Minutes of the Patient Reference Group of
NHS Nottingham West Clinical Commissioning Group
Thursday 03 November, 1.15pm-3.30pm Middle Street Resource Centre

Present:
- John Crouch Linden Medical Group (Chair)
- Mark Russell West End Surgery (Governing Body patient representative)
- Nicolas Harrison West End Surgery
- Joan Morley Church Street Medical Centre
- Teresa Burgoyne Church Street Surgery
- Richard Hepple Abbey Medical Centre
- Michael Rich Saxon Cross Surgery (CDC patient representative)
- Richard Eade Bramcote Surgery
- Barbara Brice Manor Surgery
- Bob Hill Hickers Lane
- Ray Basford Hama Medical Centre
- Glen Swanwick Chilwell Meadows and Valley Surgeries
- Tom Turner The Oaks Medical Centre
- Julie Bryant Saxon Cross (HealthWatch Champion)
- Adrian Manhire Manor Surgery (Vice-chair & CDC patient representative)
- Adam Stockwell Youth Representative

In Attendance:
- Racheal Millband Communications & Engagement Manager
- Rosie Atkin Communications & Engagement Assistant (Minutes)
- Nigel Hallam Nottingham West CCG Chairman
- Mariea Kennedy PALS & Patient Experience Officer

Apologies:
- Martin Plackett Hickings Lane
- Jacky Williams County Councillor and Health & Wellbeing Board Member
- Shirley Inskip Hama Medical Centre
- Glenda Pitchford Bramcote Surgery
- Craig Sharples Head of Governance, Quality & Engagement
- Peter Pickering Church Walk Surgery
- Susan McNab Abbey Medical Centre

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<tr>
<th>Item</th>
<th>Discussion</th>
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<tr>
<td>NWPRG/16/100</td>
<td>Welcome, introductions and apologies</td>
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<td>John Crouch - Chair, welcomed everyone to the meeting. Apologies for absence were noted.</td>
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<td>Mr Crouch updated the meeting on Ali Harvey’s notice to step down from the Broxtowe Health Partnership. She was taking a break from the PRG meetings due to the work load and commitments of her supporting role to the Mayor of Broxtowe and it is possible she would return to the Patient Reference Group in the near future. It was noted that Julie Bryant would take over the Broxtowe Health Partnership role and the distribution of information emails to PRG members.</td>
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<tr>
<td>NWPRG/16/101</td>
<td>Declarations of Interest</td>
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<td>No declarations of interest were received.</td>
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Minutes of the PRG held on 06 October 2016, Matters Arising and Action Plan

The minutes of the PRG meeting held on 06 October 2016 were discussed and approved as an accurate record of discussion.

Matters Arising:

NWPRG/16/92 - Notts Help Yourself Website: PRG members had received the presentation slides from John Stronach’s presentation around the Notts Help Yourself website.

NWPRG/16/94 – Newsround (Abbey Medical Centre): Racheal Millband provided an update from the NHS Choices website regarding the official guidance on pharmacies offering flu jabs. The new service had made it possible for an additional 250,000 people nationally to receive a vaccination last year. Vaccinations are free only to patients who qualify on NHS criteria.

Action: Racheal Millband to query whether pharmacies had the responsibility to notify the GP Practice that a flu jab had been given.

NWPRG/16/95 Update from GB & CDC: Racheal Millband provided an update around how changes to the inflammatory bowel disease pathway would be communicated with patients. A response had been provided by Dr Mansford which explained that patients would only enter the pathway at their next outpatient appointment, so it would be with their consent and following discussion with their consultant.

A query was raised around whether the master contracts list discussed at Governing Body had been published on the website.

Action: Racheal Millband to speak with Craig Sharples.

Post-meeting note: The list can be viewed here - http://www.nottinghamwestccg.nhs.uk/media/1533/nwccg-contracts-list-2015.pdf

NWPRG/16/97 Any Other Business: The PRG had asked for a formal explanation of what a Multi-Speciality Community Provider (MCP) was. No action had been taken from last meeting and it was agreed that this now be incorporated in the action log.

Action: Racheal Millband to look into the possibility of PRG having a formal explanation of what a Multi-Speciality Community Provider (MCP) was.

