

# Farnham, Hart & Rushmoor Patient Participation Group Meeting

## Meeting Details

**Title:** Farnham, Hart & Rushmoor Patient Participation Group Meeting

**Date:** 31<sup>st</sup> October 2012      **Time:** 19:00 - 20:30

**Venue:** Rushmoor Borough Council, Farnborough GU14 7JU

**Meeting No:** 10

**Attendees:**

PPG Chairman	John Debenham	✓
PPG Secretary	Wolfgang Hamann	✓
Hampshire Link	Frank Rust	✓
PPG CCG Representative and temporary minute taker	Donald Hepburn	✓
Lead GP for the North East Hampshire Clinical Commissioning Group	Dr. Olive Fairbairn	✓
Head of Communications and Engagement	Mel McKeown	

<b>Alexander House Surgery</b>	Audrey Goodale	✓	<b>North Camp Surgery</b>	Colin Masters	✓
<b>Bransomewood Healthcare Centre</b>	Jane Campbell (observing)	✓	<b>O'Donnell Practice</b>	Harry Baker	
<b>Crandall New Surgery</b>	Sharon Blackburn		<b>Princes Gardens Surgery</b>	Ron Baker	✓
<b>Downing Street Surgery</b>	Ian MacDonald	✓	<b>Richmond Surgery</b>	Donald Hepburn	✓
<b>Fleet Medical Centre</b>	Wolfgang Hamann Robert Davis	✓	<b>Southwood Medical Centre</b>	John Baxter	
<b>Giffard Drive Surgery</b>	Marilyn Saker	✓	<b>Southlea Group Practice</b>	Wendy Joseph	
<b>Hartley Corner Surgery</b>	Anne Strong	✓	<b>The Border Practice</b>	Peter Smith	✓
<b>Holly Tree Surgery</b>	Christine Pointer	✓	<b>The Farnham Dene Medical Practice</b>	Helen Kane Michael Maher	
<b>Jenner House Surgery</b>	Brian Jupp	✓	<b>The Ferns Medical Practice</b>	Steven Clark Fiona Sparke	
<b>Mayfield Medical Centre</b>	Martyn Marsh	✓	<b>The Oaklands Practice</b>	Tba	
<b>Milestone Surgery</b>	John Debenham Ian Scott	✓	<b>The Wellington Practice</b>	Tba	
<b>Monteagle Surgery</b>	Duncan Peacock	✓	<b>Victoria Practice</b>	Peter Williams	

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## Minutes of the Meeting

### Welcome and Introductions

Christine Pointer (Holly Tree) and Jane Campbell (Branksomewood) were welcomed as new members.

### 1. Arrangements to deal with secretarial matters

Following the resignation of John Baxter as secretary, John Debenham suggested that the role could be split into an Hon Secretary responsible for handling the agenda and a minute taker. Wolfgang Hamann offered to take on the Hon Secretary role for 6 months and Robert Davis volunteered to be his deputy. Donald Hepburn offered to take the minutes for this meeting. John Debenham proposed a vote of thanks to John Baxter for all his hard work as secretary and everyone agreed.

### 2. CCG Update

- Dr. Olive Fairbairn/Donald Hepburn

Olive reported that the authorisation site visit had gone very well. Out of about 190 criteria which the CCG had to meet only 11 were outstanding and most of them e.g. the appointment of a permanent Finance Director and a Lay Member (Public and Patient Involvement) were already in hand. One concern of the National Commissioning Board had been the absence of a proper process to establish patients' views. It was agreed that as soon as the Lay Member (PPI) was appointed we should work with him to set up such a process.

Donald suggested that discussion of the Commissioning Workshop could best be dealt with under Item 4.

### 3. Patient Representation update

- Ron Baker

Ron reported that it was still proving difficult to get representatives from all surgeries. This may be due to a lack of understanding in some surgeries about the different roles of surgery PPGs and the Farnham, Hart and Rushmoor PPG. Various suggestions were made about how to address this issue, including members of the FHR PPG attending a practice managers' meeting and inviting a practice manager to attend our meetings. John and Ron plan to go to the next practice managers' meeting. **Action John and Ron**

### 4. Patient Engagement Group update

- Wolfgang Hamann/Donald Hepburn

Donald reported on the Commissioning workshop held with members of the CCG at the Aldershot Centre for Health on 18<sup>th</sup> October. There had been presentations on the Patient Surveys, the JSNA, the Financial Framework and CCG commissioning intentions before the meeting divided into two groups to brainstorm ideas. These had been fed back to the CCG which had said that they were useful input to the next commissioning round.

