

Burnley Patient Participation Network (BPPN) Meeting

**Notes of the meeting held on Wednesday 24 January 2018
10am – 12noon**

Ribblesdale Room, Walshaw House, Regent Street, Nelson

PRESENT:

Neil Beecham (Chair)
Nora Myles
Allan Whitaker
Margaret Mills
Norman Lawrence
Doris Fawley
Keith Pounder
Margaret Brindle
Charles Bullas
Bill Brindle
Alan Bailey

GP PRACTICE:

Briercliffe Surgery
Thursby Surgery
Briercliffe Surgery
St Nicholas Group Practice
Rosegrove Surgery
Rosegrove Surgery
St Stephen's Church Warden, Burnley
Burnley Borough Councillor & Burnley PPG member]
Burnley Wood Medical Centre
Burnley Wood Medical Centre
Burnley Wood Medical Centre

In attendance

Kirsty Slinger
Amanda Hughes
Michelle Hartley
Andy Laverty

Burnley Locality Manager, ELCCG
Burnley Locality Support Officer, ELCCG
Practice Manager, Yorkshire Street Medical Practice
Rossendale Locality Manager, ELCCG

Apologies

Peter Tiernan
Malcolm Beck
Sandie K Whitaker
Heather Mulley
Debra Sofia Magdalene
Barbara Marshall

Thursby Surgery
Yorkshire Street Medical Centre
Kiddrow Lane Medical Centre
Parkside Surgery
Rosehill Surgery
Parkside Surgery

Min No:		Action
01/18	Apologies Apologies were submitted as above	
02/18	Welcome & Introductions NB welcomed everyone to the meeting and a round of introductions was made due to there being new members present. In order to allow Michelle Hartley to return to practice the decision was made to address item 4 on the agenda first	
03/18	Practice Manager Questions <ul style="list-style-type: none"> AW asked for a practice manager's thoughts on getting more patients involved in PPG's. Michelle explained the background to the formation of PPG's which were initially funded however over the last few years the requirement to have some form of PPG became part of the core contract for practices. In relation to her practice Yorkshire Street Medical Practice, the notes from PPG meetings are uploaded to the website for all patients to access. The initial momentum of the group has lessened, those attending were happy with the services provided by the practice and the issues they did have related to the wider health economy which the practice has little influence over. The decision was recently made to move from face to face meetings to a virtual PPG. Information is sent out to 	

	<p>members on a regular basis and there is also a quarterly practice newsletter. There is a robust complaints procedure and if anything arises where an improvement in processes could be made it is addressed at this point. NL commented that some things are not complaints but merely suggestions on possible improvements and suggested that it might be worth considering having a couple of face to face meetings a year to see if patients have anything constructive to offer.</p> <ul style="list-style-type: none"> • The group felt that it is important to influence children and educate them in the correct use of NHS services. Michelle noted that Burnley East Primary Care Network (PCN) is looking at doing some work with children and schools, where Burnley Central PCN are considering looking at over 75's. • Michelle was asked whether the announced mergers regarding Parkside Surgery/Oxford Road meant that practices would be closing. KS and Michelle reassured members that the mergers did not mean a site would be closing and would still provide services over 2 sites. The PCN's will also see practices working closer together although not necessarily merging, practices already share their expertise with each other in relation to minor surgery and the ENT work done at Burnley Wood. • The group were keen to know how the information about the PCN's would get out to PPG's, KS explained that the PCN's were in very early stages of developing links with partners and that as they develop information will go out to PPG's via their practices and also via this group. • The group asked if the member practices of each network could be shared with the group (see attached sheet). • AW noted that he had been in touch with Councillor Anne Kelly about what this group are looking at, Michelle suggested that as Briercliffe is part of the Burnley East network it would be useful to make the practice aware of this so that it can be fed into the Burnley East PCN. • Burnley West PCN is in the initial stages of meeting together at the moment and the area of work they intend to look at has not been decided yet. 	
<p>04/18</p>	<p>Notes of Previous Meeting – 25 October 2017 & Matters Arising</p> <p>The notes of the October meeting were accepted as an accurate record of the meeting.</p> <p>Item 26/17 – The PPG awareness campaign meeting was held on 29 November 2017 at Walshaw House. The letter regarding extended access plans for Burnley which David Rogers suggested is pending due to ongoing internal discussions. The practices had the opportunity to feed into the work being done on extended access at an event on 23 January.</p>	
<p>05/18</p>	<p>PPG Awareness Campaign update</p> <p>At the meeting held with David Rogers the attendees talked about how to increase numbers participating in PPG's and also campaigns that could be done in Burnley. Four areas were decided upon for projects over a year:</p> <ul style="list-style-type: none"> • Care Navigation (see 06/18) • Stop Smoking • Mental Health • DNA's (Did not attend) <p>Following the November meeting with David he offered to provide a brief regarding the PPG awareness campaign (sent out following the meeting) and some sample posters to choose from.</p> <p>The sample posters were brought up on screen for members to comment on (copy attached):</p>	

