

Patient Reference Group Meeting
Thursday 23rd February 17
Nutfield Lodge, Redhill

Minutes

1. Welcome and introduction to the meeting – Nici Jupp, Lay Member Patient and Public Involvement

Nici Jupp welcomed everyone to the meeting and introduced new PRG members from the following Practices:

- Oxted Health Centre
- Pond Tail Surgery
- Smallfield Surgery
- Townhill Medical Practice
- Elizabeth House Medical Practice

2. Declarations of Interests – Nici Jupp, Lay Member Patient and Public Involvement

Don Illman declared his role at Surrey & Borders Foundation Trust and his position as co-chair of the Surrey Mental Health Partnership Board.

3. Diabetes – Dr Anita Raina, ESCCG Clinical Lead for Diabetes

(See slides)

International Diabetes Federation Data indicates that by 2025 the number of people affected by Diabetes will reach 333 million and that 5-6% of the population in East Surrey will have Diabetes.

Dr Anita Raina explained that Diabetes is a disease in which the body's ability to produce or respond to the hormone insulin is impaired, resulting in abnormal metabolism of carbohydrates and elevated levels of glucose in the blood.

When consumed, carbohydrates change into Sugar (Glucose) after digestion. The Glucose then enters the blood and the Pancreas creates Insulin, which helps the sugar enter the body's cells, so that the sugar can be used as energy.

Diabetes develops when Glucose can't enter the body's cells, to be used as fuel.

In the case of Type 1 Diabetes, the body will not produce insulin, which means the sugar is unable to enter the body's cells.

In the case of Type 2 Diabetes, the insulin is present in the body but is unable to enter the cells properly or the muscles in the body are unable to use the Glucose due to insulin resistance.



Dr Raina talked through some of the symptoms of Diabetes and what complications the disease can cause. (These can be found in the slides attached separately)

It is predicted that there are currently 5 million people in England at high risk of developing Type 2 Diabetes. The risk of developing the condition can be reduced greatly by maintaining a healthy weight and keeping active.

NHS England, Public Health and Diabetes UK have jointly put in place a Prevention Programme called “The Healthier You: NHS Diabetes Prevention Programme” which is run by Ingeus. Those referred will get tailored, personalised help to reduce their risk of Type 2 diabetes including education on healthy eating and lifestyle, help to lose weight and bespoke physical exercise programmes, all of which together have been proven to reduce the risk of developing the disease.

4. National Diabetes Prevention Programme Update, Janet Spragg, Operations Lead, Ingeus

(See Slides)

The Healthier You Programme is a 10 month programme offered to patients by GP’s to encourage lifestyle and behavioural changes. For the 1st month, sessions are held on a weekly basis and after that they are held once a month.

1800 referrals have been received into the Programme across the South East and there is a high retention rate with a large number of people continuing on the course.

6 out of the 18 Practices in East Surrey are currently referring into the Programme and the hope is to roll this out to the rest of the Practices so they are all utilising this service.

In East Surrey over 80% of participants completed the first month of regular core sessions. 66% have continued on with the Programme. After 6 months there will be clinical evidence available on how effective the course is, which will be shared with NHS England.

Janet shared some examples of patients who are currently enrolled on the programme and how it has made a positive impact on their lives. These stories can be found within the slides attached separately.

Q – I know that one of the Programmes is held at Donyngs Leisure Centre. Could the Programme have a direct link with some of the classes held at the Leisure Centre, for example the Boules club, to encourage gentle exercise?

A – ‘The Healthier You Programme’ does try to engage with local services for gentle activities, however it would be down to each individual patient as to what exercise they wish to partake in.

Q – Are the courses open to those suffering from Mental Health?

A – Currently Ingeus are working on a Model for those with Mental Health but it is definitely a work in progress. The Programme certainly wants to engage with those with Mental Health.



Q – Have the Practices who are currently not participating in the Programme been told about the Programme or are they just choosing not to participate?

A – All GP Practices have been informed of the Programme via email and it was also included in a newsletter which is circulated to the GP Practices.

If there is more demand for the Programme, further sessions will be set up in different locations.

Any encouragement PPG members can give to spread the word about the Programme within their Practices would be much appreciated.

One of the PRG members had recently been enrolled onto the 'Healthier You' Programme and he fed back that he is very impressed with the materials that the Programme provides and that the course feels very person centred and tailored to the individual.

Prior to the meeting, patient letters that have been produced by Ingeus regarding the 'Healthier You' Programme were circulated to PRG Members for comment and feedback. Comments received were as follows:

- The letters come across as punishing and like you are being told off for not participating in the Programme. They should be more encouraging and act as a gentle nudge.
- There are letters of congratulation in place but Ingeus are aware that the tone of all the letters need to be more supportive and positive throughout
- The letters should include an SMS number for those who are deaf and want to make contact with the Programme. This should be addressed as part of the Accessible Information Standard put in place by NHS England.

