Minutes of the Patient Reference Group of
NHS Nottingham West Clinical Commissioning Group
Thursday 05 January 2017, 1.15pm-3.30pm Middle Street Resource Centre

Present:
John Crouch  Linden Medical Group (Chair)
Joan Morley  Church Street Medical Centre
Teresa Burgoyne  Church Street Surgery
Michael Rich  Saxon Cross Surgery (CDC patient representative)
Richard Eade  Bramcote Surgery
Barbara Brice  Manor Surgery
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)
Glenda Pitchford  Bramcote Surgery
Peter Pickering  Church Walk Surgery
Susan McNab  Abbey Medical Centre
Sheila North  Chilwell Meadows and Valley Surgeries
Mr Din  BME 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
Craig Sharples  Head of Governance, Quality & Engagement
Beth Carney  NWCCG Prescribing Advisor (Item - NWPRG/17/06)

Apologies:
Mark Russell  West End Surgery (Governing Body patient representative)
Ray Basford  Hama Medical Centre
Shirley Inskip  Hama Medical Centre
Martin Plackett  Hickings Lane
Bob Hill  Hickings Lane
Nicolas Harrison  West End Surgery
Richard Hepple  Abbey Medical Centre
Adam Stockwell  Youth Representative
Jacky Williams  County Councillor and Health & Wellbeing Board Member

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<tr>
<th>Item</th>
<th>Discussion</th>
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<tr>
<td>NWPRG/17/01</td>
<td>Welcome, introductions and apologies</td>
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<td>John Crouch - Chair, welcomed everyone to the meeting. Introductions were</td>
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<td>made to a new member of the PRG, Sheila North from Chilwell Meadows and</td>
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<td>Valley Surgeries. Apologies for absence were noted.</td>
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<td>John Crouch made note of the room change at Middle Street Resource Centre.</td>
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<td>The new room was thought to be too small if the usual number of members</td>
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<td>attended. Suggestions were made to start enquires for an alternative</td>
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<td>afternoon meeting venue due to the smaller room size and parking issues of</td>
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<td>the venue.</td>
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<td>Action: Rosie Atkin to look into possible venues for the afternoon PRG</td>
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<td>meeting within the South of Nottingham West.</td>
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**NWPRG/17/02**  
**Declarations of Interest**

No declarations of interest were received.

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**NWPRG/17/03**  
**Minutes of the PRG held on 03 November 2016, Matters Arising and Action Plan**

The minutes of the PRG meeting held on 03 November 2016 were discussed, subject to minor typographical amendments the minutes were approved as an accurate record of discussion.

Micheal Rich queried whether the highlight report from the Quality and Risk Committee meeting held on 27 October 2016 had been distributed to members.

**Action: Racheal Millband to check this has been sent to the group. Post-meeting note: this was circulated to the group on 17 November.**

**Matters Arising:**

**NWPRG/16/94** – Racheal Millband to query whether pharmacies had the responsibility to notify the GP practice that a flu jab had been given; Racheal Millband provided members with a response from David Sharpe, Nottingham West Primary Care Pharmacist on the above action.

> ‘When pharmacy teams provide the flu vaccination Advanced Service, notifying the patient’s GP is an important service requirement. This is firstly because it is important that the patient’s GP has a full record of vaccinations their patients have received, but also because Public Health England’s (PHE) ImmForm system uses GP records to assess the total number of people who have been vaccinated against flu each year.

> **Community pharmacy contractors must ensure that a notification of vaccination is sent to the patient’s GP practice on the same day the vaccine is administered or on the following working day.’**

**NWPRG/16/94** – Racheal Millband to speak with Craig Sharples on whether the master contracts list discussed at Governing Body had been published on the website; The Master Contracts List has been published onto the Nottingham West Website and can be found under the publication scheme. [http://www.nottinghamwestccg.nhs.uk/media/2014/master-contracts-list-2016-17-nottingham-west-ccg-sept-16.pdf](http://www.nottinghamwestccg.nhs.uk/media/2014/master-contracts-list-2016-17-nottingham-west-ccg-sept-16.pdf)

**NWPRG/16/94** – Racheal Millband to look into the possibility of PRG having a formal explanation of what a Multi- Speciality Community Provider (MCP) is; Racheal Millband informed the group a post meeting note was incorporated into the previous minutes stating ‘Useful information about the Rushcliffe MCP Vanguard can be found on their website - [www.rushcliffeccg.nhs.uk/principia-mcp-vanguard/](http://www.rushcliffeccg.nhs.uk/principia-mcp-vanguard/)’ members were encouraged to look at this. Michael Rich said he was interested in understanding more about the MCP and the Sustainability & Transformation Plan (STP) and how the organisations would become mutually accountable.

