

NORTH STAFFORDSHIRE CCG PATIENT CONGRESS

Summary of meeting on Tuesday 18th August 2015

6.00 – 8.00 pm

The Brampton Room, Morston House, Newcastle-under-Lyme

Joint Patient Congress

Members were also informed that following joint congress discussion on 7 day access and opinions voiced that 5 day access should be improved upon; Keele colleagues are supporting the CCG in an independent audit on 5 day access in GP surgeries across North Staffordshire and Stoke-on-Trent. The audit will run for 3 – 4 weeks and students will telephone GP surgeries asking the following questions:

- When is the 1st routine GP appointment available?
- When is the 1st urgent GP appointment available?
- When is the 1st practise nurse appointment available?

Members were also asked to consider the ways in which collaborative working with Stoke Congress might be taken forward in the future, along with their preferred approach to collaboration. Members welcomed a combined congress meeting to take place on an annual / 6 monthly basis to discuss big strategic themed issues where a joint voice could be considered a more powerful approach to engagement.

Summary of News: Views and perspectives from patient participation and locality groups and third sector organisations

- AH confirmed she has been appointed as Chair of Biddulph Doctors PPG.
- LB stated 'People Plus' will be taking over the Carers Hub from the 1st October 2015 until 2018 with a possible option to extend the contract for a further duration. People Plus will be looking to provide one hub with two sites to be located in Stoke and Stafford.
- DH informed members that he had been invited to Telford CCG to deliver a talk on forming PPGs on 23rd September 2015.
- GW stated his PPG have been asked to help educate patients further on when they should seek a GP appointment and when it might be more appropriate to ask the advice of other professionals such as the practise nurse or pharmacist.

Communications Flows – Patient Congress & PPGs

Members discussed the role of PPGs, Patient Congress and the communication flows to and from. It was acknowledged that PPGs and Congress each have their own focus whilst complimenting and supporting each other to help improve health care provisions and services for the local population.

SP explained this in terms of the following description:

- Patient Congress is a strategic group, enabling the CCG to hear the patient opinion and giving patients the opportunity, through their personal voice, to influence the CCG and commissioning intentions.
- Locality Groups focus on reviewing themes and trends across the local area.
- PPGs take an important focus on local people and practice initiatives.

The group discussed the mechanism of the congress member and acknowledged that congress members who are part of a PPG openly share information discussed at congress with PPG members, and that any PPG updates are shared with the congress through agenda Item 3, Summary of news, views and perspectives from the Patient Participation and Locality Groups, and that this is a standing agenda item.

NC also noted that she has visited two local PPGs and plans to visit more with the support of SP and the CSU.

NHS 111 Communication and Engagement Plan

VG explained that the new NHS 111 contract has been approved and will go live from 26th October 2015 although there are developments nationally to integrate 111 with Out of Hours.

Congress members were asked to share their thoughts on the NHS 111 engagement plan and the following comments were made:

- Members felt that open days were a great way of engaging the public as they help to give patients a real insight into the operations of NHS 111 and were pleased to see this on the plan.
- Patients felt that incorporating positive patient stories within engagement activities could be very powerful and may help in changing any negative perceptions associated with the service.
- SP asked that the engagement plan have an appropriately costed budget to ensure all planned engagement can be appropriately supported from a financial perspective.

Orthotics Service Update

Patient Leader Rebecca Loo, and her Son David Loo, patient of the Orthotics Service presented the Orthotics Services Update.

A presentation was shared with members detailing David's experience of the Orthotics Service, problems experienced with the service and how Rebecca became empowered with the support of the CCG and Healthwatch, to create the Orthotics campaign and to be a part of the commissioning of the new service provider, Blatchfords. Members of the congress applauded the efforts of Rebecca and were pleased to see that the CCG had listened to a patient's concern regarding the original service, and had supported and empowered Rebecca to work alongside Commissioner, Gemma Smith, in the tendering process for a new provider Blatchfords.

It was agreed that lessons could be learnt from this example of re-commissioning and that a similar process could be applied to other services.

Date & Time of the Next Meeting

Wednesday 21st October 2015, The Brampton Room, Morston House, Newcastle Under Lyme.

