

Patient Representative Group Meeting

Date: Tuesday 28th November 2017

Present: Tim Nelson, Patricia Taylor, Steve Joseph, Susie Uprichard, Pippa Fitzsimmons, Dr Gurjit Barn, Alison White (minutes).

Agenda	ACTION
<ol style="list-style-type: none"> 1. Apologies and introductions 2. Minutes of Last Meeting 3. Matters Arising 4. Drinkwise Agewell – update 5. Neighbourhood update 6. Urgent Care public consultation 7. Care Navigation 8. Information leaflet about NHS – what needs to be included 9. Meeting dates for 2018 10. AOB 	
<p>1. Apologies and introductions</p> <p><u>Apologies:</u> Sado Mohamed, Joanna Robinson, Charlie Khan</p>	
<p>10. AOB</p> <p><u>Electronic pharmacy prescriptions</u> Issues have been reported when repeat electronic prescriptions need amendments. It appears that once the Pharmacy have released them electronically, they cannot be pulled back to make amendments to them.</p> <p>Additionally, it can take 12 hours for prescriptions to appear in the ‘electronic cloud’ before the pharmacy can access them. These concerns to be raised at the next Prescribing meeting.</p> <p><u>Anti-biotics over prescribing</u> Discussion of current National NHS Campaign to prevent overprescribing. Dr Gurjit Barn (GKB) – Practice is doing its best to tackle this.</p>	Pip

<p><u>Waiting room update</u> Changes to posters on displays have been made to waiting room Members of PRG attended for a walk round the waiting room in November to get their input. Waiting room has now been re-sectioned and re-organised.</p> <p><u>Student Health waiting room – Previously discussed privacy queries</u> Pip to chase this up with the SHU branch</p>	<p>Pip</p>
<p>4. DrinkWise AgeWell – Dr Gurjit Barn Lottery funded charity with funding for next five years. DrinkWise Agewell are running a pilot at the Practice on Friday afternoons to offer advice on drinking. The service is for patients over 50. It for patients who are alcohol dependent or at risk of becoming alcohol dependent. Patients can book an appointment to see a support worker. These have been fully booked every week.</p> <p>Pilot to be evaluated in January 2018, further feedback to follow.</p>	
<p>5. Neighbourhoods Update – Susie Uprichard We are part of the University and City Centre Neighbourhoods (NBHs) Piloting “Neighbourhood Working” or also known as “Primary Care Home” Aim is to work at scale to provide services.</p> <p><u>University Neighbourhood</u> Now providing Outreach Diabetic Clinics, led by the specialist team. The clinics rotate between University of Sheffield and Sheffield Hallam University.</p> <p>Clinics held by: Diabetes Consultant Diabetic Nurse Specialist IAPT workers (providing psychological input through new support available to those with long term conditions).</p> <p>This has been well attended so far and is making a difference to students who now need follow up in Sheffield.</p> <p><u>City Centre Neighbourhood</u></p> <ul style="list-style-type: none"> • Joint work on medicines management and prescribing • <u>ShipShape bid</u> – funding for social prescribing. Similar organisation to ‘Zest’ who already have funding for this and work with our City Centre neighbourhood surgeries, Upperthorpe Medical Centre. Aims: To provide asset based activities centred on, “What makes us healthy?” Rather than, “What makes us ill?” Creating and sustaining services within the community e.g. increasing opportunities for social interaction. 	

(Post meeting note – Shipshape have won their ‘social prescribing’ bid)

- CCG – Dance to Health
26 Weeks sessions for over 65s.
Provided locally – site for Porter Brook patient’s nearby is on Brocco Bank. Details are in waiting room and on CCG website. Anyone over 65 can sign up.
- Mental Health Services Transformation
Result of an across Sheffield city review.
New citywide service to be provided with one central number for clinicians to call day or night and will be directed to applicable and appropriate services.

To note: Porter Brook patients will now be directed to Netherthorpe House rather than Argyll House.

The City Centre NBH is hoping to do more to work with mental health services. The University NBH work together with IAPT, mental health services and the University funded ‘Well Being’ services.

A question was raised regarding the plans for a “mental health A&E” Dr Barn explained these are already in place with the Crisis Team and an on call psychiatrist for the A&E.

MIND Charity services are planned to link with Ship Shape. MIND probably an under-used resource for signposting and for patients to self-refer.

6. Urgent Care Review

This is a public consultation regarding urgent care services. The definition of ‘urgent care’ is treatment of a sudden healthcare problem needing a same day appointment with a health professional. This is not life threatening ‘emergency care’.

One of the consultation options is to close the Walk-in Centre and Minor Injuries Unit, this is anticipated to have an impact on GP surgeries. NHS England require all cities to provide an Urgent Treatment Centre, in Sheffield this will be at the Northern General Hospital.

Information about the consultation has been advertised through local news and via the CCG website.

<http://www.sheffieldccg.nhs.uk/get-involved/urgent-care-consultation.htm>

Patients can give feedback via this link. Comments from PRG that there has not been much publicity regarding these changes.

<p>Clinicians across the City have attended meetings regarding the consultation options. Feelings are mixed but in general, they have asked for transparency and very clear instructions on how patients and services access urgent care. How information is to be disseminated and how these services would be staffed.</p> <p>Porter Brook currently manages same day urgent requests with the 'Duty Doctor' triage system. Some Practices also only book on the day.</p> <p>Susie stated, going forward, there will be challenges with increasing demand and decreasing workforce. We have already started to consider and use our workforce differently such as employing a Clinical Pharmacist to manage medication queries and this role will develop further, so they will see patients for medication reviews and be an independent prescriber. We will also be introducing Care Navigation – see detailed in Item 7.</p> <p><i>To note: Urgent Care Review consultation has been extended to 31st January 2018</i></p>	
<p>7. Care Navigation</p> <p>As part of the 'Workforce Resilience' Practices across Sheffield are introducing 'care navigators' - trained Receptionist who will sign-post patients to the right services within the practice and other services – e.g. nurses with specific skill sets or directing patients to other services such as opticians for certain eye complaints. Dr Barn gave an example of how this works currently - if patients just need a 'pill check' then they get directed straight to a Practice Nurse rather than a GP. If they want information on benefits then they get directed straight to the Community Support Worker Karen Deakin. Care Navigation will be an extension of this.</p> <p>It is important to stress, Reception are not triaging. There are only certain things that they can advise on and the idea is that patients will get signposted to the service they need first time. Patients wanting to see a GP will still be offered an appointment.</p> <p>Our staff are currently undergoing training and it is hoped Care Navigation will be implemented in the New Year. There will be promotion campaigns to advertise Care Navigation.</p> <p>PRG feedback on the above recorded as positive.</p>	
<p>AOB</p> <ul style="list-style-type: none"> • Info leaflet on the NHS and understanding how it works – agreed in meeting that there is too much information on this for it to be discussed this time. • Proposal Quarterly meetings planned for next year on a Wednesday or a Thursday, with no meeting over the summer. Dates to be 	

circulated

- Agreed increase in email communication e.g. the Urgent Care Consultation.

Next Meeting: Wednesday 28th February 2018 6 pm