

## **NORTH STAFFORDSHIRE CCG PATIENT CONGRESS**

Summary of meeting on Tuesday 17<sup>th</sup> February 2015

The Brampton Room, Morston House, The Midway, Newcastle-under-Lyme, ST5 1QG

### **Farewell to Lisa Barker and Victoria Graham**

Lisa has stepped down from her role on the Patient Congress to pursue a new career path. Congress wished Lisa well and wanted to note their thanks for all the work she had done in her time on the Congress.

Victoria Graham will be leaving her role in the CCG at the end of February to work for the Urgent Care Team. The meeting received a message of thanks from Vicki and wished her the best of luck for the future and noted that they hope to see her in her new role at Congress.

### **Citizens Jury Update**

The Citizen's Jury has been taking place in association with Stoke-on-Trent CCG - The Jury is to provide 15 recommendations to assist the CCG in monitoring the quality of existing diabetes services and to assist and shape the commissioning of more appropriate services in the future. The report will be presented to the April meeting of Patient Congress and will be publicly available after that.

### **Role of the Pharmacist**

Tania Cork of the Local Pharmaceutical Committee attended Congress to provide members with an outline of services that local pharmacies provide:

- *Medication Use Reviews* – These are provided to patients with long term conditions to help patients with compliance and understanding of how and when to take their medicine correctly.
- *New Medicine Service* - The Pharmacist will talk the patient through any new medication and offer advice and guidance for the first 2-3 weeks.
- *Minor Ailment Scheme* – Patients who are entitled to free prescriptions may visit their local pharmacy for advice and assistance on a minor ailment and receive medication free of charge to relieve their symptoms.

### **Step up/Step down – Public Engagement**

Cheryl Hardisty, Deputy Chief Operating Officer attended the meeting to discuss the proposed Step up/Step Down strategy. Public engagement events will be taking place throughout February and March to enable patients from Stoke and North Staffordshire to understand more about the rationale behind the proposals and to discuss the positive impacts that the proposals will have for the population.

Lesley Goodburn asked for volunteers from congress to work with her to produce a more 'Patient Friendly' press release for the Step up/Step Down work.

### **Patient Leaders Event**

Lesley Goodburn reported that NHS England has been working on its patient leaders programme and identifying work programmes that amplify the patient voice and have influence in decision making in health. One of the top five national case studies selected was the Staffordshire and Lancashire wide work on patient insight and involvement.

### **Summary of news, views and perspectives from patient participation and locality groups and third sector organisations**

Members gave an update on their PPGs and news. Main highlights included:

- A report was received on NHS 111. The service continues to be a safe service with work going on around the procurement process for the permanent provider for the 111 service which will operate from October 2015.
- 'Your Moorlands' Housing Group is now a Healthwatch Champion - with Healthwatch Literature (including Choose Well) now being put in all 'Your Moorlands' information packs for new tenants.
- A report was tabled on the work of the CCG Quality Committee. This report highlighted the main discussions held at Quality Committee were UHNM Winter Pressures, Care in the Community and Patient Transport.

### **Date & Time of the Next Meeting**

Wednesday 22<sup>nd</sup> April

