

PATIENTS PARTICIPATION GROUP
CHEVIOT PRIMARY CARE GROUP
WOOLER

Minutes of Meeting held on Tuesday 19 November 2013, 4.15 at Cheviot Medical Centre

PRESENT: Lorna Moore (Chair). Sue Wade, Bob Maddox, Chris Chute, Rosanna Read, Jane Wood, Jan Clucas, Phillip Parkland.

Caroline Douglas (Practice Manager) Alan Bell from CCG

1. Minute Taker - Sue Wade
2. Apologies – Christine Short, Teresa Cuthbertson

Alan Bell, Locality Manager for CCG (Clinical Commissioning Group) gave a short talk on his role, 111 and Private Tendering. He explained that since CCG took over from Primary Care Trusts last April 2013, their plan is in the first instance to cover seven areas – Public health and prevention. Unplanned care – A&E/111 etc. Planned Care. Long-term conditions. Mental Health. Learning disabilities. End of life care. More information is available on website at www.northumberlandccg.nhs.uk. Alan deals with both practices in Wooler, and Northumberland has 46 member practices which are split into 12 localities. Monthly meetings are held with Practices to enable them to notify any comments or problems.

111 – This system took over from NHS Direct on 2nd April 2013 and is run by North East Ambulance Services. To date in Northumberland there have been 2919 patients calls; 1575 were referred to GP out of hours service; 327 were referred to in hour GP service; 268 were referred to A&E; 131 were referred to MIU (Walk in Service). The meeting asked for ‘what happened next figures’ which Alan agreed to find out about. It is hoped to create a Special Care Pathway, covering all patients’ medication etc. But IT system linking all this information is a long way off at the moment. Pamela Leveny is involved with our area, and Dr Matthew Beatty is the link man. Generally it has been felt that the system is working well in the Northumberland area.

Private Tendering – Alan explained that there was only one on-going which was GP out of hours Service. It works as follows:

Pre-Procurement – which could have patient involvement

Procurement Process

Contract Awarded

All the above can take a long time, and the meeting expressed concern that the right skills would be found.

Jacky Henderson is a lay member on CCG. Alan confirmed that all patients or patient groups could have direct feed to CCG through him. It was felt that the Group would like to discuss the above in more depth at the next meeting. Alan asked that the above information be forwarded to him at alanbell@nhs.net which was agreed. (Alan left the meeting).

3. Minutes of meeting held on 17 September 2013 were amended as follows:
Point 6 – All deleted and replaced with ‘*Tendering in general practice was discussed and that the provider arm of the CCG has not yet been fully set up but once it is there is an opportunity to tender for services. Will hopefully involve all practices in the North.*’
The meeting agreed this, and the minutes were signed.

4. Matters Arising – there were none that are not covered by agenda.

5. Practice Manager Comments or Issues - Caroline explained that Dr Batley had asked her to put to the meeting the request from CCG remote monitoring of long term conditions - either COPD or heart failure patients. What is the percentage? Identify tests and bodily measures. More figures requested by meeting re patient numbers and GP requirements for January meeting.

Midwifery – CD reported that changes may happen at Surgery due to rota of midwives, which could mean mothers-to-be will not see same midwife during pregnancy – this was felt to be unhelpful. A letter has been sent by both surgeries and a questionnaire will be sent to all mothers who have given birth in the past 2 years. CD to supply copy of letter to meeting. Jim Mackie and Hilary Lock (Brown), Head of Communication are contacts in CCG. Dr Batley has also sent her concerns about Palliative Care for patients at weekends. The contract states 2 visits per day over the weekend, and there have been at least 2 incidents of no evening visit from Cramlington Centre. The reason appears to be too far to travel. This is totally unacceptable. It was agreed that a letter of complaint should be sent. CD to confirm this has been done.

Occupational health equipment – CD awaiting further information.

Notice board – Ali trying to source a much larger board, CD has asked to check through Chris what was ordered initially so they match.

Waiting room questionnaire – being handed out at the moment.

Website – meeting has taken place with Vera to discuss improvements

TV – now working, awaiting instructions from the company as to how we enter our own information on to it.

CD has spoken to the lady who is running the hearing aid clinic, and offered space for any equipment that they would like to leave at the Surgery (batteries/replacement machinery etc), and she will let us know.

6. Glendale Surgery Patient Group meeting – it was a good and helpful meeting, and it was agreed to ask Steve Jones to talk to us. It was agreed to work more with their PPG.

7. Website Update – Rosanna Read reported she had met with Vera and discussed the website, which was much out of date. Corrections, 'tweaks' and updates have much improved it.

8. Care Data - Government wants all patients' data onto one central computer, and only 8 weeks left to opt in or out. Concern expressed as to the reasons they want all the information, many at the meeting had opted out. Paper outlining more information forms part of the minutes (see attachment). Surgery will mark all patients who have opted out, and all others will automatically have their information sent through.

9. Paramedic attendance – (see Point 6)

10. Matters for inclusion in next meeting

GP to talk about COPD/HEART FAILURE TOPIC. Please bring any questions you have to next meeting.

Philip Parkland was welcomed as a new member to the PPG.

Date of next meeting will be Tuesday 21 January 2014 at 4pm.