PRG members were asked to pass on any further feedback regarding the Patient letters to either Rhianna Hills (rhianna.hills@nhs.net) or Carol Rowley (carol.rowley4@nhs.net) who will collate and pass on to Ingeus for consideration.

5. Dementia Friends Training – Dr Anita Raina, ESCCG Clinical Lead for Dementia

(See slides)

Alzheimer's Society's Dementia Friends initiative was launched in March 2013 to give as many people across England an understanding of dementia and some of the actions we can all take to help those living with the condition.

Dr Raina explained that East Surrey CCG is a Dementia Action Alliance Community and all staff working at the CCG has taken part in this training. Next steps will be to roll this training out to the Practices.

As part of the training session, Dr Raina explained what Dementia is, some of the causes and the signs to look out for. She talked through the Well Pathway for Dementia which is a Framework put in place by NHS England and the importance of a person being diagnosed as soon as possible so they can get the help and support that they require.



The aim of the Dementia Action Alliance is to create a community where people can take control of their lives and stay as connected as possible to the outside World. As a Dementia Friend it is our duty to ensure those with Dementia are well supported and not let Dementia define them as a person. To do this it is important that we try to understand what a person can and can't do and if we aren't sure, not forgot to try and ask the person.

Following the training PRG members were presented with a Dementia Friends badge and a card to complete to say what actions they are going to take as a Dementia Friend.

The five key messages to take away from the session are:

1. Dementia is not a natural part of ageing
2. Dementia is caused by diseases of the brain
3. Dementia is not just about losing your memory – it can affect thinking, communicating and doing everyday tasks
4. It's possible to live well with Dementia
5. There's more to a person than the Dementia

6. Choosing Wisely Campaign – Carol Rowley, Patient Experience Lead ESCCG

The Academy of Medical Royal colleges launched its Choosing Wisely campaign in October 2016, with a list of forty treatments and procedures that are of little or no benefit to patients. The list includes advice to both patients and doctors for treating health related issues for example - using tap water for cleaning cuts and grazes is just as good as using saline solution.

The other part of the Choosing Wisely Campaign is aimed at improving conversations between patients and their doctors and nurses by having discussions that are informed by the doctor, but take into account what's important to the patient in order to make better decisions about the patients care. The campaign hopes to encourage people to challenge and question their GP more to help avoid tests, treatments or procedures that are unlikely to be of clinical benefit. 'Over-treatment' can sometimes cause more issues by exposing people to unnecessary risks and it wastes NHS money and resources.

At the heart of the Choosing Wisely initiative is a call to both doctors and patients to have a fully informed conversation about the risks and benefits of treatments and procedures and to get a balance of what is safe and what is necessary. It is encouraging patients to always ask five key questions before any test, treatment or procedure.

1. Do I really need this test, treatment or procedure?
2. What are the risks or downsides?
3. What are the possible side effects?
4. Are there simpler, safer options?
5. What will happen if I do nothing?



The CCG took these questions to the CCG Clinical Governance Group and asked the GPs present whether it would be over-burdensome if patients were to ask these questions. The feedback from them was that we shouldn't be expecting Patients to ask these questions as GPs should already be thinking of these things. However, they would want Patients to ask these questions if they felt unsure.

Carol gave a few real life patient examples where it was found to be beneficial to ask these questions. One of them was a Patient who was admitted to Hospital for Pneumonia. While he was there they found out that he had a heart murmur and therefore wanted him to have an echo. He asked those 5 questions and decided that he is 86 and didn't want to go through the tests being that currently the heart murmur hasn't caused him any problems. This is a real example where a patient would have been swept up along a pathway without the patient really wanting to have been.

Carol asked members to consider how the CCG can spread the word of the campaign to patients. Suggestions included:

- Having cards in the Practices with the 5 questions on which can be handed to patients when they arrive
- Having a poster on the notice board with the 5 questions on
- The GP's having the 5 questions stuck to their PC so they are reminded to have the conversation with the patient

If you have any further feedback on how the Campaign can be spread more widely please email Carol Rowley (carol.rowley4@nhs.net) or Rhianna Hills (rhianna.hills@nhs.net)

7. Around the PPG's – Nici Jupp, Lay Member Patient and Public Involvement ESCCG

This part of the meeting was to hear from PPG members about what has happened in their Practice PPG since the last meeting.

