Minutes of Patient Participation Group Meeting

Thursday 27 June 2024 at 6.30pm, Horley Baptist Church Hall

In attendance from Woodlands and Clerklands: Vanessa Baker (Strategic Business Manager), Dr Tamar Cheema, Rebecca Martin (Nurse Lead), Denise Comper (Operations Manager), Megan Birch (Digital Lead for Primary Care Network)

In attendance from the PPG: Joy Cross (Chair), Karen Schofield, Caz Williamson, Marie Featherstone, Brian Dodge, Nicky Cameron, Maggie Last (Secretary), Hannah Millsted-Bowdery, Ajeet Panesar, Francis Pole, Tim Wright.

Apologies received from: Pat and Geoff Lambert, Celia O'Connell, Sharon Munro and Jay Lucan and Michael Wickings.

Agenda	
1. Introductions	
Megan Birch will be leaving her current post as Digital Lead. A replacement is not being	МВ
sought but she would let the group know who would take on the link role.	
2. Matters arising from Minutes of the last meeting of the PPG	
Participants at the previous PPG meeting had been invited to suggest areas they felt could be targeted for improvement. One issue was how the Patient Services Team noted details of appointment calls from patients for the doctor to assess. VB said that further training and refreshment of the PST had taken place to ensure key issues were flagged from patient calls so that information for doctors was more appropriately targeted. Another point raised was the repetition of the music played on the call holding system. MB had tried to find some licence free options and a link will be sent with the limited options available.	
3. Mental Health Groups	
Tim Wright raised his significant concern in obtaining appropriate help for his son who	
suffers from long term anxiety. He had been previously registered with a group in	
Redhill who had 'bounced' him back to the Practice. Private referrals for help are very	
expensive and not always local. There is particular difficulty with West Sussex and	
Surrey where mental health services are very limited. Vanessa suggested that a referral	
could be made by a doctor to the <i>Emotional Wellbeing Team</i> which is available at the	VB
practice 2 ½ days weekly and can offer six sessions of self-help techniques. She also	
suggested that a representative from the team could attend the next PPG meeting to	
talk about the services on offer.	
Significant support was also required for those who care for people with mental health	
issues. Tim said he would be prepared to volunteer to run any such group advertised	
and supported by the Practice. The group would require a professional with an	
appropriate mental health background to direct the group and a workshop could be	
organised. An ADHD support group is also being launched. Vanessa will arrange for the	VB
Emotional Wellbeing Team to meet with Tim to discuss and support the setting up of a	TW
volunteer group. It was deemed important to identify a safe and private space for the	' ' '
group to meet although practice space is extremely limited for meetings. Consideration	
will be given.	
-	
Celia O'Connell had suggested that perhaps a dementia support group could be set up	
as there is a long waiting list for referral. During the winter months referrals were halted	
so dementia professionals can be in hospitals at this time. <i>Dementia Support</i> in	
Tangmere, West Sussex, run support and training groups. Text messages were sent to	
patients referred in the last six months when the group came to Crawley for specific	1
sessions prior to referrals being opened back up again. This information can be put onto	MB
the Practice website. Megan will send the website link to Celia. Unfortunately, even	
when a diagnosis is made, a patient can move onto further waiting lists in order to	1

receive services. The Practice had previously arranged drop-ins with *Age UK* and *Carers Support* W Sussex but there had been little take up. The team will raise further awareness of Dementia services.

4. Weight Clinic

Joy Cross suggested there was a requirement for some kind of support for people who are trying to lose weight. Would it be possible for people to be weighed at the Practices. Ideally a session which promises regular monitoring and a possible support group. No staff would be allocated but there may be a room available and any support group would need to be run by the *PPG*. Joy said she would be happy to organise the group and could do so as a Health Champion. Joy was asked to outline the focus of such a group and gauge possible interest and the Partners would discuss the proposal.