Post-meeting note: Useful information about the Rushcliffe MCP Vanguard can be found on their website - www.rushcliffeccg.nhs.uk/principia-mcp-vanguard/

NWPRG/16/97 Any Other Business: The Proposed visit to PICS was raised; a discussion was held around whether this action was based on PICS hosting a PRG meeting or for a select few members to visit the site and understand what services were being provides. It was noted the size of the conference room plus poor car parking facilities wouldn’t be adequate for a PRG meeting. Members suggested approaching PICS to enquire if a visit could be organised for a small number of interested members.

Action: Racheal Millband and John Crouch to speak with PICS to enquire if a few selected PRG members could visit the service.

Action: Racheal Millband to circulate October’s PRG Highlight Report.
Richard Eade confirmed Bramcote Surgery’s CQC inspection would take place on Thursday 10 November 2016. It was noted Hicks Lane Medical Centre has received an Outstanding CQC rating. In total, five GP Practices within Nottingham West had received an Outstanding rating.

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<th>NWPRG/16/103</th>
<th>Update on Nottingham West patient survey for 2017</th>
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<td>John Crouch updated the group following a meeting on the patient survey 2017. A planning meeting was held on Monday 24 October 2016; Julie Bryant, Rachael Harrold and Tracey Lindley were also present. The purpose was to consider changes to the format of the survey to become consistent making it easier for patients to answer the questions.</td>
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<td>The following points were highlighted:</td>
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<td>- To avoid school holidays and Easter it is proposed to conduct the survey the last week of February and first week of March 2017.</td>
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<td>- PPGs and practices need to consider if they need extra support from the CCG during the two week period.</td>
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<td>- Members agreed an online survey link would be beneficial. It was suggested small cards with the web address could be shared with patients who do not have time to fill out the form and if practices ran out of paper copies.</td>
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<td>- Richard Eade queried question 13 around the terminology used. It was noted a lot of patients don’t understand the term Urgent Care Centre or where the Minor Injuries Unit is. A suggestion was made to add the location such as London Road and Ilkeston.</td>
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<td><strong>Action:</strong> Racheal Millband to feedback to Tracey Lindley around PRG feedback.</td>
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<th>NWPRG/16/104</th>
<th>Draft Terms of Reference</th>
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<td>Nigel Hallam updated members around the PRG Terms of Reference Planning Meeting that took place on Monday 17 October 2016. John Crouch, Michael Rich, Adrian Manhire, Nicholas Harrison and Craig Sharples were present.</td>
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<td>Minor changes were made to page 2 on the draft document, this included:</td>
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<td>- ‘Co-opted members may include Healthwatch representatives and the Broxtowe Youth Mayor.’ Members agreed Broxtowe Youth Mayor should be changed to Broxtowe Youth Representative.</td>
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<td>- ‘A minimum of nine members will constitute a quorum, including either the Chair or their Deputy, seven PRG representatives and at least one of the three elected patient representatives.’ Members agreed PRG should be changed to PPG.</td>
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<td>- ‘A Chair and Deputy Chair will be elected for a period of two years from the membership of the Patient Reference Group. They will not be members of the Governing Body nor Clinical Development Committee.’ Members agreed to add ‘unless in exceptional circumstances as deemed by the PRG’, due to the potential workload or other commitments of both the Chair and Deputy Chair.</td>
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<td><strong>Action:</strong> Mark Russell to take the ToR to the Governing Body in November.</td>
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### NWPRG/16/105 Views and Feedback on Notts Help Yourself Website

John Stronach – Commissioning Officer at Nottinghamshire County Council, had attended October’s PRG meeting to provide members with an explanation of the ‘NottsHelpYourself’ website. Richard Eade discussed with members his views and findings around the website and highlighted the following:

- Two versions of technology were used to view the site, a tablet and computer. Richard felt the tablet version was more user friendly and better displayed.

- The Notts Help Yourself website is displayed first when searched within the Google search engine.

- The Notts Help Yourself website is not displayed on Nottinghamshire County Councils Homepage. No results are found when searched within the Council’s search engine.

- The Notts Help Yourself website is not displayed on Broxtowe Borough Councils homepage. However, results are found when searched within the Council’s search engine.

Adam Stockwell – Broxtowe Youth Representative, made members aware Broxtowe Borough Council are in the process of updating their website and Notts Help Yourself promotion will be inputted onto the homepage.

