

Patient Participation Group

Minutes of Meeting: 9th January 2020

1. **Present**: Karen Mitchell (Chair), Sarah Hargreaves (Operations Manager), John Holland, Jean Barlow, Martin Jephcote, Barbara O’Shea, Lawrence Stribling and Dr Peter Gregory (Partner) – latter part of the meeting.
2. **Apologies**: Nigel Kickham, Rosie Kerr, Jo Whitten and Charles Jones.
3. **Minutes from previous meeting on 07 November 2019**: Accepted.
4. **Matters Arising from previous meeting:** None other than as listed on agenda

**Agenda Items**

**Update Re Social Prescribing at CMHC**

* Jane Wright (Senior Social Prescribing Link Worker) and Amanda Jerman (Social Prescribing Link Worker) provided an insight into how the role of the Social Prescribing Link Worker (SPLW) has been introduced at CMHC.
* In summary:
* The SPLW has time to listen, and then assist, those suffering from non-clinical issues and supports them to access more appropriate services e.g. social workers, prescribing pharmacists and community groups / activities e.g. walking groups or chat-groups. The SPLW is able to call on advice from GPs, nurses etc. and grow a wide range of resources.
* Their Clinical Supervisor is Dr Nick Yeats.
* Referrals can be made for patients aged 16 and over by staff within the GP practice, including the Receptionist who can sign-post a caller to the SPLW. From April referrals can be made by other agencies e.g. church and social groups (with patient consent). Referrals will also be made for frequent attenders and those known to have social difficulties.
* The SPLW can spend more time with a patient and undertake a home visit where necessary.
* They have access to patient’s clinical records, to understand a patient’s clinical needs and history. They will add a session report to the medical record, which will thus be available to relevant others. They are bound by confidentiality and data protection policies.
* If a medical referral is indicated e.g. to a specialist, this will be passed to the GP for action.
* Amanda is employed by the NHS and thereby insured and protected. She is assigned to this Practice Group and will share her time amongst the five GP practises.
* The service is new and will adapt organically as it grows. NHS funding has been allocated and it is intended to have around 1,000 SPLWs in England by 2021. Applicants are being sought.
* Volunteers will also be required to assist with ancillary matters e.g. hospital car transport, services or volunteer contact groups. PPGs are likely to have a role to play in supporting patients and the SPLW team in the future.
* The expectation is that the service will reduce GP consultations by some 25% and A&E attendances by 28%.
* Copies of the first three editions of the South Warwickshire Social Prescribing Newsletters. These describe the function and scope of the Social Prescribing service and those present agreed that it would be beneficial for patients to be able to see these.

**ACTION –** Sarah to place copies in the waiting room so patients can absorb and spread the idea of the service now available for them

PPG Members present observed that:

1. SPLWs should only be used by those in genuine need of the service to prevent inappropriate use of resources
2. SPLWs will need to keep accurate records as with any other member of staff, and be aware of the potential for abusive behaviour from some small cohorts of patients.
3. SPLWs will need to avoid the confusion of communication with so many partially involved others and that there is no duplication in services. NB time consumption on cross-communication rises *exponentially* with the number of participants.
4. Non-employee volunteers would need to ensure they are insured. (re: compensation bandits)
5. **Appointments & Extended Access \***

* Sarah displayed revisions to the CMHC GP appointments book. This will be running from February and is intended to reserve slots for GPs to follow up some patients at an appropriate date after a first consultation. It allows more on-line bookable appointments and has been amended to allow better same-day access to a GP, or within one or two days of requesting an appointment. Patient-friendly terminology has been used for online-bookable appointments.
* Extended Access offers appointments with GPs, Clinical Pharmacists, Nurses and Advanced Nurse Practitioners. Currently these appointments can only be booked over the phone.
* Sarah displayed histograms of the patient demographics using Extended Access for the CMHC patient population. There are approximately 7,000 patients at the Practice and uptake for Extended Access is generally very low. If this could be increased it would free up more appointments at CMHC.

**ACTION –** Karen to add to next agenda.

1. **On-line Access \***

On-line access for booking such items as blood tests is saving receptionist time. It is also available for patients to see their test results and order repeat prescriptions. There is a requirement to increase the amount of patients using on-line access, and a role for PPGs in promoting this. Unfortunately there was not time to discuss this, deferred until next meeting.

**ACTION** – Karen to include in next agenda.

1. **CMHC Web-site**

* Sarah said the CMHC web site is due to be replaced. Patient input is required. PPG members can give their thoughts 16th January 2020 by visiting the current website. Martin (retired web designer) has kindly offered to advise.
* There is also an NHS app for such access to medical practices which NHS seeks to develop further. Concerns were raised about the security of online access to records, however access is through a secure encrypted platform and patients will not be forced into using it if they do not wish to.

**8. Stroke Services**

John advocated re-opening the Warwick Hospital stroke service as victims cannot reach the Coventry Hospital centre within the ‘golden hour’ for favourable treatment. He observed that in Germany paramedics administered thrombolysis (clot busting drugs) for stroke cases. Peter said that he generally supported the changes a Warwick was not able to accommodate, and deliver required treatment, to these patients.

**9. PPPG updates and Actions \***

Minutes of the Patient & Public Participation Group held in Warwick on 19th December 2019 had been issued before the meeting, but there was no time to discuss at this meeting

**ACTION** – Items for discussion deferred to next meeting.

\*agenda items for next meeting

**Next Meeting: Thursday 20th February, 17.30 – 19.00, at CMHC.**