**NWPRG/16/94** – Racheal Millband and John Crouch to speak with PICS to enquire if a few select PRG members could visit the service; A date would be arranged for the seven PRG members who wished to visit PICS to understand more about their work.

**Action: Racheal Millband to update Alison Rounce, PICS Managing Director, on what members wished to discuss, plus discuss possible dates for the visit.**
NWPRG/16/103 – Racheal Millband to feedback to Tracey Lindley around PRG feedback on the patient survey for 2017: Item for discussion on the agenda.

NWPRG/16/104 – Mark Russell to take the TOR to the Governing Body in November: Terms of Reference were tabled and approved at Governing Body.

NWPRG/16/105 – Racheal Millband to contact John Stronach with the feedback from PRG regarding the Notts Help Yourself Website: Racheal Millband forwarded the group’s feedback to Mr Stronach. She informed members a Notts Help Yourself widget had been produced and will be going onto the Nottingham West website imminently. It would be possible for practice websites to have the widget too.

NWPRG/16/106 – Lay member roles: Nigel Hallam provided an update on the lay member interviews that took place on the 24 and 28 November 2016. Offers have been made to two candidates subject to checks and references. It is hoped candidates will be in post by the beginning of March to ensure a smooth handover.

NWPRG/16/107 – Racheal Millband and Rosie Atkin will produce an evaluation report and share with PRG and send to the Local NHS England: The evaluation report is still to be finalised, however it will be sent to the group on completion. Julie Bryant discussed her PPG’s feedback from the event and queried whether other PPGs would like to improve networking and introduce visits to other PPGs.

Action: PRG members to speak with their PPGs on whether they would like to introduce a buddying system.

The action plan was reviewed and amended accordingly.

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<th>NWPRG/17/04</th>
<th>Application launch for patient representatives on Governing Body and Clinical Development Committee</th>
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Craig Sharples informed members of the upcoming Patient Reference Group elections. PRG members have the opportunity to elect three of its colleagues to take on additional roles as members of others groups and committees within the CCG.

These roles include:

- Patient Representative on the Governing Body and Primary Care Commissioning Committee
- Patient Representative on the Clinical Development Committee and Finance and Performance Committee
- Patient Representative on the Clinical Development Committee and Quality and Risk Committee.

Mr Sharples highlighted the election process and key dates for members to be aware of:

- Completed expression of interest forms need to be sent to Head of Governance, Quality and Engagement at the CCG by close of play on the **26 January 2017**
- Shortlisted candidates will be put forward for election and their personal statement presented at the PRG meeting on the **2 February 2017**
- Voting will take place for one week from **2 February 2017 to 17:00 on the 9 February 2017**
- The appointment for the positions will be approved on **2 March 2017**
- The successful candidates will be in post from **1 April 2017**
Nigel Hallam made note to the number apologies made by members for today's meeting and suggested an additional email should be sent to all PRG members.

**Action:** Craig Sharples to send a Patient Reference Group 2017 Election email to PRG members.

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<th>NWPRG/17/05</th>
<th>Reflections on STP development session</th>
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<td>John Crouch reflected on the recent STP development session which took place on Thursday 1 December 2016 at the Richard Herrod Centre. He made reference to the fact this was the second joint event between the South Notts CCGs (NW, NNE &amp; Rushcliffe) and asked members for their thoughts and impressions of the session. They included the following comments:</td>
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<td>- Would have liked to have been split up on tables with other PPGs</td>
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<td>- Would have preferred more time for Q&amp;A</td>
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<td>- Table top discussions are dependent on a good facilitator</td>
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<td>- STP presentation was good but confirmed how vague information is.</td>
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Concerns were raised regarding how quickly information is being produced without patient engagement. Racheal Millband explained this was the first engagement event for the STP. Nigel Hallam commented that the STP is moving quickly nationally, engagement with public and wider groups (schools) is upcoming.

