



Patient Panel West Berkshire

*A group acting as a communication system between
Newbury & District Clinical Commissioning Group in West Berkshire and
member groups.*

MINUTES of the West Berkshire Patient Panel meeting held at the West Berks Community Hospital on Thursday, 27th July 2017 starting at 7.30 pm.

Present: Elisabeth (Lis) Whittaker, Falkland PPG
Ray Buckland, Burdwood PPG
Jane Belcher, WBCH PIP
Rob Tayton, WBCH Building Trust
Betty Taylor, Woolton Hill PPG
Kamal Bahia, CCG & Burdwood Practice Manager
David Piper, Hungerford PPG
Jane McCarthy, Lambourn PPG
Andrew Sharp, Manager, Healthwatch West Berkshire

Apologies: Erica Tipton, Chapel Row Bucklebury PPG
Sylvia Grimwood, Falkland PPG
Jill Bosley, PPWB Treasurer
Eileen Henderson, WBCH In-patient Services Manager
Judy McCulloch, Strawberry Hill
Gwen Mason, Governor (West Berks), RBHFT
Elizabeth Recaldin, WBCH PIP
Sue White, Head of Adult Services BHFT
Aileen Blackley, Thatcham PPG
Adrian Barker, NDCCG Lay Member
Fred Carter, Downland PPG

The Chair was taken by Kamal Bahia, PPWB Vice-Chair in the absence of Erica Tipton and there was no speaker.

1. **MINUTES** of the meeting held on 2nd March 2017 having previously been circulated were taken as read and approved.
2. **MATTERS ARISING**
Andrew Sharp reported that he had met Steve McManus, the new RBH CEO, who is very keen to avoid asking people to go to the RBH and would prefer them to receive treatment locally if at all possible. He is also keen to meet as many involved people as possible. It was suggested that Mr McManus could attend the next PPWB meeting if he is free on that date. Andrew to find out from him. Meeting to be held at WBCH in rooms 1 & 2 (booking to be checked). The Therapy Centre suggested as an alternative if WBCH is not free.
3. **TREASURER'S REPORT**
There have been no changes since the last report on 2nd March 2017.

4. UPDATES

a) **Royal Berkshire Hospital** - Report from Gwen Mason, RBH Trustee for West Berkshire.

There will be an **Open Day on Saturday 23rd September 9.00 am to 2.00 pm in the Trust Education Centre, Royal Berkshire Hospital**. (The building on the right as you go into the car park from Craven Road).

There will be a number of interactive stands available throughout the day, including Research and Development, Pain Management, Dermatology and therapies.

There will also be an opportunity to take part in a number of department tours

For further information or to reserve a place, please email: foundation.trust@royalberkshire.nhs.uk or call 01183227405.

b) **Patient Information Point** – Report from Jane Belcher, Acting Chairman

- i) The PIP AGM was held in May 2017 with Andrew Sharp, Healthwatch, being the Speaker. I was well attended.
- ii) The PIP site is very busy with patients needing different information. Lists of clinics held at WBCH are often requested and it would be extremely helpful if the days on which these clinics are arranged could be added to the information. **Action: Kamal to speak to Donna Rowell to see if this is possible.**
- iii) Distribution of leaflets to people discharged from the Wards is also ongoing.

c) **Clinical Commissioning Group (CCG)**

See attachment 1.

d) **Healthwatch**

- i) Andrew Sharp reported that mental health is very much at the fore through MHAG (Mental Health Action Group).
- ii) He also talked about the Message from NHS Berkshire Health Network (*see attachment 2*).

e) **West Berks Hospital Building Trust**

Rob Tayton reported:

- i) The Rosemary Appeal has now raised over £2.7m - £1.8m still needed.
- ii) The building work has started - the steel frame and roof will be finished by 20th August and the building will be completed by mid-October.
- iii) The fit out of both the cancer unit and the renal dialysis unit will take about 4 months. Hopefully the unit will be operational by March/April 2018.
- iv) The CT scanner should be in place and working at the same time.
- v) The RBH is talking about having 2 MRI scanners within the WBCH.

f) **Patient In-Services Manager WBCH**

No information.

g) **BHFT**

No information.

5. NEWS FROM PPGs

a) **Burdwood**

News from Burdwood Surgery 27 July 2017

i) **Building works**

- New consulting rooms almost finished. Will be operational early Sept 2017.
- Upgrades are ongoing to existing consulting rooms to achieve Infection Control Compliancy.
- Programme to upgrade all lighting to LEDs.

ii) Staff

- A new Healthcare Assistant started 3 July - Rebecca Arnold. Currently undergoing Phlebotomy training.
- 2x new Registrars started this week - 24 July.
- Natalie Colborne appointed as a salaried GP. Recruited from within, she is a former Registrar working at the Practice.
- 2x new Receptionists started in June.
- Chaperone training completed for Reception & Admin staff.
- CCG Practice visit held on 20 July. Population growth for the Thatcham area was discussed.

iii) Newsletter

- The new format Newsletter was distributed in late May.
- We held a photo shoot at the Practice to create a library of photos for use in future Newsletter issues, the practice website, and other activities.
- Next issue will be a celebration of the 30th anniversary of the Practice. Planned to coincide with an open day on 16 Sept.
- The newsletter is posted on line, by e-mail, by post blast.

