

Patient Network meeting

Douglas Mill 25/4/18

Marilyn introduced herself as a new chair and welcomed everybody.

Marilyn introduced Karen Stothers (Head of Contracting Primary Care) to the group. Karen originally presented the GP access plans to the Patient Network, 2 years ago and explained the progress that had been made since.

The access plans are now in their third year, 12 practices have yet not submitted their access plans for previous years. The success of the action plan is measured via the annual national survey data.

Round table discussions

Q – Can health champions/ volunteers from practices get involved in The Access Plan?

- It takes a while before you can feed their contribution into the data. They are valuable assets.

Q- What are your experiences of working in the Access plan with your practice?

- We didn't complete the plan because we didn't know this was going to carry on.
- Karen- In the first year some of the plans were not completed properly. The plans were returned to practices, supported with a tool kit to complete the plan.
- The Access Plan is presented like statics. There is a lot of paperwork involved.
- Karen- the plan is evidence to show that practices are engaging with people.
- We only found out a few weeks ago that we have to complete the plan. Time scale is an issue. Need more time to complete the plan, otherwise it's like a tokenistic.
- The title 'The Access Plan' is wrong. It sounds like some kind of a disability or car park access plan.
- PPG don't always receive feedback after completing the plan.
- Some of the GPs are not promoting the plan. Practices need to do more to engage with patients and promote the plan.
- PPG is managed by GP practice ie they set the agenda. GPs are busy meeting the demands of the patients and PPG is less important for them.
- Practices don't prioritise involving patients and some of the patients don't understand what PPG is.
- It's difficult for some patients to engage with practice due to time constraints. People are happy to feedback by Patients Suggestion Box in the surgery. The feedback is discussed at the PPG meeting.
- **ACTION** - Karen to circulate template action plan with network slides/minute

Barnardo's Young Carer's + Young People

Kerry McKenna thanked the group for letting her present. Kerry announced that she wants to ensure that GPs are supporting young carers and called for suggestions on how to better engage young people. Kerry continued to introduce and explain 'Young Carer's' to the group.

Carers care for:

- Any member of family
- Usually someone they live with
- Family members with
- Physical disabilities
- Mental health problem
- Addiction
- Long-term illness
- Learning disabilities

Kerry introduced Lauren, a young carer who explained her story; outlining her home-life, social-life as a full time carer. Lauren also described the support she has received from Barnardo's.

Kerry invited the group to partake in a quiz, testing the group's knowledge of carer statistics. The group was given feedback on their answers before Kerry introduced Huma Malik

Huma explained the rules of the next activity.

Each table was provided with a box in which they were asked to write down the barriers they may face when engaging young people/carers. Once this exercise was complete, they were then asked to write potential solutions for the barriers that were noted previously.

Barriers to engaging young people in practices?

- Practices don't always understand how to identify young carers.
- Staffs need more training on identifying young carers.
- Adult patients often stay silent about young person looking after them.
- There is a stigma/ fear that young person might be taken away by Social Services.
- Young carers are not aware what age they can see their GP on their own.
- Some young carers don't want to share with GPs, thinking it is normal to look after patients at home.

People's Board update

Uma Malik presented and gave a brief update on how best to get in touch with the People's Board.

- 3 different ways to get in touch
 - Email: peoplesboard@gmail.com
 - ThepeoplesBoard.blog
 - Twitter: @NHSPeoplesBoard