

Patient Champion Peer Support Group

Monday 7 November 2016 12:30pm – 2:30pm
Armley medical Centre, 95 Town St, Leeds LS12 3HD

Notes of the Meeting

Membership	Initials	CCG	Role	Present	Apologies
Pat Newdall	PN	North	Breast Diagnostic project, Gynaecology, PAG (North)		
Steven Elsmere	SE	West	Community beds project	✓	
Sandra Eames	SE	West	End of life, Patient leader website development, Pharmaceutical project		
Trish Mckinney	TM	West	PEP, Childhood obesity project, Care Homes, PAG (West), PRG	✓	
Bob McDougal	BM	West	Cardiovascular disease project, Right care		
Sue Watson	SW	North	Chronic pain project, Endoscopy		✓
Paul Hazelgrave	PH	S&E	Chronic pain project		
Lynda Burt	LB	West	PAG (West), PRG, Breast Diagnostic		
Phil Monk	PM	West	Diabetes project, Right care project		
Alison Potts	AP	S&E	Discharge to assess project		
Tony Sykes	TS	West	D2A project, Right care project, Comm beds	✓	
Lesley Sterling-Baxter	LSB	North	Healthwatch		
Moneer Sharif	MS	West	Healthwatch	✓	
Sally Morgan	SM	West	Healthwatch, PAG (West)		
Les France	LF	?	none		
Pat Nelthorpe	PNT	West	Gynaecology	✓	
Robert Turner	RT	West	PAG (West), PRG		
Linda Birch	LBir	West	none		
Margaret Wilkinson	MW	North	PAG (North)	✓	
Leanne Winfield	LW	West	LYPFT		
Brian Kemp	BK	North	PRG – Rutland Lodge		
Kevin Bray	KB	West	PRG, PAG (West)		
Simon Copland	SC	West	PRG		
Logie Kelman	LK	West	PRG, PAG (West)		
Anne Suttle-Burton	ASB	West	PRG	✓	
Gavin McNaughton	GM	West	Primary care		
AZ	AZ	North	PPG		
Barbara Naylor	BN	West	PPG - Rawdon		
Freda Irvine	FI	West	PPG - Rawdon		
Barrie Dyer	BD	North	PPG - Church View		
Danny Benn	DB	West	PPG – Ireland Wood, LCH		
Ronnie Hinscliffe	RH	West	PPG – Abbey Grange		
Savi Tynedale-Biscoe	STB	North	PAG	✓	
Beverley Kite	BVK	North	PPG	✓	
Andrew Stenson	AS	West	PPG, primary care		✓
Diana Al-Saadi	DAS	West	?		
Sylvia Landells	SL	West	?		
Shaheen Akhtar	SA	West	?		
Angela Yeoman	AY	West	?	✓	
Angela Amos	AA	West	PPG		✓
Jagpal Kewal	JK	West	PPG - Armley	✓	
Chris Bridle (facilitator)	CB	West	NHS Leeds West CCG Engagement Lead	✓	
Adam Stewart	AS	West	NHS Leeds West CCG Engagement Officer	✓	
Guests					
Georgina Thompson	GT	West	Comms/Eng lead for New Models of Care	✓	

CB explained that he had had feedback from several people about the pre-meet. Concerns were raised that this part of the session was sometimes dominated by one or two people and that staff facilitation might help other people to get involved in the discussion. The group agreed that it would no longer have a pre-meet for patient champions and that CB would chair the whole session. CB reiterated confidentiality and assured the group that transparency and openness was welcomed at the group.

CB outlined the ground rules and the purpose of the meeting.

The group discussed the following topics:

