

NORTH STAFFORDSHIRE CCG PATIENT CONGRESS

Summary of meeting on Wednesday 22nd October 2014

6.00 – 8.00 pm

The Brampton Meeting Room, 4th Floor, Morston House

Key Points Discussed

Matters Arising

Hearing Aids – An update announcement on Hearing Aids will be made at the next NS CCG Public Board on 5th November 2014.

Citizens Jury – Two meetings have been held so far by the Jury; who consist on 9 lay members and very positive contributions have been made. Further dates for the Jury are booked until the end January 2015 and a final Citizens Jury Report on their findings is expected by February 2015.

AGM - SP thanked all congress members involved in the NS CCG's AGM, held on 11th September 2014. Very positive feedback on the day has been received with specific reference to use of patient stories.

Dementia “What is the most effective way of engaging with the public and creating awareness”?

Congress members were contacted by Vicky Rowley, Commissioning Manager for Dementia in Staffordshire to identify methods of engagement in the local area; specifically:

- What messages should be given to create a local awareness campaign on Dementia?
- What mechanisms should be used to reach the public?

A great range of ideas were discussed including a clear definition of Dementia along with the signs and symptoms to be aware of, how a good quality of life can be achieved with early diagnosis and good support, making use of the voluntary service to promote the message, promotional materials such as dementia cards in wallets / purses, use of the website, parish magazines and more. All suggestions will be fed back to Vicky Rowley.

Carers Report

EJ presented the Carers report to congress members on behalf of Healthwatch Staffordshire and their involvement in the engagement and outcomes towards the Strategy for Carers 2011 – 2016. The Carers report engaged with 224 carers and 19 professional organisations and in summary identified 3 main findings:

- A lack of respite provision for Carers, Financial difficulties experienced by Carers, some lack of respect by some professionals of the contribution of carers, Absence of co-ordinated services, advice, information and support, problems for young carers.

Overall the Carers report was well received by the County and a promise has been made to reshape services around:

- Improved outcomes, Care reform, Early intervention and prevention, Community support and resilience. would be inclined to leave this in the minutes but not in the highlight report

Primary Care Update

Dr Emma Sutton attended congress as the new Clinical Director for Practice Development Performance & Education. A discussion was held on the merit of PPG members being involved in quality /engagement visits and congress members felt strongly that patients should be included in o the visits. Suggestions for PPG involvement were put forward and Emma endorsed the importance of patient involvement and agreed to check GP contracts on the responsibilities of “Patient Engagement”.

Patients Online Programme

MM presented a paper on the Patients Online Programme and informed members that NAPP is involved in supporting the Patients Online Programme that aims to have every GP practice online by March 2015. The paper has been brought to congress for information and for communication to PPGs on the future aspirations being worked towards to improve accessibility to care for patients.

AOB

Following Bas Pickering’s move to represent congress at the NS CCG Quality Committee, David Hardy has been elected as patient congress representative at NS CCG Board. A vote of thanks was given to Bas for his contribution to the CCG Board on behalf of the Patient Congress.