Racheal Millband informed the group of four public events on the Nottingham and Nottinghamshire's Sustainability & Transformation Plan (STP) are being held during January and February across Nottinghamshire. The events are to hear about the draft plan, raise questions and to give feedback on the plan.

The event for which NW PRG members may wish to attend is on Tuesday 24 January 2017, 10am-12pm in the Robin Hood Suite at the City Ground (Nottingham Forest Football Club). The event is joint between South Notts CCGs and will include a presentation on the draft STP from David Pearson CBE, STP Lead, and Dr Guy Mansford. Members were encouraged to attend - [http://www.nottinghamwestccg.nhs.uk/news/2017-news-articles/public-events-on-the-stp-24-january/](http://www.nottinghamwestccg.nhs.uk/news/2017-news-articles/public-events-on-the-stp-24-january/)

It was suggested that the PRG may wish to issue a collective response to the STP.

**Action:** Add PRG STP response to the next meeting’s agenda.

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<th>NWPRG/17/06</th>
<th>Over the counter medicines – public engagement campaign</th>
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<td>Racheal Millband discussed the launch of an engagement exercise to get people’s views about whether over the counter medicines should be prescribed for minor ailments. To date there have been approx. 250 people who took part in the survey with an overwhelming positive response. The survey is open until Friday 3 February 2017, PPG members were asked to help promote to wider networks.</td>
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<td>Beth Carney Lead Prescribing Advisor for Nottingham West CCG briefly discussed the proposals, highlighting the recommended medicines which would no longer be prescribed;</td>
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<td>- Paracetamol and Ibuprofen for mild to moderate short term pain</td>
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<td>- Medicines that have limited clinical value</td>
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- Prescribing vitamins and minerals unless for proven vitamin/mineral deficiency
- Certain antihistamines, skin creams and antacids

Racheal Millband informed members that two focus groups are being held in Eastwood and Stapleford for which local patients are invited to join and take part.

- Thursday 2 February 2017 1pm - 3pm - Stapleford Library
- Friday 3 February 2017 10am - 12pm - Eastwood Library

**Action:** Racheal Millband to provide Tom Turner with the link to the OTC engagement survey.

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<th>NWPRG/17/07</th>
<th>Newsround &amp; other meeting attended</th>
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<td><strong>Abbey Medical Centre:</strong> A final event for dementia was held. Cllr Janet Patrick was invited. The Surgery’s Annual General Meeting takes place in 2 weeks’ time and they are hoping to elect a chairman.</td>
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<td><strong>Bramcote Surgery:</strong> The surgery is yet to hear about their recent CQC visit. The proposed merger with Hicksings Lane Medical Centre is currently delayed. The PPG worked with the practice to hold a Christmas jumper day to help raise money for Help the Children.</td>
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<td><strong>Church Street Medical Centre:</strong> The surgery have started to text patients within 1 hour prior of their appointment to help reduce DNAs. A young member with learning difficulties has recently joined the PPG and the group are also trying to recruit 6th formers. The PPG are looking into the possibility of a memory café. The surgery had also failed to meet standards in the recent mystery shopper exercise.</td>
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<td><strong>Church Walk Surgery:</strong> The Surgery’s in-house pharmacist is working very well.</td>
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<td><strong>Saxon Cross Surgery:</strong> The PPG are starting a recruitment campaign to get more members to join the meeting and virtual group. They are due to meet with the Practice Manager to discuss how successful this has been and the practice is also willing to run meetings in the evening to help with this.</td>
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<td><strong>The Manor Surgery:</strong> There is an up to date newsletter for the surgery on the website written by the PPG, one new recruit to the group, work is ongoing with the Practice Manager to set up virtual PPG. A new female GP had been appointed to a salaried post.</td>
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<td><strong>The Oaks Medical Centre:</strong> 7 GPs working at the practice. There had recently been 163 DNA appointments, the PPG are looking into this at next meeting.</td>
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<td><strong>The Valley and Chilwell Meadows Surgery:</strong> The next PPG meeting is on Monday 9 January 2017. The virtual PPG has approx. 400 members. The virtual members were largely passive with almost no response to emails. At the previous meeting the group discussed looking into having an event for young carers.</td>
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<td><strong>Linden Medical Group:</strong> The PPG discussed its completed patient surveys which were done in November due to closure of Wollaton branch. The follow up CQC visit came back with no concerns. A query was raised around home visits from wider agencies and who coordinates these visits.</td>
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**Action:** Racheal Millband to speak with Claire Towne, CHP with regards to home visits
### NWPRG/17/08  
**Ideas for PRG workplan 2017/18**