	<p>Poster 1- Not very easy to read, the colours did not work and did not appear very user friendly.</p> <p>Poster 2 – members were not keen on the cartoon crowd at the bottom of the poster, there are too many and not really representative of Burnley. A background of a Burnley landmark was suggested or a picture of the BPPN members, although this may not be representative of the Burnley population. The top of the poster and its message were accepted with large striking letters but the middle green portion needed some amendment to the wording to, for example, ‘We need you to take part in surveys, health awareness events and help improve services in the practice’</p> <p>Poster 3 – This option was not popular as it looked like a top down approach rather than the empowerment of patients in the process.</p> <p>Poster 4 – The image on this poster was seen to be quite aggressive and was not popular with any of those present.</p> <p>Poster 2 with the suggested amendments was the preferred option, KS will feed back to David Rogers for the changes to be made. The group discussed where the posters could be put in practice; the message will also be put out on social media by David’s team to reach as wide an audience as possible.</p> <p>Action : KS to feed comments back to David Rogers regarding the posters for the Burnley PPG Awareness Campaign</p>	KS
06/18	<p>Care Navigation</p> <p>Andy Laverty, Locality Manager for Rossendale and link to the CCG Primary Care Team, was in attendance to present on the Care Navigation work which is being rolled out in localities. (see attached presentation)</p> <p>Burnley practice representatives attended a training session on 18 January 2018 regarding Care Navigation in Burnley.</p> <p>The concept has come from West Wakefield who implemented the system and has subsequently been working with a selection of CCGs to develop a similar system in their practices. There are many patients requesting appointments with a doctor who do not necessarily need to see the doctor but could be seen by another more appropriate healthcare professional. From the consultation done with patients over the last few years in East Lancashire patients were keen to know which other services were available for them to access, Care Navigation answers this request.</p> <p>A Hyndburn practice manager went to observe care navigation in practice in West Wakefield and found the reception to be a calm environment with patients flowing through smoothly.</p> <p>Andy provided details of the services that the care navigators in practices will be able to direct patients to when the service is rolled out in Burnley (attached):</p> <ul style="list-style-type: none"> • Minor Eye Conditions Service • Emergency Dental Service • Community Pharmacies • Talking Therapies. <p>By asking a few questions about why an appointment is being requested with a GP the receptionist, or care navigator, can intercept those patients who may benefit more by seeing one of the above services rather than the GP. Professionals such as Opticians and Dentists have more expertise and relevant equipment than GP’s to deal with eye or mouth issues.</p> <p>One example is GP’s recording the message played when a patient rings the practice to explain that the reception staff will ask be asking some questions. The aim is to ease pressure on GP appointments; there is a shrinking workforce and an increase in</p>	