JC

5. Hidden Charges

Not entirely sure of the focus of this item as Jay Lucan was unable to attend. The item would be carried over to the next meeting. There was a general discussion. Caz Williamson suggested that it could be around the fact that the length of prescriptions had shortened. Pharmacies don't like three monthly prescriptions as there are issues around stockpiling and safety. The availability of Pre-payment Certificates is not very well known and may need to be publicised more widely and vigorously. A link could be put onto the Practice website as a campaign for awareness. Francis Pole raised an issue surrounding the delay in processing medical forms for which a charge would be raised. The completion of these forms requires a lot of process and data gathering, generally involving other agencies. It also takes up time which is not NHS related and therefore cannot always take priority. The team who work on these documents sometimes come in additionally on weekends to manage the workload. If there is a request for patient records, under The Data Protection Act any third-party confidential information contained within those records cannot be disclosed. Therefore, a lengthy process of the removal of sensitive information, called redaction, can further increase the time to produce documents. Varying fees apply to the provision of documents and there is a list in the reception area.

 MB

Joy Cross explained that she had requested a letter to cover her when travelling abroad with insulin needles and it had been date restricted which seemed a waste of time, especially if she travelled abroad again. The medical teams would be briefed to not include limited dates of travel. Rebecca Martin, Nurse Lead, explained that an *Insulin Passport*, which would include all relevant personal details, is available for printing off and this would remove the need for a signed letter.

6. Diabetes Service

Previous clinical commissioning groups in Sussex have now merged into one group known as the *Integrated Commissioning Board – ICB*. This brings all services under one umbrella, harmonising existing policies into one new position for the *ICB*. One of the drivers of this change has been inconsistent levels of funding and over-spending. Vanessa outlined the impact of this new position upon Diabetes services. Type 1 Diabetes: Patients have traditionally been managed by the Practice but will now be managed by Specialist Services in hospitals. The wait time is 24 weeks and patients will be managed by the Practice until seen. Patients may choose to stay under Practice management but must officially inform the practice, who will then decline to refer them to Specialist Services.

<u>Type 2 Diabetes:</u> Commissioning changes have been made due to reduced funding. There will be an annual review only. If patients are unstable the Practice will choose three and six-monthly blood test reviews and then see patients face to face only for the annual health check. Generally, results will be remotely delivered via text and telephone.

<u>Pre-diabetic:</u> Patients will be seen once a year for an annual blood check. A full health check will take place every three years.

Gestational Diabetes: Patients who have suffered Gestational Diabetes are more likely to become diabetic, and so they are now being invited for regular checks in the same way as pre-diabetic patients. The Practice currently has 1300 Pre-diabetic patients and 1100 Diabetic patients. These changes are officially in place from 1st July 2024 and all patients will be informed by letter. 7. AOB Westvale GP Provision A four GP Practice had been promised in the original planning documents but this was no longer going to happen. Reigate Council had approached Surrey Practices but none had shown any interest in providing GP services. Woodlands had not been approached originally as the Practice comes under Sussex. However, they have now been approached and have expressed an interest in procuring two rooms upstairs in the new Community Centre build in order to provide GP consultations, Well-Being Teams and Midwife services, amongst others. This could attract new patients as well as providing services for current patients in Westvale. The build has only just started and there will be a lift in the centre. Woodlands is currently exploring the idea with East Surrey and Sussex Commissioners. The space is in the agreed plans but nothing been signed off as VΒ the full cost is yet known. Vanessa Baker will attend an upcoming Westvale Residents Community meeting in order to update residents of future plans. Appointments Woodlands and Clerklands are not as yet adopting a full electronic Total Triage System. They are waiting to evaluate feedback from other practices. **Future planning** Caz Williamson asked if she could have some information regarding the patient VΒ demographic of the Practice and how that data informs future planning. Vanessa Baker will provide this data at the next meeting. The meeting had started at the later time of 6.30 pm on this occasion but it was

requested that it start later, after 8pm. It was suggested that some attendees could join

The meeting closed at 8.20 pm. The next meeting will take place on Thursday 26

the meeting via Teams which could be helpful.

September 2024 at Woodlands at a time yet to be confirmed.