

Meeting of the Patient Support Group

Held on: Friday 4th February
Time: 12.00hrs
Venue: Pilning Surgery

Minutes

Chairperson: Michael Matthews
Present June Reynolds Mike Woodhouse
Anthony Croft Ron Singer
Marilyn Harris Graham Crane Terry Paterson Sue Broad

Other Representation

Apologies: Martin Marsh Jackie Saunders Janet Green Sally Garbett Jane Davey
Robert Griffin (Treasurer) Albert George Sue Rogers Barry Sheppard
Janet Green

1 **Welcome**

2 **Apologies**

Action

3 **Minutes of Last Meeting**

Agreed as a correct representation

4 **Matters Arising**

a) Newsletter – Newsletter planned for March. Concerns over the news being timely. Suggestion to have cut off slip for patient feedback as to how useful the newsletter is. MH Suggested leave Newsletter at Pilning Village Hall as well as local businesses. MM Leave with Severn Beach Post Office who will take to Village Hall. Other media discussed. TC happy to take copy for In View.

SB To ask Almondsbury Parish Magazine if they would be willing to take copy. Website remains updated with current news and info

b) Survey – NO survey to be undertake

c) Other Patient Groups- Yate Group has not made contact – no further action required.

Concorde Medical Centre Little Stoke – rep to meet with SB They would like ideas on how to set up a group.

We discussed the Chippenham group (letter circulated to members) who were concerned that there was no real provision for consideration of patient input or views at consortia level.

SGlos is a pathfinder consortia and therefore as such laying foundations for other consortia. The group felt that the relationship between the practice and patient and in particularly the doctors reassured them that ways would be found to give

2 Apologies

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consideration to patient views. Dr Paterson reiterated that the views of patients are paramount particularly when so many difficult choices need to be made within such restricted financial parameters

d) Proposed Surgery Development Update- Dr Paterson indicated building imminent. Portacabin on site early March to house dispensary. Pharmacist has been appointed which will mean increased services for the community as well as the services and expertise of a pharmacist.

e) Bank Account- Robert Griffin has fulfilled all the banks requirements – we await the account to be officially opened by Nat West

5. Occasional Member Review

Plan to open membership to those of our community who through disability or health issues or minority groups cannot attend on a regular basis but in doing so the group will get a wider perspective and understanding on different service users experiences in accessing primary care.

It was agreed to update the document of intent to allow more members who are able to attend on a regular basis so making an allowance for those who do not make every meeting.

6. Next Community Talk

PILNING SURGERY PATIENT SUPPORT GROUP PLANS TO

INVITE EVERYONE TO A

PRESENTATION ON LIFE SAVING SKILLS - RESUSITATION AND FIRST AID

THURSDAY ON **JUNE 9TH 7.30 PM** (We await confirmation on this date. Ivor Humphries to check village hall availability – Ivor has kindly agreed that this can be a hire without charge)

VENUE: PILNING VILLAGE HALL –

First Response's Director, Clive Haddrell has over thirty years experience with the Great Western Ambulance Service NHS Trust, caring for seriously ill and critically-injured people. Clive is the BBC Paramedic Advisor to the well-known television programme "Casualty" and has advised on first aid courses with other training organisations. As a paramedic, Clive has long recognised the importance of good first aid, resuscitation and defibrillation skills, yet many individuals lack even the most basic first aid knowledge.

This is an opportunity for the community to acquire the basic skills that could help to save life in emergency.

Clive who runs his own company "First Response" has agreed to give a talk to the general public on life saving and basic first aid skills.

There will be refreshments and donation to Clive's chosen charity.

JR To organise refreshments

7. Nice Quality Standards

MM Wondered if the group should publish or raise awareness of the Nice Guidelines (below is an explanation of NICE Guidelines)

NICE guidance is:

- designed to promote good health and prevent ill health
- produced by the people affected by our work, including health and social care professionals, patients and the public
- based on the best evidence
- transparent in its development, consistent, reliable and based on a rigorous development process
- good value for money, weighing up the cost and benefits of treatments
- internationally recognised for its excellence.

An online database offering GPs advice on referring patients from primary to secondary care could help to reduce the number of inappropriate referrals and ensure value for money in the NHS, says NICE.

The NICE 'referral advice' [recommendations database](#) covers referral advice for patients with the range of conditions NICE has published guidance on such as suspected cancer, lower back pain and psoriasis.

Over the past few years NICE has been giving greater prominence to highlighting, through its guidance, those recommendations which direct the NHS away from less effective practice.

This database highlights recommendations from NICE guidance which clearly identify where patients might benefit from secondary care or specialist services and, by implication, those where patients would not benefit from these services.

As well as saving money, following the recommendations will also help to improve clinical outcomes and patient experience, as well as reduce local and regional inequalities in the care offered to patients.

Professor Peter Littlejohns, NICE Clinical and Public Health Director, said: "Inappropriate referral to secondary care places a large financial burden on the NHS.

"Implementing NICE guidance can provide a way for GPs and commissioners to ensure that patients receive treatment that is proven to be both clinically and cost effective, including when it is appropriate to refer a patient to hospital. Following NICE guidance frees up resources and capacity that can then be channelled into other services."

"The decision to refer a patient to secondary care or specialist services is extremely important and is based on a variety of factors," said Professor Littlejohns.

"The NICE 'referral advice' recommendations database is a valuable resource for those providing and commissioning care on when patients should be referred on from primary care," he added.

