

NORTH STAFFORDSHIRE CCG PATIENT CONGRESS

Summary of meeting on Wednesday 23rd April 2014
Kidsgrove Community Fire Station, Lower Ash Road, Kidsgrove, ST7 1DG

Key Points Discussed

Improving Quality and Access in General Practice

- Following a number of access issues in general practice the North Staffs CCG has asked Nicola Austerberry, Senior Clinical Commissioning Manager and Dr Sharon Turner, North Staffs GP and the Clinical Associate for North Staffs to take forward a programme of work around improving access.
- The schedule for Quality visits has been refreshed. Patient representatives will be involved in the process and may be invited to participate in quality visits. The programme will start in June 2014.

New appointment on CCG Board

- Dr Julie Oxtoby has been appointed as the new Clinical Accountable Officer and will start in her new post on 1st July 2014.

Sharing Medical Records

- Dr Julie Oxtoby and Dr Steve Fawcett, Clinical Director for Stoke-on-Trent CCG, have completed a piece of work with consultants at the UHNS in combination with the IT department. A new system has been developed to allow access to Graphnet which provides the secure electronic storage of patients records held by their general practice. Access to Graphnet will be with patient permission only and only at the point of patients accessing services in the accident and emergency department.

Patient Congress Recruitment

- The recruitment process for new appointments to the Patient Congress will be under way soon. Advertisements will be placed in early June and interviews held at the end of June, with the Patient Congress meeting in August being the first to be held with the new members.

Summary of news, views & perspectives from Patient Participation Groups, Locality Groups & voluntary sector organisations

- A number of Congress members attended the 111 Open Event and were impressed with the 111 service. A "Call before you Go" campaign is being launched to help with current pressures on the UHNS Emergency Department.
- It was reported that all additional nurses commissioned by North Staffs and Stoke CCGs to strengthen the community nursing service are in post and the service is much more stable.
- The CCG board meeting agreed at its meeting in March that patient stories would be trialled at the next couple of meetings of the Quality Committee with a report back to board in July.