



Bullet Point Messages from Cannock Chase District Patient Group  
Thursday 10 October 2019

**Apologies**

Apologies were received from Elizabeth Partington, David Stagg and Baden Fowler

**Attendees:**

Andy Cowan (AC) – Rawnsley Surgery PPG (Chair of Meeting)  
 Paul Gallagher (PG) - Lay Member for Patient and Public Engagement Cannock Chase CCG  
 Beverly Henderson (BH) – Sandy Lane Practice PPG (Vice Chair of Meeting)  
 Dr Gary Free (GF) – Chair of Cannock Chase CCG  
 Mike Sutherland (MS) - Sandy Lane PPG  
 Jeanagh Punter (JP) – Sandy Lane PPG  
 Pat Martin (PM) – High Street Surgery PPG  
 Chris Groves (CG) – High Street Surgery PPG  
 Kath Frain (KF) – Primary Care Development Manager  
 Paul Woodhead (PW) – Rawnsley Surgery PPG  
 Trevor Clarke (TC) – Brereton Surgery PPG  
 Ian Wright (IW) – Healthwatch  
 John Thompson (JT) – Recovery Hub  
 Gordon Alcott (GA) – Heath Hayes and Chase Practices PPG  
 Margaret Price (MP) - Dr Rasib Practice PPG  
 Penny Gibbs (PGi) – CSU Communications and Engagement Manager  
 Clare Plant (CPI) – CCG Communications and Engagement Administrator  
 Manu Agrawal (MU) – Clinical Lead Stafford and Surrounds CCG and Director of Cannock Chase Clinical Alliance  
 Rachel Cupitt – CQC and Operations Manager Cannock Chase Clinical Alliance

**Declarations of Interest and Actions Taken to Manage Interests.**

There were no conflicts of interest declared.

**Actions from meeting Thursday 18 July 2019**

- There are still ongoing issues with the lift at Sandy Lane.  
 PG advised that there is an issue regarding unsatisfactory service from NHS Property Services and that he had asked Lynn Miller, Executive Director of Primary Care to raise that the current service being provided is unsatisfactory.
- Is anyone aware of who is responsible for rubbish collection around Hednesford Valley Medical Practice? There is a significant amount of rubbish on the site. KF advised that she would contact PW after the meeting.  
 This item is still ongoing the practice are waiting for a response from NHS property services.

PG advised that he would ask for this to be raised per previous action.

### **Proposed funding streams and support for General Practice across Stoke on Trent**

- Rachel Cupitt, Operations Manager for Cannock Chase Clinical Alliance introduced herself to the group and gave an overview of the services across Cannock Chase area currently provided by them.
- The Alliance was formed in July/Aug 2018.
- Clinically led and non-profit organisation made up of 23 surgeries and 135,000 patients.
- The Board meets once a month and decisions are made based on majority voting, and there are Clinical Directors from 3 Primary Care Networks (PCN's), including representation from Rugeley on the board of the Alliance
- The positive outcome of the Alliance are the extended appointments that have now increased for all member practices
- 111 are also booking patients through the service, alleviating pressure on A&E and Walk-in Clinics

Data taken from July 2019 shows the following figures:

- 98% of patients were satisfied or very satisfied with appointment arrangement
  - 96% of patients found the timing of the appointment convenient
  - 29% of patients would have used MIU, A&E, 111, OOH or called 999 without the service
  - 99% were pleased with the reception team
  - 96% were pleased with our GP team
  - 100% were satisfied with the ANP team
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- Dr Manu Agrawal, Clinical Director for Cannock Chase Clinical Alliance shared details with members on the Universal offer that has been made to all GPs in Staffordshire.
  - Dr Agrawal shared that there would be funding reductions in some areas, for example in Phlebotomy and that GPs would be stopped by the CCG from providing Phlebotomy for secondary care. There is no profit for GPs in the offer, GPs will continue to offer services that they are able to and that he was speaking on behalf of 19 out of 23 GP Practices in Cannock
  - Dr Gary Free, Chair of Cannock Chase CCG responded and said that he is a Cannock GP and believes that he will be able to provide all services within the scope of the Universal offer.
  - Dr Agrawal advised the group that he has a meeting regarding the Universal Offer with Mel Mahon who is leading on the project on Thursday 17 October and that he would raise issues from patients of Cannock Chase on behalf of the group if they would like to send them to him.

