

Vine House Patient Participation Group

Minutes of meeting held on Wednesday 7th March 2018

PRESENT

Wendy Ball, Murray Blackford, Bob Cockerell, Alison French, Helen George, Christine Jones, Nicola Kemp (Guest), Laila Namdarkham (Chair), Sue North, Jo Stanley, Madeleine Watkins

ITEM 1 - APOLOGIES FOR ABSENCE

Joan Gentry, David Stower, Peter Warman, Sue Williams

ITEM 2 - Minutes of the last meeting, held on Wednesday 29th November 2017.

The minutes were signed as a true record.

ITEM 3 - Matters arising:

a. Item 3c - DNAs:

Jo Stanley clarified the position regarding appointments at the weekend Hub clinics. There is a mechanism for patients to cancel these appointments if no longer required, as a telephone number for this purpose is given when the appointment is first made. Nicki Kemp (Director of Direct Local Health – see minute Item 5) confirmed that uptake for weekend sessions was about 96%, and that the DNA rate was in line with the national DNA rate.

There was discussion regarding the mechanism for reallocating any cancelled appointments, and it was noted that they can be allocated by the duty receptionist if he/she has access to the patient records for that specific surgery. Data protection and IT issues means that there is no access across surgeries within the hub. This is an issue that needs further investigation so that any unused appointments can be reallocated.

ITEM 4 – Feedback from Patient and Public Involvement and PPG Development and Network session held on 5th February 2018:

a. Developing more diverse memberships

Sue North outlined that the session was led by Paul Devlin (Chief Executive of the National Association for patient Participation, NAPP). This included discussion about improving membership diversity, by improving publicity and possibly reaching out to existing groups that represented particular groups such as young people, or people with specific long-term conditions. It was noted that Vine House PPG is no longer a paid-up member of NAPP, but still has access to monthly bulletins that will be

forwarded to members. (A copy of the February NAPP bulletin will be circulated with these minutes)

b. Urgent Treatment Centres

Sue North explained that the development of Urgent Treatment Centres is proceeding as planned. There is currently consultation in Hemel Hempstead regarding the opening hours of the UTC at the hospital. The opening hours of its predecessor – the Urgent Care Centre – were reduced from open 24 hours to open from 8:00 to 22:00. This decision was based on data showing that an average of only 8 patients would normally be seen during the night, from 22:00 until 6:00 (and an average of 3 between 6:00 and 8:00). Providing a night time service was deemed to not be cost effective, particularly at a time when resources are stretched. (Further details are available in a PDF of a PowerPoint presentation called Urgent Care Update, circulated with these minutes and available on the Vinehouse Health Centre website in the PPG section)

There will be a public meeting regarding proposals for the Watford UTC on Thursday 22 March, from 19:00 to 21:00 at West Herts College, Watford Campus, Hempstead Road, Watford.

c. Review of Community Services

Laila Namdarkhan explained that there are plans for developing more local, joined up health and care services. Aims include prevention of admission to hospital and speedy discharge from hospital. (Further details are available in a PDF of a PowerPoint presentation called Adult Community Services, circulated with these minutes and available on the Vinehouse Health Centre website in the PPG section)

ITEM 5 - Dr Nicki Kemp -Director of Direct Local Health (DLH)

Nicki Kemp outlined her role in DLH, a federation of 26 GP practices in the Watford and Three Rivers' area, and one of 4 federations in HVCCG. It was established with an objective to protect local health services for patients and allow local GPs to shape services to best suit their patients' needs. It has a focus on improving integration of community services, particularly community nursing and mental health services, and its proposals will form part of the Sustainability and Transformation Plan (STP).

DLH is currently surveying GPs and patients to seek their views on the current community services provision, and to establish what works well, what does not work well, what GPs and patients wish to achieve and to identify any barriers to meeting these requirements.

Overall the aim is to design a new 'joined-up' community service that works well for everyone, and make sure that services represent good value for money, as funding will continue to be limited.

Recruitment of community staff will continue to be a problem in Hertfordshire due to the cost of housing, but one aim must be to make working in community services in Hertfordshire an attractive option, by making it a well-integrated and successful service.

ITEM 6 – Winter pressures

Christine Jones said that the extra sessions with 'on-the-day' appointments had been very successful and had helped the surgery to cope with the extra demand that the winter had generated.

121.5 additional hours had yielded 712 extra appointments, of which 658 had been attended. It is thought that this may have reduced the number attending A&E, although data is not yet available.

The walk-in afternoon clinics continue to be fully used.

