and Liaison Service – also predecessor to Healthwatch

DoH – Department of Health

WCAVA – Warwickshire Community and Voluntary Action

CAB – Citizens’ Advice Bureau

LAT – Local Area Team - NHS (England)

CQC – Care Quality Commission

H&SC – Health and Social Care

CEO – Chief Executive Officer

EOL Care – End of Life Care