**Action** : AC to send an email to Dr Agrawal raising concerns from the group.

### **Results of the Single Strategic Commissioning Organisation Consultation (SSCO)**

- Five of the six CCGs voted No to the proposal to form a Single Strategic Commissioning Organisation (SSCO).

- The six CCGs will stay as separate organisations, each responsible for their own statutory functions.
- The single leadership team will continue to oversee the delivery of these, supported by meetings held jointly or 'in common'
- The CCGs will align their priorities and objectives, but each CCG keeps its own constitution, and is responsible for its own local area.
- The CCGs will continue to work towards the goals set in the NHS Long Term Plan.
- By 01 April 2021, an Integrated Care System will be in place in Staffordshire, whereby NHS and other key providers will work together in a coordinated way to deliver local services.

Please use the following links for more information:

NHS Long Term Plan -

<https://www.england.nhs.uk/long-term-plan/>

Results of the SSCO Consultation-

<https://www.cannockchaseccg.nhs.uk/news-events/695-ccgs-consider-next-steps-following-vote-on-single-strategic-commissioning-organisation>

### **Primary Care Strategy – Patient Engagement ‘GROW’ Model**

- KF shared with the group that the Staffordshire CCGs are currently developing a Primary Care Strategy, to look at how the current systems can be improved. To do this the CCGs are engaging with GP's ,other health and social care providers and patients.
- A short survey has been developed for PPGs to give them the opportunity to feed into the process.

**Action:** Paper copies of the survey were distributed at the meeting, an electronic copy to be sent out with the bullet point messages. Link?

### **Annual Summary**

- A full version of the CCGs Annual Report is available on the CCGs website, please access via the link below:  
<https://www.cannockchaseccg.nhs.uk/news-events/documents/annual-reports/638-cc-annual-report-audit-opinion-accounts>
- Paper copies of the summary document were shared with members to share with their patient groups.
- PG highlighted many areas where the CCGs are performing well, unfortunately the inadequate rating that has been applied to the 5 CCGs does not reflect this.
- The performance indicators show that although the CCGs are not meeting their control totals, this has not been at the detriment of patient care.
- PG also highlighted that some of the figures referred to screening targets and reflected the number of patients who were not taking up the screening offer. The NHS only offers screening services if there is proven clinical value, all patients should be screened if they are offered appointments.
- PG shared that to support the Annual Summary there have been three digital animations completed, by Marcus Warnes (Accountable Officer), Heather Johnstone

(Executive Director of Nursing and Quality) and Penny Gibbs (Communications and Engagement Manager) for which we have received very good feedback. An Electronic copy of the Annual Summary with links to the animations can be accessed by the link below:

<https://www.cannockchaseccg.nhs.uk/news-events/documents/annual-reports/774-annual-summary-2019>

### **Annual Review of Chair and Vice Chair**

- The group were asked to send their nominations for Chair and Vice Chair to CP by Thursday 31 October 2019.

### **Feedback from PPGs and patient stories:**

#### **Jeanagh Punter – Sandy Lane**

- Patient Story – patient feeling unwell was unable to get a GP appointment so they saw the nurse within 10 minutes the nurse had referred the patient on to the GP and an ambulance was called. Messages need to go out to patients that they do not necessarily need to see a GP.  
KF shared that a Consultation is starting this month on Care Navigation, which will be run over the next twelve months.  
GA asked why there are so few male receptionists, RC and GF advised that there are very few men who apply for receptionist positions and that this is possibly due to the majority of positions being part time.

#### **Gordon Alcott – Heath Hayes and Chase Practices**

- Dedicated practice receptionist providing support for carers
- Practice have applied for funding for a practice Pharmacist post which has been approved
- DNA rates down 6% and this is due to practice sending letters to repeat non attenders
- New IT system has been implemented with minimal disruption.
- In the year there were 19 complaints, 8 were upheld but general thread was communications with reception staff, who have all now received more training.