Oxted Health Centre

- Eight regular members attend the PPG meetings as well as two GP's from the Practice, the Practice Manager and a Secretary
- The Eight members who attend represent a cross section of the population and with the help of local schools the PPG has successfully recruited a new member who is a parent with young children.
- The topic for the most recent talk was 'Children's Health' and this attracted new people who haven't attended previous talks
- The next talk will be on Ophthalmology and will be led by a Lead Consultant from East Surrey Hospital
- The PPG are currently discussing the problem of patients not turning up for their appointments. Statistics from the Practice show that 960 people didn't turn up for their appointment in a 3 month period. It was questioned whether patients should be charged for wasting appointments?

A member of the PRG shared that when she lived in Norway, people were charged £15/£20 for missing appointments.



Caterham Valley

- Caterham Valley PPG is run virtually and has one annual face to face meeting. This was advertised in Street life and 30 patients attended along with 3 GP's from the Practice and the Practice Manager.
- This meeting was very useful and the group were informed that the Practice would be getting a new Practice Manager, Katie Taylor. Dr Roberts will be retiring and Dr Kathryn Teasdale (previously a GP at Pond Tail Surgery) will be joining the Practice.
- Dr Wright and Dr Hamilton gave updates on the CCG as they both work for the CCG as Clinical Leads.
- The PPG would like to evolve further so that the group has more of a voice within the Practice.
- Feedback from the PRG will be given to the Practice Manager so highlights can be included in the next patient newsletter

Wall House Surgery

- Currently the Practice is having building work done so are temporarily located within Porto cabins. The building work is currently one month behind schedule
- The PPG has been helping people find which waiting rooms they should be in while the building work is taking place
- The number of complaints received by the Practice has dropped

Whyteleafe Surgery

- The Practice is currently waiting for their CQC inspection feedback
- The PPG were involved in talking to the CQC inspectors
- The Practice has an action plan which is reviewed at each PPG meeting
- New Doctors and nursing staff have been recruited which is a positive for the Practice
- The Practice is looking to expand in size however getting planning permission might be tricky
- Parking is an issue currently
- The use of the online appointment system has grown a lot and therefore the Practice is looking to increase the number of appointments available online
- The online prescription service is also currently doing well
- Two doctors currently attend the PPG meetings which is very useful

Birchwood Medical Practice

- The local library which is currently situated across the road from Birchwood, is likely going to be built on. This has a small pay and display car park which is very useful for patients visiting Birchwood Medical Practice. The PPG has been in contact with the local authority to try and protect this parking if the library is built on in the future.

Don Illman – Representing Mental Health

- The Crisis Safe Haven based in Redhill is going well and numbers using the service are going up



- East Surrey currently has no in-patient beds at all. If you have a Mental Health condition, staying in touch with family and loved ones is very important so having to be placed somewhere not local is unhelpful.
- Shortly a petition will be coming out to put in place in-patient beds within East Surrey. Please support this petition to secure good Local Mental Health services.

8. Sustainability and Transformation Plan (STP) – Dr Elango Vijaykumar, Clinical Chair ESCCG

The STP is currently on a slow journey and no further decisions have been made currently.

However there is lots of work going on locally to join up the Community Model which is much more within the CCG's control. The CCG would be very keen to involve patients in the development of this new model. The reason that this work is being done is because small practices aren't going to be able to survive for much longer and therefore a more sustainable model is required. The main purpose of the STP is to move some services out of the Hospital and into the Community but this work is not moving at a fast enough pace and involving everyone who should be. Therefore the CCG is actively working on putting actions in place locally so we are prepared.

9. CCG Finance – Dr Elango Vijaykumar, Clinical Chair ESCCG

The CCG is in financial deficit and therefore NHSE are still holding the CCG accountable for this.

Lots of work has been done to go through the current spend line by line to identify wastage in the system and come up with new ways of providing services rather than cutting them.

10. Stroke – Dr Elango Vijaykumar, Clinical Chair ESCCG

Surrey Stroke patients get admitted to East Surrey Hospital for acute care. Most are discharged home after this, however a small number of patients require further rehabilitation and these people are transferred to the Community Hospital Beds based at Crawley Hospital in Sussex. As a result, Social Care do not pick up the patients who have been moved over to Crawley Hospital. This is not efficient and therefore the CCG would like to re-model this Pathway so patients remain in Surrey.

The CCG will be looking for patients to be involved in the Stroke review to put in place an interim solution and develop a longer term solution. If you have any feedback on past experiences with the current service, or any thoughts on how the new service should look, please contact either Rhianna Hills (rhianna.hills@nhs.net) or Carol Rowley (carol.rowley4@nhs.net).

11. Date of the next Meeting

Thursday 15th June 2017, 19.00-21.30pm, Nutfield Lodge Redhill.