iv) Practice 30th Anniversary

- 16 Sept
- Invite patients, dignitaries & senior representatives of local organisations.
- Invite local health service organisations to participate/exhibit... to inform & engage patients.
- Refreshments & Birthday Cake!

b) Hungerford

- i) We have had two meetings since the last PPWB meeting, and the next is on the 12.9.2017
- ii) Our monthly Cancer support group (social gathering) held at The Bear Hungerford continues to grow. One pleasant surprise is that there are two men now attending, one has been encouraged to join the U3A and it is helping to bring himself out of the loss of his wife. Also the group held a coffee morning at the Town Hall and raised with the help of match funding £670 for the Rosemary Appeal.
- iii) Our Carer support group continues to hold meetings on the 3rd Tuesday morning of each month and is proving valuable, help is provided by Stephen Hammond from the Berkshire Carers Hub.
- iv) The Diabetes help group has almost started, details are to be advertised in the September edition of CHAIN MAIL which is circulated free all around Hungerford !
- v) We are still actively promoting the LIONS "Message in a Bottle" scheme awareness.
- vi) The practice is finally up to staff strength.
- vii) Our DNA figures still do not improve (109 failed) despite publicity efforts in our quarterly magazine and through the surgery to get mobile numbers for text reminders
- viii) One of our committee members in conjunction with the Surgery has just completed a paper and online survey appertaining to various practise matters, it achieved an approx return rate of just 8%! All 5000+ patients were invited to submit!
- ix) We are about to Rota for the Flu Sessions (4) to start either 23rd or 30th September.

c) Thatcham (Notes from Thatcham PPG meeting held on 22nd May 2017)

- i) Excellent presentation 'Recovery in Mind' from Angela Ryan which offers free courses to people with mental health challenges.
- ii) Update from Rob Tayton on new WBCH unit which should be completed by Jan/Feb 2018
- iii) Walking group: Gordon Easson led 1st walk on 24th March - 20 people attended. Surgery staff very supportive and are in competitive groups with an aim to walk equivalent of across England.
- iv) Musculoskeletal Physio triage: Has now started. Receptionist to direct pts for physio assessment rather than book a GP appointment.
- v) Surgery has plans to work with other practices for 7 day working.
- vi) Fund Raising: PPG to have a stall on 7th October on Broadway Green

d) Falkland

- i) Pharmacist is to be employed 3 days a week to help doctors with repeat prescriptions and other matters.
- ii) A muscular skeletal (MSK) physiotherapist is to be employed for 20 hours per week to assess patients' problems and direct them to the best treatment according to their needs.

e) Woolton Hill

- i) Dr West has retired and Dr Howell is the new Senior Partner and the advisory doctor for this PPG.
- ii) We are looking at a Memory Garden at Enbridge House for dementia patients.
- iii) There is now has a Physio working one morning a week at the Surgery.
- iv) There is a full complement of doctors but are still recruiting for reception staff.
- v) At the last meeting in May there were 437 new patients registered at the two surgeries (WH/Kintbury) with 347 being at Woolton Hill since the beginning of 2017.

f) Chapel Row, Bucklebury

No information.

g) Lambourn

- i) Sue Butterworth had given a talk on Dementia. She covered ways in which action can be taken to protect a person with dementia putting themselves and others in dangerous situations. An example being a person who should no longer be driving but continues to do so. There are two routes which could be taken; intervention or anonymous informing.
- ii) The Citizens Advice Bureau (CAB) has left the village. 250 people used it last year.

h) Downland

No information.

j) Strawberry Hill

After initial investigation into the feasibility of forming a PPG or similar no further progress has been made.

6. FUTURE MEETINGS

26th October 2017 at WBCH starting at 7.30 pm. Steve McManus, CEO RBHFT, to be invited to attend this meeting as speaker.

7. ANY OTHER BUSINESS

- i) An e-mail had been received from Adanna Nwanguma, Transformation Project Manager, Long Term Conditions, Newbury and District CCG, North & West Reading CCG South Reading CCG, Wokingham CCG as follows:

“We are working on our diabetes transformation programme and although we have patient representatives on our stakeholder group, we recognise the need to engage more widely in order to better understand and meet the needs of our population.

We are keen to reach more people with lived experience of diabetes, especially those finding it difficult to control their blood sugars.

If you know anyone as part of your patient panel, could you kindly with their consent, pass their details onto me.”

Hard copies were passed on to David Piper and Jane Belcher for the PIP (Hazel) for them to contact Adanna directly. This was deemed to be a simple way of making contact with patients.

- ii) David Piper had obtained a time table for the Mere Oak Park & Ride near Junction 11 of the M4 and would circulate it to PPG representatives and PIP in case it might be of interest. **Action: David Piper**

ATTACHMENTS

Attachment 1

CCG Update 27th July 2017

Outpatients Transformation

Looking at secondary care/hospitals to see what needs to be done in hospital and what can be done in a different way. Reviewing pathways for how patients are seen. If you are interested in being involved as a patient then please do let me know. Kamalbahia@nhs.net

Dementia

Looking at patients who get a diagnosis of dementia, they have to notify the DVLA and have an assessment of their driving. How can we support these people to drive safely and not remove the licence where it is not necessary to do so.