#### **Trevor Clarke – Brereton Surgery**

- GPs have been working alongside a 2<sup>nd</sup> year medic for four months, to encourage more young doctors in to General Practice.
- The PPG worked alongside BreretonCan, to organise an event, unfortunately it rained but it was still a worthwhile event. During the coming year chefs will

be coming in, to show how a family of four can cook a meal for £2.10 and trying to encourage the whole of the Brereton Community to shed 10,000 pound in weight.

- The Community Church have collated a list of 369 organisations mainly around Rugeley, Handsacre, Brereton and Armitage who are able to support with a number of issues including mental health.  
The group all agreed that they would like a copy, all accepted that numerous organisations have tried to do these in the past, but they have proved difficult to keep up to date.

**Action :** CP to contact Centre Manager Chris Fielding and ask for a copy to share with the group.

- Disappointed that the practice only have 4 meetings a year and that it is difficult to get clinicians to attend.

### **Margaret Price - Dr Rasibs Practice**

- A survey that has been sent out regarding Anticoagulation is random and asks very general questions. How has this been sent out to patients?  
PGi advised that initially the survey was sent out to Anticoagulation clinics, but unfortunately the CCG received a very poor response. We have now sent the survey out via all our normal channels including patient groups, voluntary organisations, social media channels, local media and Healthwatch.  
MP asked how many patients are on Anticoagulation medication?

**Action:** PG to find number of patients currently receiving anti coagulation medication and share with the group.

- Patient advised that he has red cell anti bodies, and a form from the hospital stated that as long as the patient received treatment at County Hospital in Stafford they need not worry, however if they received treatment in another area they must remember to advise the Consultant to ensure they receive the correct blood match. How are patients with complex health issues to remember?  
PG shared that she will hopefully be able to give an update at the next meeting regarding integrated care records.

### **John Thompson - The Recovery Hub**

- JT shared that one in four people experience a mental health condition every year. The Recovery hub is a community-based service that supports patients in their journey towards mental health recovery. Everyone has the right to personalised care and support that fits around their needs and choices. The service is delivered collaboratively and in partnership between Making Space, Mental Health Matters, WISE Ability and South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT).

- The Recovery Hub currently have a programme targeted at the elderly and how they find it difficult to talk about mental health issues. There was a TV programme called tonight that started at 7.30pm on the night of the meeting which talks about issues the elderly experience.
- The service offers a 24-hour support helpline. They have trained counsellors who offer non-judgemental emotional support, signposting and practical advice and guidance by means of telephone, text, online chat and/or email. The Service has been running in Cannock and Rugeley for over 17 years and has a helpline which covers Stafford, Cannock and South Staffordshire.  
**The support helpline telephone number is: 0800 0130 626**
- GA asked what support is provided for young people. JF advised that he does support college and university students and accepts that young people are under increased pressures and stress.
- JF shared that he is pushing for the hub to start working with younger children and be able to go into schools. There are not many services to help with young people under the age of 16.

### **Chris Groves and Pat Martin - High Street Surgery**

- CG asked if there were any materials that she could take into the GP waiting room to help promote the benefits of Care Navigation. PG advised that there is currently a suite of information being developed that would be shared with the group when it is available.
- The practice now employs two excellent Advanced Nurse Practitioners (ANPs) who are a real asset.

### **Feedback from Commissioning Patient Council**

Bullet point messages from Commissioning Patient Council have been shared with the group.

### **Any Other Business**

- PGi mentioned that there are a few engagement exercises coming up that the CCG will be asking for help with, some are contentious, and some are service specific.
- TWB are holding workshops and PGi encouraged the group to register to attend.
- Ian Wright shared that Healthwatch have been commissioned by the CCG to undertake a review of Care Navigation. The survey will be shared soon, IW asked the group to share with their contacts and PPG groups. Healthwatch

are in direct contact with 84 practices and will be making practice visits to 25%.

**Action:** KF to liaise with IW after the meeting to identify practices with a high footfall of patients.

- TC shared he had heard Boots Pharmacy are starting to charge for prescription deliveries.  
PAG confirmed this is correct and applies to a number of pharmacies, prescription deliveries are not controlled by the NHS.

**Date, Time and Venue of next meeting**

- Thursday 21 November 2019
- 6pm – 8pm
- Cannock Community Fire Station, Cannock WS11 6BP