The database is one of a number of initiatives from NICE focussing on helping the NHS as it faces up to arguably its greatest challenge yet - to deliver the [QIPP](#) (Quality, Improvement, Productivity and Prevention) agenda, whilst facing a squeeze on finances.

The Group felt that publishing the guidelines may raise expectations and give too much information. Rather it was decided to raise awareness of the standards of care and encourage concerns to be raised with the practice.

Dr Paterson said there was already a form of rationalization in the Items Not Normally Funded (INNF - hernias / varicose veins etc). The patients' GP may consider appeal if there was good clinical evidence that the patient had a special need or case for treatment.

Dr Paterson outlined the consortia approach and the hope that the GP would continue to be the advocate of the patient. There are sometimes hard choices to make and that is likely to continue.

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8. [Hearing Aid Batteries Supply](#)

MM Queried whether batteries can be obtained from a pharmacy. SB Boots the Chemist at Cribbs Causeway do not have this facility only the ability to sell hearing aid batteries

Below the details of Audiology

Audiology Southmead Hospital.

The Hearing Aid Service provides a wide range of NHS and commercially available digital hearing aids for the adult population. Electro-acoustic evaluation of the performance of hearing aids is undertaken, including Real Ear Analysis.

Patients over the age of 60 are referred direct from their GP to the department for hearing assessment, provision of a hearing aid, review and counselling.

Reassessments and continued hearing care is provided via the open access hearing aid repairs service. A postal service is available for repairs and battery replacements are provided at all local Health Centres. Sessions on care of hearing aids are also provided for hearing aid users.

Open Hearing Aid repair sessions (drop in sessions – no appointment required) are provided at the following clinic times:

- Southmead Hospital Monday – Friday 9.30am – 3.30pm

Repairs by appointment only at

- Frenchay Hospital
- Cossham Hospital
- Clevedon Hospital
- Thornbury Hospital
- Portishead Marina Healthcare Centre
- Shirehampton Health Centre
- Yate Health Centre

Contact Audiology Tel: 0117 3235151

Email audiology@nbt.nhs.uk

Batteries

Patients can make a postal request to Audiology at Southmead NBT but must enclose sufficient postage stamps with their battery card or book.

Patients can attend the audiology clinic reception for batteries at anytime Mon-Fri 8.30am-5pm.

A local alternative is that patients' can go to Thornbury Hospital outpatients Eastland's Road to get batteries or go to Thornbury Health Centre . Telephone to check availability times.

Post Note Meeting Graham Crane kindly agreed to help patients who could not drop off or collect from the hospital where it was mutually convenient.

9 Funding

No established item identified for fund raising so for present time any fundraising activity will not be undertaken

10 Parish Plan Implementation

Parish Plan given to MH . Implementation going ahead

11 Care Quality Commission and Link

MM Asked the group to consider the close working relationship between Nice and LINKs especially in the current period of change he felt members would benefit from the awareness of these groups and their impact on patient care.

Below is a short synopsis of both groups.

CQC are the independent regulator of health and social care in England.

They regulate care provided by the NHS, local authorities, private companies and voluntary organisations. Their aim is to make sure better care is provided for everyone - in hospitals, care homes and people's own homes. CQC also seek to protect the interests of people whose rights are restricted under the Mental Health Act.

LINK

The LINK is a network of local people, organisations and groups that want to make health and social care services better. Anyone who receives health or social care services in South Gloucestershire can participate in the LINK.

The LINK will be expected to represent everyone and will work with health and social care professionals to make sure your voice is heard. It will not matter whether services are provided by the NHS, a local authority, private company, social enterprise or a charity, as long as they are paid for by the tax payer they will be covered by the LINK. This includes, for example, day centres and care homes, hospitals and GP surgeries, as well as health promotion.

LINKs do have teeth and have been given powers as part of their role. The LINK will be able to make reports and recommendations and get a reply within a set amount of time, go into some types of services to see what they do, comment on local services and receive a response from local authority commissioners and overview and scrutiny committees.

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The LINK will make it easier for the communities' voices to be heard about health and social care.

You can participate in the LINK as much or as little as you wish from receiving information regularly to being involved in working groups.

To get involved or to find out more contact: Sarah Booker - Development and Information worker for South Gloucestershire LINK

0117 9589351

sarahbooker@linksouthglos.org.uk

Or write to the LINK at:

The Care Forum, Vassall Centre, Gill Avenue Bristol BS16 2QQ

12 Appointment of Chair and Vice Chair for future meetings

Mike Matthews was thanked again for his commitment to the position as Chair and we are all most grateful to him for what he has done, he has been an outstanding leader and friend to patients and surgery alike.

Marilyn Harris very kindly agreed to accept the Chair

13 Any Other Business

Carers Group Funding

The funding the Princess Royal Trust receives from Gloucestershire Council has been cut to I believe £95,000. With a proviso that the Trust concentrates on Advice Information and Advocacy, Carers Groups and providing respite will not be a core priority. Unfortunately this budget change applies from 1st April. Carers Groups will have only 2 meetings in which to debate, plan and advise of this transition.

Our Carer Groups meet at the Second Severn Crossing and the room is hired to the group free of charge (the surgery did offer a room but Penny Snow the organiser felt that this venue was preferable as it was away from a "medical environment".) We can only hope that in this scenario and costs cut to a minimum the group may continue in some form or another.

14 Next Meeting 14th April 3.30pm at Pilning Surgery ** NB A change to the meeting scheduled****