

# Patient Network Meeting Minutes 27<sup>th</sup> February 2019

Carlisle Business Centre, 1.00 pm-3.00pm

## Welcome and Introductions

- Marilyn opened the Patient Network meeting.
- Marilyn paid a brief tribute to one of the ex- members of the PN group, Carolyn Gill (GP) who sadly passed away.
- Requested to the group to leave their email address with Joyce.
- Informed the group about the NHS Diabetes Prevention Programme is holding its second Diabetes Prevention Week from 1 – 7 April. Practices are asked to promote the programme in their surgeries.

## **Primary Medical Care Commissioning Strategy**

Vicki Wallace and Collette Connolly did a presentation on the Primary Medical Care Commissioning Strategy which is being refreshed for Bradford. The strategy needs to be updated to reflect the current context.

The commissioning team talked through six areas highlighting key changes and achievements/challenges: Access; Improving Quality; Workforce; Self-Care and Prevention; Collaborative Working; Estates, Finance and Contracting.

The PPG members were sent the easy read version of the Primary Medical Care Commissioning Strategy in December 2018 and asked to look at the 6 key areas and feedback which will influence the refreshed strategy ;

The main feedbacks from the PPGs were on;

- Access – very important
- Importance of Voluntary and Community sector services
- Be realistic
- Variety of professionals is welcomed
- Patients taking responsibility
- Unsure about technology

## **Primary Medical Care Commissioning Strategy Q&A**

Question) Are you asking anything specifically on feedback about digital technology?

- Answer) We are trying to get understanding of what people think about digital technology. It's about using computers asking GP for advice, making online appointments, ordering prescription, using smart phone etc.

Question) Where does hard to reach communities fit in this strategy?

- Answer) We work closely with CCGs Comms and Engagement team and use their expertise to ensure that we don't miss out any groups and our local population is involved and people's voice and experience is considered in all aspects of CCGs work.

Question- Is there any evaluation on the number of people using wifi in practices?

- Answer) Patient and staff can access wifi at practices. Staff can access without logging on their computer but it's difficult to evaluate the number of people using it.

## Care Navigation

Nick Hayward and Collette Connolly began their presentation

Care Navigation was launched across GP practices in Bradford District and Craven in December 2018. Care Navigation will only be available for adults and will be completely voluntary. Patients are free to choose not to share any information if they prefer and will never be refused a GP appointment. The opportunity to access relevant services directly will inevitably free up GP appointments for patients with ailments that can't be cared for elsewhere.

## Care Navigation Q&A

Question) A patient from Frizinghall Practice wrote to CCG about the concern of the CCGs but not heard anything back. Patient wanted to know why there has been no reply.

- Answer) Nick Hayward said that he did receive the letter and has replied back but not sure why the patient hasn't received yet. Roz Wilkinson to email the letter to patient. (Nick showed the letter to the patient from his phone)

Question) Patients over 60 get free prescriptions but now are being sent to the pharmacy and will end up paying money.

- Answer) £570 million spent by NHS on over the counter medications on prescriptions. GP's have to stop prescribing medications that are available to buy over the counter. (example given by a patient – If you get a prescription for Aspirin, the cost is over £8 but you can buy this over the counter for 'peanuts')

Question) What advice will you give if patient doesn't want to talk to staff about their medication?

- Answer) If patients are reluctant to discuss with the staff then you can suggest to them to speak with their GP. Receptions have been getting training on how to respond on this.

Question) Not sure what Community Connectors are and what is Sign Posting? Should use language which patients use.

- Answer) The Community Connector is not a medical service. Its Social prescribing service – Practical, Social, Emotional needs. Community Connector can help patients with debt, isolation and other social activities. Before it was referral from GP now the receptionist can do this. The practices fill in the template which goes to HALE and they send to the Community Connectors who will contact the patient to arrange to meet them wherever they wish. Offer 6 x 1 hour sessions about anything.

Question) Do you know pro and cons, positive and negative about Care Navigation?

- Answer) We have not sat down to go through this yet. When we evaluate we should have the pros and cons. We are guilty of only looking at the pros. Not sat down to look at the negatives.

(Appointments were mentioned – make an appointment on line and you don't have to go through Care Navigation)

25% of all appointments have to be offered on line by next year.

Question) Will you change the online service?

- Answer- That could be the next step. Its up to practice's to take the role and manage it.

Question) What training is available for staff and what does it involve?

- Answer) There is two types of training available for staff. e- Learning which is accredit course and was bought from West Wakefield, lasts one hour and the staff can undertake this during their work day. The other training is face to face which focus on what is Care Navigation, information on internal services, , what they are , what they do. Half a day training course held at venues around the external services that the CCG have chosen.

Videos sent out to those who could not attend.

Face to Face IT training has finished and delays were met when the IT system failed.

Question) Was the template ready for the training?

- Answer- The template was not ready for training and so a user guide was sent out and has been redesigned.

Question) What about training for new members of staff?

- Answer- Still loads of training available can be topped up and E-Learning is available also looking at topping up face to face training.

Question) Care Navigation is not popular with older people- system needs changing to suit them. Any thoughts?

- Answer) Agrees. Care Navigation is helping hand for people who can use it. It is not for everyone. it doesn't always help older people

Appointments available on line at 00.05 and by 8am all appointments gone.

Question) Why can't people be referred to A&E and Opticians?

- Answer) We are looking at this and plan to add the services to the template. This has been tried it in Middlesbrough and it is working well there. We will need to work with external agencies, making them aware about Care Navigation and making sure they have the capacity for the referrals.

Question) Care Navigation works in security for receptionists.

- Answer) That was one thing that attracted us to this model/template  
If GP looks at template they can see if Care Navigation would have worked with them.

Question) What is the commissioning position for practices refusing to provide Care Navigation?

- Answer) There is no contractual obligation for practice to take up the Care Navigation. We can't force practices but encourage them to take up Care Navigation. PPGs can play a big part in this and encourage practices in Care Navigation. It's a choice thing but we are hoping all practices will join in this. Only three Practices in Bradford have not taking up Care Navigation.

Question) Are there any stats for practices using Care Navigation?

- Answer) Will send update out re: numbers who are using Care Navigation Collette can send an update to PPG so they know which practices are using the Care Navigation probably in April or when available

Question) Is physio going to be in phase 2?

- Answer)Have to work with our providers – not ready yet.

Bradford is not at the point where we are ready for this.  
Part of the extended access – yes.

Question?) Some practices don't allow choice.

- Answer)Have to encourage providers  
Have tool kit to improve.

## **Patient Network Meeting Minutes 28<sup>th</sup> February 2019**

**Scorex House, 6.00 pm-8.00pm**

- Only five people four people attend the meeting. Two people only stayed for five minutes and left the meeting before Vicki Wallace's presentation.
- Vicki Wallace gave presentation on Primary Medical Care Commissioning Strategy.
- Marilynn informed Nick Hayward not turn up due to only three people in the meeting.
- Roz Wilkinson gave a presentation on Care Navigation.