	<p>patients. Patients may also be directed to other healthcare professionals within the practice.</p> <p>Members expressed concern about not being able to get an appointment with their GP under this service but Andy explained that this service gives patients choice but if they still wish to see a GP an appointment will be made as normal and a note put on record to show that care navigation had been offered but declined.</p> <p>The Directory of service developed for the service is available to anyone not just practices www.burnley.realttd.co.uk, each locality has its own directory although many of the services work across East Lancashire. Further services will be added to the directories in phases, the Community Connectors and Low Vision Aids service are part of phase 2. Suggestions of services to be included for navigation are welcomed from practices and any other group. MB asked if there would be training to deal with children and baby queries, Andy explained that as receptionists the care navigators already have awareness of how to deal with specific patient groups; care navigation is just an addition to this core training. Some members felt they would be uncomfortable answering questions about their reason for an appointment but Andy assured them that those who wished to see a GP could still do so; care navigation just gives patients information regarding other health professionals who could help them.</p> <p>The issue of discussing personal details in a waiting room was raised; Andy explained that in West Wakefield a red card system had been implemented. Patients who wished to speak confidentially to the receptionist would pick a red card up in the waiting room to communicate this to the practice staff, something similar could possibly be developed in East Lancashire.</p>	
<p>07/18</p>	<p>Chemo Unit and Breast Clinic Update</p> <p>MM updated the group on the new refurbished Chemo Unit and Breast Clinic at Burnley General Hospital which opened on 14 December 2017. The new facilities are very calming, the breast clinic has suites named after flowers where specialist bras and prosthetics can be tried out and discussions held with the breast care nurses. The chemo unit has relaxing music and a fish tank providing a soothing atmosphere for patients during treatment.</p> <p>The facility is for East Lancashire and Blackburn with Darwen patients and is much bigger than the previous porta cabin which will be demolished.</p>	
<p>08/18</p>	<p>Locality Update</p> <p>KS noted that with the development of the PCN's in Burnley it is a very exciting time in Primary Care at the moment.</p> <p>At the event on 23 January 2018 practices were asked what currently worked well in Primary Care. There is a highly experienced and hardworking workforce who needs to be looked after; the PCN's will hopefully provide support for this workforce. NB asked that members passed on to their PPG's and practices what they had heard at this meeting. KS noted that across East Lancashire there is an issue with recruiting across the healthcare professional workforce. The CCG have a training scheme for GP's but some choose to become salaried or locum GPs.</p> <p>Members asked how the St Peter's Centre fits in with the changes going on. KS explained that St Peters is a leisure and healthcare facility which is owned and run by Community Health Partnerships; it is not a CCG asset. However St Peters is ideally placed for out of hospital services and the CCG is committed to supporting more services being provided in community settings like St Peter's.</p>	

<p>09/18</p>	<p>Any Other Business</p> <p>MM asked if there is a relationship between Social Services and Primary Care. KS explained there are integrated neighbourhood team meetings where various agencies come together to discuss patient care which they are a party to but representation is limited.</p> <p>NL noted that a big issue is delayed discharge which requires a greater degree of engagement between agencies to get patients out of hospital quicker. KS responded that this is a very complex issue across the health economy and not limited to Burnley. Members suggested that it may be useful to have a speaker at a future meeting to talk about delayed discharge.</p> <p>Action: KS & AH to look into a suitable representative to talk about delayed discharge and the work being done to improve the situation.</p> <p>NB explained that he would be unavailable to Chair the meeting on 25 April 2018 in the afternoon due to another meeting commitment but was happy to change the time to 10am -12noon of the same day or for the time to remain the same and the deputy chair the meeting. Those in attendance agreed that the meeting should be held 10 am – 12 noon on Wednesday 25 April 2018, Burnley Football Club is unavailable Wednesday mornings therefore a AH will book a room at Walshaw House.</p>	<p>KS/AH</p>
	<p><u>Next Meeting:-</u></p> <p>Due to the Chair being unavailable on the afternoon of Wednesday 25th April 2018 the next meeting is as follows~:</p> <p>Date: Wednesday 25 April 2018 Time: 10am – 12 noon Venue: Pendle Room, Walshaw House, Regent Street, Nelson</p> <p>Future Meetings:</p> <ul style="list-style-type: none"> • Wednesday 18 July 2018 12.30pm – 2.30pm (Venue to be confirmed) • Wednesday 24 October 2018 12.30pm – 2.30pm (Venue to be confirmed) 	