Blood Pressure Action Plan

Public health are running a campaign to 'know your numbers' for BP. Media campaign in September, running a stand at the Newbury Show. Looking at how best we support patients, particularly with white coat syndrome where BP can be elevated, a lot of Surgeries have been asking patients to do a home monitoring of BP as the average readings tend to be more representative.

Connected Care

A few years ago, when it was the NHS's 65th birthday we asked what can we do to sustain the NHS for another 65 years? One of the big things was wasted time in repeating information. This fed into our primary care strategy for how we delivered services. One of the outputs was a project called Connected Care which tries to connect all the organisation providing health and social care together. This has now pulled together GP data, Hospital data from Royal Berks, Mental Health is coming in August and Community health is coming in Sept and Social Care starting in Oct. This is very exciting as we are hoping that this will avoid the need for patients to have to tell everyone everything all again.

Patient and Public Engagement (PPE)

I used to run a group (for the CCG) called the PPE group which stood for patient and public engagement, I was then invited for it to sit under the Health and Wellbeing Board so we could link all the organisations that work together. It has been working well, since April we have been working across the system to cover the Health and Wellbeing Board as a delivery group, the board now consists of local Partners such as the Police, housing and Fire as well as the local voluntary sector and other statutory bodies as before. The plan is to help the Board and the other delivery groups through communication of key messages, collate concerns and aspirations from patients and the public, and collaborate with Partner Organisations. Two priorities for this year are to

- Reduce alcohol related harm for all age groups
- Increase the number of community conversations through which local issues are identified and addressed.

Plans are to continue with the monthly column in Newbury Weekly News; your health matters (second week of every month in print and online – lookout for it), this year we have covered New year, new challenges, Mental health, Alcohol harm reduction, Social isolation and dementia awareness.

Community Conversations

Continue to work with these, some areas up and running, some fizzled out, some re-invigorated.

In Thatcham, I am involved in the community conversation on Dementia. Thatcham Vision has just announced that it ceases to exist from August in its current form but some of the sub groups will continue. Community Safety is one of the topics on the agenda to be looked at through CC.

In Hungerford, I am linking with Suzanne Taylor and Shelly Hambrecht, where some CC work has been carried out on domestic abuse, currently they are looking at mental health and hoping to move onto alcohol.

In Newbury, the community conversation was hosted by Newbury Baptist Church on 17th June to link in with the Jo Maddox, Big Lunch/Get Together weekend. It was a great event with 52 members of the public attending on a lovely sunny day. We hope to build on the Big Lunch/Get Together theme next year. Planning on working with community groups and parish councils to try and look at community conversations in all areas that want them.

Pharmaceutical Needs assessment

We are currently working on the next Pharmaceutical Needs Assessments for Berkshire, which will be launched by each Health & Wellbeing Board in March/April 2018. Every Health & Wellbeing Board in England has a statutory responsibility to publish a statement of needs for pharmaceutical services in their area, and this needs to be revised at least every 3 years.

To inform the PNA, we have created an online survey to gather public views about local pharmacies and what they use them for. This survey is live until 31st August 2017. We would appreciate it if you could disseminate this survey link to any stakeholder and patient groups that you have, and also add it to your social media, so that it can reach a wider audience. The 6 Berkshire local authorities are also using their different communication channels to raise awareness.

The survey link is http://consult.bracknell-forest.gov.uk/public/public_health_berkshire/pna_2017

We are also looking at different ways to engage with people who would not have access to this online survey, so that their feedback can also be gathered.

If you have any questions or queries please do let us know.

Attachment 2

Message from NHS Berkshire Health Network

Have you had treatment from the NHS in Berkshire West for a problem with your muscles, bones or joints?

NHS commissioners are looking for people who have used local NHS musculoskeletal services, to share their first-hand experience as patient representatives in a project to design the best possible service for patients with these conditions.

There are around 200 different long-term musculoskeletal (MSK) conditions that affect joints, bones, muscles, soft tissue, ligaments and tendons such as rheumatism, arthritis, back pain and other chronic pain. In the UK, MSK affects 1 in 4 of the adult population (many being young and of working age) – that's around 9.6 million adults and 12,000 children.

The local NHS commissioners would like to hear from you if you want to help to design cutting-edge MSK services for patients and would be able to give four to six hours each month for the next six months. The commitment would be to join two workshops each month, which will take place Monday to Friday, 9am to 5pm. Successful applicants will need to be confident in discussing their personal experiences and expressing their views in meetings with senior managers and clinicians from across the NHS. The role of patient representative on the MSK project is voluntary, however full expenses will be paid.

If you would like to find out more about becoming a patient representative, would like a copy of the role description or if you would like to apply, please contact Joe Smart, Transformation Lead, Berkshire West CCGs, by email joe.smart@nhs.net

NB: The closing date to apply has passed but if you are interested it might be worth contacting Joe Smart.