Topic	Discussion
1. Leeds and York Partnership NHS Foundation Trust Awards 2016	<ul style="list-style-type: none"> LW and MW told that group that they had both been nominated for awards at this event (LW – Developing people Award and MW – Volunteer of the Year Award). Both LW and MW were runners up and were congratulated by the group. CB commented that it was great to see patient champions being recognised for their amazing work.
2. Care Quality Commission (CQC) inspections of GP practices.	<ul style="list-style-type: none"> The CQC are the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve. You can read more about the CQC here: http://www.cqc.org.uk/content/about-us CQC speak to Patient Participation Groups (PPGs) when they inspect GP practices. ASB told the group that her PPG were interviewed for 1.5 hours by the CQC about their involvement in the practice. ASB said that she was very happy with her involvement at the practice. ASB outlined some of the activities she had been involved with at her GP practice, these included volunteering at the flu clinic and organising peer support for people with diabetes. TS told the group that he had also been involved in the CQC inspections at his practice. TS explained that they had helped the practice to promote online services and they had been directly involved in increasing online sign-up from 4% to 16%. TS was also very complimentary about his involvement at his practice. BK has also been involved in the CQC inspection and has run diabetes peer support sessions at her GP practice.
3. Healthwatch Leeds	<ul style="list-style-type: none"> MS outlined the role of HealthWatch Leeds. He explained that the organisation is responsible for bringing the voice of local people to those who plan and deliver services in Leeds. You can read more about Healthwatch here: http://www.healthwatchleeds.co.uk/content/about
4. Waiting times at GP practices	<ul style="list-style-type: none"> STB outlined her concerns about waiting times at her GP practice. CB suggested that the role of the patient champion is to understand and promote the needs and preferences of the wider public, rather than personal concerns. CB signposted the group to resources which will help them to understand the experiences of the wider public: <ul style="list-style-type: none"> National GP survey: https://gp-patient.co.uk/ Practice profiles: https://fingertips.phe.org.uk/profile/general-practice NHS Choices: http://www.nhs.uk/pages/home.aspx Patient opinion: https://www.patientopinion.org.uk/
5. Ethnic monitoring	<ul style="list-style-type: none"> JK asked about the purpose of equality monitoring and why patients are repeatedly asked the same equality questions. CB acknowledged that there are significant challenges in joining up NHS IT services and this often resulted in patients being asked the same questions again and again. This is a national issue which is starting to be addressed through

	<p>the integration of health and social care services. CB asked the group about their thoughts on equality monitoring. Several members offered their own perspective:</p> <ul style="list-style-type: none"> ○ <i>'it is important because different communities experience different disease and risks'</i> ○ <i>'It helps people to focus resources in the right areas'</i> ○ <i>'It helps to identify health issues in different communities'</i> ○ <i>'It helps to identify access issues'</i> ○ <i>'It is required by law'</i> <ul style="list-style-type: none"> ● CB pointed out that filling in equality monitoring sections on forms is always optional.
6. Vitamin D	<ul style="list-style-type: none"> ● STB outlined the important of vitamin D as we approach winter and suggested that GPs should be more forthcoming with prescribing the drug. CB told the group that this was a clinical decision and that GPs would have clear guidance about when they should prescribe specific medications. CB reiterated the role of the patient champion.
7. The role of pharmacies in prescribing	<ul style="list-style-type: none"> ● Several people raised concerns about the role of pharmacies in prescribing. They suggested that it is in the interests of pharmacies to overprescribe and people said that they often experienced this with their own and their relatives medications. ● People were also concerned that the 'pharmacy first' campaign was encouraging people to use the pharmacy as the first point of contact but that lots of pharmacies were closing down. People asked about the role of engagement when local services like pharmacies were closed. <p>ACTION: CB to share feedback with the medicines management team and ask for a response re: engagement for pharmacy closures</p>
8. Flu	<ul style="list-style-type: none"> ● Some people raised concerns that the flu campaign only targeted people already engaged with healthcare services and often missed key 'at risk' groups. ● The group discussed the role of the voluntary sector in engaging with these vulnerable groups. <p>ACTION: CB to speak to the primary care team to understand how vulnerable groups are engaged the flu campaign</p>
9. Recruiting volunteers	<ul style="list-style-type: none"> ● BK talked about difficulties in recruiting volunteers to the 'Caring Hands' project. The group discussed ways that BK could promote the projects and recruit volunteers: <ul style="list-style-type: none"> ○ GP practice to text/email people on their list to advertise the role ○ GP practice to include an article in their next newsletter ○ GP practice to add information about the project to prescriptions ○ GP practice to send out information about the project with letters ○ Posters in the practice ○ Add information to the practice website ○ Use internal and partner social media channels ○ Promote in local magazines such as Streetlife, Engage and Leeds north ○ Advertise on Doing Good Leeds: https://doinggoodleeds.org.uk/
10. Parking	<ul style="list-style-type: none"> ● Some participants had found difficulties with parking at Armley medical Centre. They asked for information about parking at peer support venues in future. <p>ACTION: CB to outline parking arrangements for Peer Support groups prior to each meeting.</p>
11. Social media training	<ul style="list-style-type: none"> ● Several people praised the social media training that was run by Shak Rafiq and Natasha Noor. They told that group that the training was very informative and they would recommend the training to other patient champions. <p>ACTION: CB to forward the feedback to the communications team.</p>