There was some discussion about the possibility that financial constraints were driving the commissioning process but it was generally agreed that there is little alternative to living within whatever budgets the government sets.

Wolfgang said that he had drawn up a questionnaire to get patients' views on secondary care. This could be tagged onto the end of surveys which practices are about to send out. Donald reported that Richmond surgery had discussed this at their last PPG meeting and decided that it would be too difficult as the planned survey already has about 30 questions. It also raised the issue of patient confidentiality. Patients had only given consent for their emails to be used for surveys carried out by Richmond surgery so the email list could not be shared more widely. Nevertheless it was agreed that Wolfgang should circulate his questionnaire to the rest of the FHR PPG in the hope that some surgeries would add it to their survey. **Action: Wolfgang**

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Donald informed the PPG of a workshop at 10.00 – 12.30 on Wednesday 28<sup>th</sup> November at the Aldershot Centre for Health. The aim of this workshop is to agree a strategy for the gathering of patients' views on the areas covered by the CCG budget – basically secondary care. All are welcome. More details will be sent nearer the time. **Action: Donald**

## 5 Induction Pack - Ian Scott

Ian introduced the latest version of the Induction pack. He pointed out that a number of changes had been made to distinguish the surgery PPGs from the FHR PPG and in due course it might be sensible to have two packs. After discussion it was agreed that we should focus for the time being on finding out the views of our patients on secondary care so that we could influence CCG commissioning, leaving the other tasks till later. It was also recognised that the pack is an active document which will need further amendment in future. Bearing these points in mind, Duncan Peacock proposed and Martyn Marsh seconded the motion to accept the induction pack as it stood. The meeting agreed that members of the FHR PPG should take the pack taken back to their surgery PPGs and share it with practice managers. **Action: Ian and all FHR PPG members**

## 6 District Nurse Update - Anne Strong

Anne referred to a paper she has prepared which lists the many problems in the area of community nursing. These include shortage of community nurses, the growing demand to deal with more seriously ill patients on discharge from hospital, lack of integrated care between primary and secondary care, lack of holistic care (with patients with multiple conditions only being treated for one condition), lack of continuity as patients are seen by many different nurses, different qualification requirements between Surrey and Hampshire, replacement of community nurse by care assistants, low staffing levels at weekends. It was agreed that Anne would circulate her paper to the PPG (maintaining confidentiality of her sources) and that it should be tabled at the next CCG (7<sup>th</sup> November) by Olive and Donald. Olive mentioned that a nurse lead had just been appointed to the CCG Governing Body. **Action: Anne, Olive and Donald**

## 7 AOB

Duncan mentioned a recent TV programme about the takeover of a GP practice by Virgin. This raised interesting questions about accountability, not just with primary care but also with secondary care. It was pointed out that the CCG, in managing its budget for secondary care, would be hold providers accountable whether public or private.

Brian raised the issue of prescriptions issued by hospital outpatient departments. What happens if there is a gap between leaving hospital and getting back to the GP surgery? Olive pointed out that there is a policy for outpatient departments to give prescriptions to cover 2 weeks. Duncan mentioned that there are cases of consultants referring patients back to their GPs in order to avoid picking up the cost of tests e.g. scans.

Wolfgang asked what the link will be between NHS suppliers and non-NHS suppliers.

Brian asked what the relationship will be between private suppliers like Virgin and patient groups.

It was agreed that these points could usefully be discussed at greater length at the next meeting.

Olive reminded us that Peter Bibawy (CCG lead for unscheduled care) has offered to come to the next meeting to brief us about his area. **Action: Donald**

## 8 Date of Next Meetings

**12<sup>th</sup> December 2012 and then every 6 weeks in 2013. Action: Frank to book a room.**