

Minutes - Draft

NHS Leeds South and East Clinical Commissioning Group

Patient Assurance Group Committee Meeting

Thursday 8th June 2017 10:00am – 12:00pm

Board Room A, Thorpe Park Office, Leeds, LS15 8ZB

Members	Initials	Role	Present	Apologies
Gordon Tollefson (Chair)	GT	Governing Body – Lay Member PPI	✓	
Sarah Lovell	SL	Acting Director of Commissioning	✓	
Ansa Ahmed	AAH	Patient Representative Member		✓
David Tompkins	DT	Patient Representative Member	✓	
Ed Walley	EW	Patient Representative Member	✓	
IN ATTENDANCE				
Helen Butters	HB	Patient Engagement Manager	Present for item PAG/2017/26	
Judy Carrivick	JC	Patient Engagement Manager	✓	
Anne Marie Johnson	AJ	Collaborative Care & Support Planning Facilitator	Present for item PAG/2017/22	
Jacqui McMahon	JMc	Quality Manager		✓
Tanya Matilainen	TM	Health Watch Representative	✓	
Deborah McCartney	DM	Senior Locality Manager	Present for item PAG/2017/23	
Emma Holgate	EH	Executive PA - Minute Taker	✓	

No.	Agenda Item	Action
PAG/2017/17	Welcome and evacuation Procedure The Chair welcomed everyone to the meeting.	
PAG/2017/18	Apologies for absence and quoracy Apologies for the meeting were recorded as shown above.	
PAG/2017/19	Declarations of Interest The Chair invited declarations of interest. None were declared.	
PAG/2017/20	Minutes of the NHS Leeds South and East Clinical Commissioning Group Patient Assurance Group meeting held on 13th April 2017 The group approved the minutes of the meeting held on the 13 th April 2017 to be a correct record.	

<p>PAG/2017/21</p>	<p>Action Log The action log was reviewed and the group noted the updates.</p> <p>PAG/2017/11 – EH to circulate the GP Forward View slides to the members of the Patient Assurance Group. It was agreed for the item to be closed.</p> <p>PAG/2017/12 – The item was discussed as part of agenda item PAG/2017/30 and it was agreed for the item to be closed.</p> <p>PAG/2017/13 – The Patient Assurance Group annual report had been circulated and was presented to the Governing Body and also to the Health and Wellbeing Board.</p> <p>The members of the Patient Assurance Group resolved to NOTE all the items on the Patient Assurance Group action log to be complete and closed.</p>	
<p>PAG/2017/22</p>	<p>Year of Care Anne Marie Johnson – Collaborative Care and Support Project Manager presented the paper and informed the Patient Assurance Group that a problem has been identified where patients attending for the Collaborative Care and Support appointment, attend for the first appointment but in general fail to attend for subsequent or follow up review meetings. Feedback received from practices is that the patients are not engaging. The Collaborative Care and Support Planning is around engaging with the patient and then supporting and coaching them so they can plan and manage their own long term condition with less reliance on the system.</p> <p>Declarations of interests were received from TM, EW and DT who are registered at GP practices who were listed in the presented data.</p> <p>It was noted from the presented data that:</p> <ul style="list-style-type: none"> • the data is varied and doesn't fit any patterns • practices with low deprivation score have low or non DNAs • younger females are least likely to attend their appointments <p>Work has been undertaken with reference groups which GPs have also been part of. At the start of the project a focus session was held at the Thackray museum and feedback received was that the project was welcomed. The Patient Assurance Group raised concern around the focus groups - if patients do not attend appointments it may be that they won't attend focus groups / reference groups. It was suggested that different ways of engagement be explored and a greater focus on psychological reasons for non-attendance should form part of the questionnaire. It was also suggested that the letter sent out to patients may yield more responses if it came directly from the respective GPs. A success story was shared around increasing the uptake of bowel cancer screening. The GPs wrote a personal letter to patients who weren't attending and from this there was a positive impact and an increased uptake. It was suggested that Anne Marie Johnson might speak with Martin Earnshaw.</p>	

	<p>It was suggested that engagement should also take place in the waiting areas of practices. In response it was confirmed that VAL had also been approached regarding the possibility of conducting focus groups with patients from the practices.</p> <p>Queries were raised around what questions would be asked, what stage the questionnaire is sent out and whether there was anything in the letter / questionnaire which may be putting off the patients in attending their appointments. It was also suggested to look at the practices which are doing well and what they are doing differently along with checking that all practices are using the same letter templates.</p> <p>With the comments made above the members of the Patient Assurance Group resolved to APPROVE the proposed Engagement Plan for Year of Care.</p>	
<p>PAG/2017/23</p>	<p>Cottingley Practice Engagement Plan Deborah McCartney – Senior Locality Manager presented the paper and asked members of the Patient Assurance Group to note that the information in the paper was embargoed until the following day.</p> <p>The paper was being presented to the Primary Care Commissioning Committee with a view to looking at the future of the practice. It had been agreed for another local provider to deliver the service under an APMS contract for 6 months and for engagement to take place with the practice population and local stakeholders to seek their views on future options. It was unlikely that the engagement would commence on the 12th June as outlined in the engagement plan but would possibly commence in August for 12 weeks. Engagement would be via a survey which can be completed online or on paper and with focus groups in the area, facilitated by VAL to ensure access to harder to reach communities and representing the wider demography of the area.</p> <p>The church which owns the practice premises has agreed that the premises can continue to be used in the future. The current practice team have a nurse for 4 hours which can be increased. However, none of the neighbouring practices wish to take on the service from those premises in view of the challenges which would be presented. In the spirit of transparency, the letter drafted for patients has been clear that the premises will not be used in the future. It was also suggested to include questions in the survey around travel and the distance patients would be willing to travel. In response, it was confirmed that questions will be incorporated from earlier engagement around travel. The engagement will be similar to the York Road engagement and those practices nearby, willing to take on patients, would be listed in the survey along with travel and bus route information to those practices.</p> <p>A query was raised around how many more single handed practices there were in the area. In response it was confirmed that there are a few more single handed practices where no assurance can be given as to their future retention. Any proposed changes would be presented to the Patient Assurance Group.</p> <p>The members of the Patient Assurance Group resolved to APPROVE the proposed Engagement Plan for Cottingley Practice.</p>	