Richard explained various searches he made, including dementia cafés, Wheelchair services, disability advice and equipment. He believed that users would need to have an understanding of what they wished to find in order to search as the site does display a lot of information. Overall he felt the site was very good and advised the best way to search is through the category function.

A suggestion made by members was to add a feedback widget on the homepage to allow day to day users to give suggestions on improvements.

**Action:** Racheal Millband to contact John Stronach with the feedback from PRG.

### NWPRG/16/106 Lay Member roles and feedback on Annual General Meeting

Nigel Hallam updated members around the Lay Member Roles that have been recently advertised on NHS Jobs and within the Nottingham Post newspaper. The roles include Lay Member on the Governing Body for Patient and Public Involvement and Deputy Chair, and Lay Member on the Governing Body. He explained a lot of interest had been received for the two positions. The interview panel would consist of Dr Nicole Atkinson, Vicky Bailey, Sue Clauge, Nigel Hallam and a member from the Patient Reference Group.

Racheal Millband explained two PRG members had shown interest in joining the interview panel, John Crouch – in attendance and Peter Pickering – sent apologies. It was suggested Mr Crouch should leave the room for a vote to be conducted. Adrian Manhire (Vice Chair) took over as meeting Chair. Members voted for Mr Crouch to join the interviewing panel.

Mr Hallam discussed feedback from Nottingham West’s Annual General Meeting, touching on the success of the event plus the ‘Improving Lives through our Lifestyle Fund’ film. Reference was made to promotion of the video, particularly looking into sharing this at a national level and presenting it to schools and colleges.
### Feedback from PPG Networking and Celebration Event

Racheal Millband thanked all members for attending the PPG Networking and Celebration Event. There were 32 out of 44 South Nottinghamshire PPGs in attendance at the event with an overall positive response, particularly around the GP presentation from Dr Nicole Atkinson, table top discussions and networking time. Areas raised by members for improvements included a longer question and answer session. Some also felt the NHS England speaker’s content was too high level and not well prepared to suit the occasion.

Racheal Millband finished the discussion by making members aware of a de-brief meeting which would take place on Friday 4 November to gather views from the working party, discuss feedback and consider next steps for future events. Julie Bryant and John Crouch would attend this meeting.

**Action:** Racheal Millband and Rosie Atkin will produce an evaluation report and share with PRG and send to the local NHS England Team.

### Update from other meetings attended

Michal Rich discussed briefly the Quality and Risk committee meeting which took place on Thursday 27 October. Mr Rich is yet to receive the meetings highlight report but will send this onto Racheal Millband for distribution.

Adrian Manhire discussed various meetings he had attended. This included the citizen’s advisory group (CAG) which covered transformation in Greater Notts, elective care oversight group and the medicines management committee. He noted that these were not mentioned usually in the PRG but members should be assured that patient views were promoted at these meetings. Details were available if wanted.

**Action:** Michal Rich to send Quality and Risk committee highlight report to Racheal Millband.

### Update from Governing Body and Clinical Development Committee

Mark Russell updated members on the latest Governing Body which was a development session. Mr Russell commented on the annual presentation around governance and discussions on the Sustainability and Transformation Plan (STP). Also in attendance were senior managers who oversaw the East Midlands Ambulance Service contract.

Adrian Manhire advised the Clinical Development Committee had not taken place as it had been replaced for one month by the Practice Members Group annual meeting.

### Any other business

Mark Russell explained that as of 1 November 2016 he had appointed as the new Lay Member for Patient and Public Involvement for Bassetlaw CCG. A conflict of interest was raised at this point; Mr Russell explained this had already been declared to the CCG, no further action was taken.

### Actions going forward to GB or CDC

The Terms of Reference for the Patient Reference Group are to go forward to November’s Governing Body for approval.
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<th>Date of next meeting and close</th>
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<td>The next PRG meeting will be a joint development session with Rushcliffe and Nottingham North and East CCG. The session aims to discuss the Sustainability and Transformation Plan (STP) and will take place on Thursday 1 December 1:00pm – 3:00pm (12:45pm networking) at the Richard Herrod Centre in Carlton. Members expressed their wish to have a lengthy question and answer session on the agenda. John thanked all members and speakers for attending.</td>
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