ITEM 7 – Any other business

- a. **Publicity** – the Vine House Health Centre website is being changed and updated. Further work on a FaceBook page will be considered.
- b. **Checking-in** – it was noted that the checking in screen offered Polish language as an option.
- c. **Ear syringing** – as this is not a recommended procedure any more, it is not available in most circumstances, and would require consultation with a GP.
- d. **HVCCG update**
 1. Herts Valleys Clinical Commissioning Group (CCG) website re-design, a request for help
 2. Urgent Care services consultation
 3. Give us your thoughts on community services – a survey
 4. Dates for your diary, including A Celebration of 70 years of the NHS
 5. Oral health consultation
 6. Herts Independent Living Service (meals on wheels)(For further details see attached Addendum: HVCCG update)

ITEM 8 – Date of the next meeting

Wednesday 30th May 2018, 7.30pm at Vine House Health Centre

ADDENDUM: HVCCG update:

1. Herts Valleys CCG website re-design

Over the past few years we have seen an incredible shift in how people access information, 9 in 10 adults use the internet with many people now using mobile devices including smart phones and tablets to access the internet.

Our Herts Valleys CCG website has been in need of updating for some time now, and given the way we understand people access and find information we have decided that our current site can no longer meet the needs or demands of the users.

We have therefore decided to redesign our website with the aim of improving and enhancing user experience and usefulness. Key issues we will be addressing are; accessibility, search functions, signposting, information sharing and content.

As part of this journey we would like to seek the input of some key people to help shape the design and function of the new site. We have arranged a focus group to discuss ideas at on:

Thursday 22 March 9.30 – 11am at Hemel One, Boundary Way, Hemel Hempstead, HP2 7YU

Places will be limited but if you would like to be part of this new and exciting project please let Claire.Matyus-Flynn@hertsvalleysccg.nhs.uk know and we will confirm details nearer the time.

2. Urgent Care Services

Just a reminder, NHS Herts Valleys Clinical Commissioning Group (CCG) is looking at how people access urgent care services in west Hertfordshire and specifically walk-in services at Hemel Hempstead Hospital including the Urgent Treatment Centre (UTC) and West Herts Medical Centre (WHMC). To help us make decisions about these services we are seeking your views.

All of the information for the consultation, including a short survey, is available here: www.hertsvalleysccg.nhs.uk/urgentcareconsultation

For more detailed discussion please come along to a public, locality focussed meeting (all 7 – 9pm):

- **Tuesday 20 March, Hertsmere Borough Council, Civic Offices, Elstree Way, Borehamwood**
- **Wednesday 21 March, St Albans District Council Offices, St Peters Street, St Albans (meeting run by St Albans Patient Group)**
- **Thursday 22 March, West Herts College, Watford Campus, Hempstead Road, Watford**

To help with arrangements please let us know if you will be attending by emailing mary.stuart@hertsvalleysccg.nhs.uk

3. Give us your thoughts on Adult Community Services

Herts Valleys CCG is looking to improve the way that adult community health services are delivered and we're keen to hear from patients receiving the services.

As part of our plans for the service we are putting together a new specification to describe what we want the new service to deliver and will be inviting various providers to bid for this service from April. In particular we want to make sure that there's closer working between community health services and the likes of GPs, social care, mental health services and the voluntary sector so that all of these services are working collectively to support patients and their families and carers.

To help us think about what future services should look like we want to hear about your experiences of adult community health services in west Hertfordshire and any ideas that you have for these services in the future.

We have put together a questionnaire and we are asking as many patients as possible to fill this in online by **midday on Tuesday 13 March**. [Use this link to go to the questionnaire](#) which is quite short and should only take 5 – 10 minutes to complete.

Your feedback will help us to make sure that adult community health services are designed around the needs of patients and carers so that we can improve health and care services.

4. Dates for your diary

- NHS 70 Celebrating 70 years of the NHS – as part of our local celebrations we are planning a participation event on **Tuesday 8 May** at Stanborough Centre, St Albans Road, Watford – we will be sending more information nearer the time but please put this daytime meeting in your diary!
- Our next PPI Development / PPG network session will be on **Wednesday 2 May** at South Hill Centre, Cemetery Hill, Hemel Hempstead between 9.45 and 2pm. At this session we will be discussing Integrated Care Organisations, My Care Records and Extended GP Access. To book your place please contact heather.aylward@hertsvalleysccg.nhs.uk

5. Oral Health Consultation

NHS England is reviewing the dental services we have in our area particularly regarding dental surgery that can be done in a local dental practice as well as in hospitals. The dental practices would have specially trained staff to carry out the treatments.

This survey is mainly about Oral Surgery which usually means the removal of one or more teeth or roots by a specialist either in a dental surgery or hospital.

https://www.surveymonkey.co.uk/r/Oral_Surgery_Service_Review_Public



6. Herts Independent Living Service (HILS) – Herts ‘meals on wheels’

Hertfordshire Independent Living Service (HILS) is the largest not-for-profit meals on wheels service in the UK. Established by Hertfordshire County Council in 2007 as a charitable social enterprise, HILS provide a range of caring services 365 days a year to older and vulnerable people across the whole of Hertfordshire - supporting people to stay happy, healthy, and independent in their own homes. For more information visit: <https://hertsindependentliving.org/>

If you are holding a meeting or event you may wish to consider inviting HILS – they routinely attend community events and take examples of their meals / food to share, they are particularly keen to raise awareness of their services within GP Practices.

The contact for this is gemma.payne@hertsindependentliving.org

I hope you find this information useful – any questions please do not hesitate to ask.

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