

Patient network meeting

24 April 2018 - Carlisle Business Centre

Introductions

- Marilyn Forster welcomed the group and introduced Barnardo's

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 were 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

- We don't know all of the young carers
- No process for identifying carers at GP practices
- Not enough info in practices for young carers
- Data protection act is hindering the sharing of information young carers
- Challenge of self-identification - a lot of carers don't consider themselves as different

Solutions

- Majority of carers working with Barnardos give their consent to have their data known
- Liaise with local schools, ensuring the school nurse has a list of carers
- Meetings for carers arranged in the late afternoon after school, carers champion in GP
- Speaking to the nurse and identifying that way
- Messages in practice waiting rooms asking carers to make themselves known

- SystmOne should have carers on record so they are recognised throughout every contact in the system, from receptionist to GP
- Reduce dependence and carer stigma; general phrase in GP appointments, 'Does anyone help you at home?' Vs 'Does anyone care for you at home?'
- Social media utilisation
- Facebook groups for young people/carers to meet others digitally in the area
- Bingley bubble (5 practices) conduct a survey in all secondary schools in the area to recognise which surgeries young people are registered with. They suggested adding a question about being a carer
- Incentivise GP PPG attendance; attend three meetings and receive an Amazon voucher
- CV experience opportunities
- Young carer needs to be taken into consideration by every health professional they are in contact with
- Treat them as equals
- Avoid jargon

Marilyn thanked Barnardo's for presenting and suggested they return in the future to report back on the impact the network's efforts have had on young carers.

Access Plans

Marilyn introduced Karen Stothers 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.

Feedback

- Care navigation system
 - In depth training will be required for receptionists
 - Plans to create a front-end to SystmOne for receptionists - 'active signposting'
 - Requested care navigation team attend Patient Network to explain how this will be implemented
 - Receptionists need to know the pathways to do with social prescribing, loneliness etc.
 - System won't be in place till august
 - Practices have begun having PLT sessions
- All PPGs that have their details on file will be given the updates as soon as they're ready

Round table discussions

- Felt like it was very last minute
- Some PPGs aren't aware of them at all
- Need to see drafts and be a part of it
- Practice managers have just carried on with the work
- Presented as a completed document to PPG to ask for signature
- Practices are not penalised for the standard of the access plans
 - Only penalised if they don't submit them
- Once submitted, who gauges it and monitors it?
 - Self-monitoring I'm afraid

ACTION - Karen to circulate template action plan with network slides/minute

People's Board update

Sam Samociuk thanked the group for letting him present 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

Sam continued to say that they have invited engagement leads to the next people's board meeting in May and the Mental Wellbeing Strategy implementation is also on the next agenda.

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