

Mansion House PPG

Meeting Notes

July 24, 2018

Present:

- Alan Webb
- Julie Pennington
- Luise Leech
- Trevor Prowse
- Wendy McBain (Practice Mgr.)
- Sue Graham (Chair)

Next meeting: July 24, 2018 (Tuesday) 1700hrs

1. The Chair welcomed the group and apologies were received from; Aiden Timney and Michael Harrison.
2. The group discussed the aims of the PPG and how best to support to the practice and provide a service to patients. Julie agreed to take on the role of Secretary after September.
3. Sue provided feedback on the Copeland Health and Wellbeing forum which was held at the Beacon on 19th July 2018. The forum was opened by Georgina Ternent (Public Health Locality Mgr.) and Councillor Mark Holliday provided the introductory presentation explaining;

“Our vision is to enable individuals to take control/responsibility for their and their community health
Our mission is to advocate for and to deliver together to improve the health and wellbeing of the Copeland community”.

Mark went on to explain that “Who are we? - Everyone in this room and those that aren't here, organisations and individuals alike who have a part to play in how people in Copeland live their lives”.

As to how do we start he referred to: Using the methodologies – Communities of Place, Communities of Interest and Population Health & Wellbeing with the underpinning framework of 5 ways to wellbeing i.e.

- Connect,
- Be active,
- Take notice,
- Keep learning and
- Give.

Focusing on evidence led approach to support 3 key areas of concern –

- Healthy Lifestyles particularly around healthy weight for children,
- Social Prescribing and
- Healthy Towns Initiative in the four main towns – Whitehaven, Cleator Moor, Egremont and Millom.

(I have attached the pamphlet Cumbria Walking for Health as well as the Hear Age Campaign Toolkit from NHS England) copies of all of the presentations are available if you would like them.

4. Wendy (Practice Mgr.) provided an update on the effect of the closure of the Whitehaven Medical Centre on Mansion House Surgery. The closure of the centre has resulted in >4000 patients needing to be relocated to other practices and Mansion House agreed to take >800 of those patients. Wendy reported that the transfers were being processed by NHS England and the surgery and where possible families were being allocated to the same Practice's although given the numbers of transfers some issues were inevitable.

The group also recognised that initially there would be an increased workload for all staff and perhaps an impact on waiting times for medical appointments at the Mansion House Surgery. Each new patient would require an initial assessment by a GP (at least 20 mins) as well as time with the practice nurse (10-20 mins).

The group agreed to provide information to all friends and family who use the practice to ensure understanding of the issues and to make them aware of how to access the practice website for further information.

5. Local Systems Review Report: The purpose of the review was to “understand how people move through the health and social care system with a focus on the interfaces between services. The review focused on older people aged over 65 and the interfaces between social care, general medical practice, acute and community health services and on delayed transfers of care from acute hospital settings”.

The group discussed the report and agreed the format and layout of the document could not be considered easily comprehensible and especially to general public. It was simply made up of a series of questions each requiring pages of answers, none of which surprised the readers as it was in the main “old news”.

The outcome from the report seems to be a list of areas for improvement none of which were new to the group and as 9 of the 10 recommendations state that System Leaders “should” and the word “must” was only applied to the first recommendation and as there does not appear to be a timescale for the improvements nor penalties for failure to improve the usefulness of the report is not clear. One can only suppose that the report was required to be read with another more comprehensive document.

The suggested areas of focus for improvement to the system from the review were;

- System leaders within Cumbria must work together to develop implementation plans for delivery of their county wide strategy. The implementation plans should include agreed joint outcomes and financial protocols, relevant ICT support, a communications strategy and a coproduction approach to ensure that feedback from local people results in changes to delivery intentions.
- System leaders should develop a coherent health and social care workforce strategy for Cumbria to work in synergy with financial, housing and transport strategies.
- System partners should develop risk sharing and governance mechanisms to measure whether they are using resources in the best way possible to achieve intended outcomes for people in Cumbria.

- System leaders within Cumbria should develop robust governance arrangements for implementation within the ICCs, which include a monitoring and review structure, defined roles, responsibilities and accountabilities.
- System leaders should develop system-wide commissioning arrangements, including market shaping.
- System leaders should work with people who use services, carers, VCSE organisations and independent care providers to co-design services.
- System partners should extend GP hours so GPs are more accessible for local people.
- The system should review re-ablement provision and services across Cumbria.
- The system should review continuing healthcare assessment processes to ensure assessments are timely and there is equality across Cumbria.
- Cumberland Infirmary should ensure that staff communicates relevant and reliable information to partner organisations when people are discharged from hospital, for example ensuring that discharge summaries are comprehensive and using the red bag system.

6. PPG Workshop 18th September 2018: the group discussed the upcoming workshop and the Chair recommended that if at all possible members should attend as there will be good opportunities for networking with other PPG's and gaining understanding our responsibilities and of the work we will be undertaking.
7. Speaker for September meeting will be Lynne Palmer who is the practice Pharmacist and for October Sarah Bell will discuss Safeguarding Children, the group thanked Wendy for making the arrangements.

The meeting closed at 1800hrs next meeting will be on Thursday 23rd August at 1700 hrs. Mansion House.