Date and time of next meeting

The group will meet every 6 weeks. The group was initially held alternately on Mon afternoons and Tues evenings, however low attendance at the evening meetings led to a number of sessions being cancelled and so meeting will now be held during the day. This will be reviewed in 2017.

The next meeting will be on:

Monday 12 December 2016 between **12:30 – 2:30**

St James Hospital, SJUH, Facilities Management Room (room 16), Educational Training & Development Centre

Directions: <https://www.trainingcalendar.leedsth.nhs.uk/DocViewer.aspx?s=buildings&f=SJUH%20Map%20ETD%20Building.pdf>

Parking: <http://www.leedsth.nhs.uk/patients-visitors/our-hospitals/st-james-university-hospital/how-to-find-us/>

Action log

You said	We did
Patient leader training not accessible to people who work in the week	One quarter of future training sessions will be run at the weekend
Not enough groupwork in the patient leader training sessions	More groupwork included in future training sessions
Some staff are not aware of the patient leader programme or how that can support patient leaders	We have run two learning lunches for staff. There were attended by senior commissioners and patient leaders. Will continue to run these sessions.
Some people on the group are not comfortable with the term 'patient leader'	When we evaluated the programme in July 2015 we asked people to tell us their opinion. Over 60% said they were happy with the term. In 2016 our evaluation showed support for renaming 'patient leaders', volunteers.
You need to add the time period when asking for patient leaders to tell us how many hours they have committed	Have organised for our admin team to collect hours every month. This is optional.
We would like to see what the patient leader webpage will look like?	Patient leaders are involved in developing the webpage
Why have patient leaders been excluded from the community bed discussions?	Dialogue is back open between the group and patient leaders
Why can't we claim expenses for printing?	The expenses forms have been updated and volunteers can now claim for printing at home* <small>*terms and conditions apply</small>
Can you share details of involvement at the NHS trusts in Leeds?	Shared details of NHS trust membership schemes
Can you run patient leader learning lunches at the other CCGs?	We have offered to run learning lunches at other CCGs
Can we have a guide for patient leaders?	We are currently working on a citywide partnership to develop resources for our NHS volunteers. Cb will update the group as this work progresses.
We are concerned that engagement and involvement is not included in the evaluation of the care homes work	This was highlighted in the meeting.
We are concerned that the chronic pain interactive tool is not available on PCs	Following feedback from patient leaders the CCG has made a small contribution to the organisation who will now develop an app for PCs.
Can you include something in the social media training	

about using tablet reading tools?	
CB to discuss the possibility of a citywide PPG event	This event has been set up and will run in Sept 2016
CB to carry out a second evaluation of the programme in the summer 2016. This will include a question about the title given to patient leaders.	Evaluation can be accessed here: http://www.leedswestccg.nhs.uk/content/uploads/2015/07/PL-evaluation-report-2016.pdf
CB to develop a draft volunteering policy and share with patient leaders	Discussions are taking place to develop a citywide volunteering policy and accompanying principles
CB to chase up progress on the SPA project and report back to patient leaders	
CB to look at whether the CCG can support PPG involvement in recruitment by giving patient champions access to recruitment training.	
CB to liaise with PEP project re their involvement at Leigh View Medical Centre	CB has spoken to the commissioning lead for the PEP project and will feedback at a future meeting
CB to liaise with PEP re support for SA in setting up a group for people with Coeliac disease	CB has spoken to the commissioning lead for the PEP project and will feedback at a future meeting
CB to share feedback with the medicines management team and ask for a response	
CB to speak to the primary care team to understand how vulnerable groups are engaged the flu campaign	
CB to outline parking arrangements for Peer Support groups prior to each meeting.	CB will include parking information in future emails about the venue of the peer support group.