	<p>The members of the Patient Assurance Group were asked to note that the engagement for York Road has been put on hold during the election period and will now commence on the 12th June for a period of 8 weeks until the end of July 2017.</p>	
<p>PAG/2017/24</p>	<p>Commissioning Update Sarah Lovell – Associate Director of Commissioning, Strategy and Performance gave an update to the members of the Patient Assurance Group and asked that the following be noted:</p> <p>Personal Health Budgets There had been positive success in offering personal health budgets for children and young people who qualify for continuing care. Around 10 out of 24 cases of children and young people who are in receipt of continuing care have taken the option for personal health budgets giving more control to families around their child’s care. Personal health budgets have also been introduced to the wheelchair service allowing individuals who are eligible for a wheelchair to have an option of a personal wheelchair budget. This is administered by Leeds Teaching Hospitals Trust.</p> <p>Mindwell The new online mental health resource ‘Mindwell’ was launched in October 2016 which provides key information on both self-management and care pathways for the general public and professionals. Feedback on the site has been positive. Mindwell continues to develop and is making connections with primary care. GPs were encouraged to use the site with patients to direct them to helpful information and direct online referral to improve access to psychological therapies.</p> <p>Crisis and Urgent Care A new crisis café was launched in November 2016 in Burnmantofts and is run by Leeds Survivor Led Crisis Service and Touchstone. The café is open 7 days a week and to date 173 people have attended. Some of these individuals have previously been regular attenders at A&E. Since launching the café there have been positive outcomes in terms of behaviour change. The data from the project is being collected and the Yorkshire Ambulance Service, Leeds Teaching Hospital Trust and Leeds Partnership Foundation Trust are all part of the project.</p> <p>Cancer Services There has been significant investment around earlier detection of cancer for which Dr Andrew Robinson from Garforth is the lead.</p> <p>Leeds Plan Narrative SL confirmed that she has sent comments on the plan and the final version will be presented to the Health and Wellbeing board around the 20th June 2016. The main elements of the plan are around self-management, extended practices and the reorganisation of commissioning. A suggestion was made for the members of the Patient Assurance Group to see the plan prior to any public discussion. Action: HB / JC to liaise with Carolyn Walker and Stuart Barnes re circulating the Leeds Plan.</p> <p>A query was raised that on contract finder there are a number of contracts up for tender. Concern was expressed that there had been no</p>	

	<p>engagement to support changes to contract. In response it was confirmed that there were no changes to the services mentioned. These contract bids were aimed at procuring additional capacity which do not affect or restrict patient choice so there is no requirement for patient engagement to take place. It was advised that if there were any specific questions relating directly to planned care they could be forwarded to Helen Lewis.</p> <p>The members of the Patient Assurance Group resolved to NOTE the verbal commissioning update.</p>	
PAG/2017/25	<p>Quality Due to Jacqui McMahon's apologies no quality update was presented. A query was raised around EMBED quality reports coming to the Patient Assurance Group. In response it was suggested to raise the question with the new City-wide Patient Assurance Group.</p>	
PAG/2017/26	<p>Crisis Engagement Young People Helen Butters – Engagement Manager, presented the paper and informed members of the Patient Assurance Group that a citywide workshop was held in September 2016 to consider the needs of young people in crisis. From the discussions it was identified that there was a gap in what is offered to young people in crisis 'out of hours'. Commissioners are reviewing the crisis offer for young people across all the systems. The aim of the engagement is to talk to young people and families and drawing on reflections and experiences of being in crisis, to look at what might have helped prevent the crisis. Thereafter, to explore gaps in which to make improvements. The engagement will run between June and August with a view to commissioning in December 2017. TM suggested that Bradford had done something similar and that it may be worthwhile liaising with them.</p> <p>A query was raised around the engagement in relation to asking the young person / families for their views about what could have been done to improve the situation or to have prevented the crisis. It was suggested that young people could often come up with good ideas.</p> <p>It was also suggested that individuals could often be at different stages through their crisis and, in response, it was confirmed that the service would accommodate all different needs.</p> <p>The members of the Patient Assurance Group resolved to APPROVE the proposed Engagement Plan for the Crisis Engagement Young People.</p>	
PAG/2017/27	<p>Engagement Matrix & PAG Forward Work Plan The engagement matrix and forward work plan will be changing to accommodate the new citywide Patient Assurance Group.</p>	
PAG/2017/28	<p>Any Other Business No items were raised.</p>	

<p>PAG/2017/29</p>	<p>Date of next meeting The Chair confirmed that this would be the last meeting of LSE Patient Assurance Group and that the new citywide Patient Assurance Group meetings are being arranged. The Chair also expressed thanks to the members for the work of the Patient Assurance Group in Leeds South & East.</p>	
<p>PAG/2017/30</p>	<p>Briefing on Development of Citywide PAG for LSE Members Only A briefing was then given on the development of the citywide Patient Assurance group.</p>	