John Crouch opened up discussion to members in relation to the 2017/18 workplan, asking for any additional topics members would like to add for the upcoming year.

- Members wished for the joint South Notts PPG Networking and Celebration Event that took place in October to continue.
- An individual Nottingham West networking event was suggested.
- It was requested the STP to be added, also requested to be a standing agenda item.

**Action:** Racheal Millband to circulate EMAS newsletter to PRG. Will also speak with the management team if anything can be added

### NWPRG/17/09  
**Update on Nottingham West patient survey for 2017**

Racheal Millband presented the final edit of the 2017 Nottingham West Patient Survey. The suggested amendments from the previous PRG meeting was discussed with Tracey Lindley and approved.

The survey will be taking place during the last week in February and first week in March. The CCG require a 4% response rate from surgeries however more copies are available if practices wish to gather more responses. Racheal Millband enquired whether any PPGs would need support from the CCG during this time and if so to contact herself or Rosie Atkin.

Richard Eade flagged up the last part of the survey which should be completed by reception. The section indicates which practice a patient comes from, Mr Eade highlighted a few surgeries were spelt incorrectly and suggested “Tick your practice” should be removed as it could cause confusion.

Racheal Millband informed members the next mystery shopper exercise within the Engaged Practice Scheme is imminent. PRG members were asked if they would like to take part; Adrian Manhire, Peter Pickering, Michael Prior, John Crouch volunteered.

### NWPRG/17/10  
**Quality Visits Update**

Adrian Manhire raised with the group various quality visit he attends, explaining these visits produce detailed reports that are available to read however do not currently get feedback nor were circulated to the group. Members were asked whether they wished to see these and how they could be circulated.

**Action:** Mariaa Kennedy to check with the quality team if the quality visit reports can be published on NWCCG website.

### NWPRG/17/11  
**Update from Governing Body and Clinical Development Committee**

No feedback was provided from the Governing body, the session in December was a brief development session on risk appetite, followed by a brief confidential session.

Adrian Manhire reported on the December Clinical Development Committee highlighting various topics e.g. the Protected Learning Time (PLT) and IRIS service.
**NWPRG/17/12**  
**Any other business**

Mr Din raised a query around Muslim burials. There had been some issues around the county with out-of-hours deaths and the difficulty of getting a doctor’s certificate within 24 hours.

**Action:** Racheal Millband to provide clarity around out-of-hours contract.

Members were reminded that applications were open for lifestyle funding until 27 January - [http://www.nottinghamwestccg.nhs.uk/news/2016-news-articles/lifestyle-fund-2016/](http://www.nottinghamwestccg.nhs.uk/news/2016-news-articles/lifestyle-fund-2016/)

Members were informed that Racheal Millband was shortly due to go on maternity leave. Plans were in place for her maternity cover from the end of February, however in the interim period PRG members are advised to contact Craig Sharples – Head of Governance, Quality and Engagement.

The Arriva contract renewal was raised, Mariea Kennedy proposed to get an official response on the contract and policy and whether drivers have first aid training.

**Action:** Mariea to update on Arriva contract.

**NWPRG/17/13**  
**Actions going forward to GB or CDC**

No actions were taken forward to GB or CDC.

**NWPRG/17/14**  
**Date of next meeting and close**

Thursday 2 February 2017, 6.15pm – 8:30pm, Rumbletums Café, Kimberley.