



RIVERSIDE HEALTH PATIENT PARTICIPATION GROUP

MEETING MINUTES FROM 12TH JULY 2019

Attendance:

Present: Mary Spencer, Natalie Sheldon, Andrew McDonald, Sandra Farmer, Mick Dalton, Joan Oldfield, Ann Coggon, Keith Brown, Alison Johnson.

Apologies: Hazel Brand, Marion Brown, Peter Lindley, Dr Ahmed, Lindsay Perrin.

Minutes of the last meeting

The minutes of the last meeting were agreed by KB, seconded NS.

Practice Update

The new Group Practice Manager was welcomed to the meeting by Mary Spencer, Chair. Alison Johnson introduced herself to the Group as Riverside Health Group Practice Manager; Alison joined the Practice in April 2019, working 4 days a week with us. On her non-working day, Alison works for the General Collage of Royal Practitioners, travelling between GP Practices in the UK to improve the service they are providing following CQC guidelines. She has a very experienced background working in various management roles within the NHS. The most recent one as Service Manager the Urgent and Emergency Care Centre in Rotherham, experiencing first-hand the volume of patients using the already stretched hospital services.

Alison explained the new NHS 10 year plan for Primary care, focusing on looking after patients in the community to try and keep patients in their own homes where they are comfortable and to try and avoid admission to hospital. Primary Care services will be receiving funding from NHS England via the CCG to develop and sustain the community care provided to patients. Small practices are being encouraged to work together and join forces to form 'Primary Care Networks'. Riverside Surgery will be part of the 'Retford and Villages' primary care network. This network will be made up of Riverside, Tuxford Surgery, Crown House Surgery, Kingfisher Family Practice and North Leverton Surgery. By working together, the Primary Care Network will be able to facilitate services provided for our patients in an efficient and sustainable way and thus expanded on services provision. As a Primary Care Network we already offer an Extended hours service of evening and weekend appointments across 3 of the 5 surgeries.

PPG Development

Alison also plans to develop the PPG. The PPG is a pivotal part of the Practice with Misterton being the core of the group for Riverside Health. Following integration of the practices, it is a great time to recruit new members from all age groups and to have representation from all sites.

Additionally, the practice will become members of the National Association of Patient Participation (NAPP) which is a great resource for support to develop the group. Alison will pass on the information to Mary so the group can take ownership of their development.

It is also a priority for the PPG to have their own notice board in the Reception area of all 4 sites to enable patients to keep upto date with practice developments and to assist with recruit and events. Alison suggested that the members of the PPG liaise with the Team Leads to help facilitate this. The Team Leads at each site are :

Retford:	Treana Taylor / Kate Tomlinson
Misterton and Gringley:	Megan Bennett
Harworth:	Tracy Harris

Patient Feedback

Following the merging of the practices in March 2018, Alison felt it would be good to capture patient feedback with regards to the service over the last 15 months. This information would be valuable to see what patients have to say and how we can address any points, both positive and negative. Alison would like the PPG as a group to develop a questionnaire, consisting of no more than 10 questions that can be handed out to patient in the reception waiting room. Alison also suggested that members of the PPG would be welcome to discuss the questionnaire with patients and help them to complete it as this would generate a stronger response and open us discussion for joining the group.

Staff / Workforce

The workforce over the sites is also being developed, with new staff being recruited for various disciplines across the 4 sites. The GP team at Misterton and Gringley has been strengthened with Dr Britten, a female GP, working Monday – Wednesday across Misterton and Gringley alongside Dr Ahmed. Additionally we have Dr Hayes, also a female GP, working every Thursday at Misterton.

The 3 regular GP's will also be supported by our Advanced Nurse Practitioners

We have 3 ANP's working daily between Misterton and Gringley

- Lucy Deakin who is an experienced ANP with previous experience of working with patients at Rampton Hospital. Lucy is currently completing her prescribing qualification to add to her portfolio of skills and will work Wednesday, Thursday and Friday at Misterton.
- Rebecca Page is an experienced ANP joining us from a background in General Practice in Sheffield and will be working Tuesday morning at Gringley and Tuesday afternoon at Misterton.
- Lindsay Perrin who will be very familiar to patients at Misterton and Gringley is our Nurse Manager and will be working Thursday and Friday across Misterton and Gringley.

Any GP or ANP absences will be covered by one of the other regular GP's we have working at the other sites in the practice.

We are proud of our status as a well-established training practice and we currently have 3 GP Registrars with us.

- Dr Sunil Arigela
- Dr Kishore Kumar
- Dr Mark Henselien

Our GP Registrars are expertly trained and supervised by our GP Trainers, Dr Gopidas and Dr Helen Kirby-Blount.

Dr Kirby-Blount is also the Bassetlaw GP Training Director (Clumber Park).

The registrars are predominantly based at Riverside Retford but you may see them at other sites.

Bassetlaw Hospice

Currently the hospice is closed to admissions due to renovation works to extend the number of beds. The service is currently re-located to St Michaels Care Home. The Partners of Riverside are looking to support the CCG with the Hospice provision in Bassetlaw. Dr Ho and Dr Kelly specialise in Palliative care and have previously worked extensively with the Hospice and the care of patients.

Dementia Friendly Practice

This year we would like to focus on earning 'Dementia Friendly' for all our sites. This would mean all staff will undertake training through the Alzheimers Society to become Dementia Friends. We are also hoping that 2 members of staff will undertake further training to become Dementia Champions.

This training can also be extended to PPG members if they wish.

We also plan to become a Veteran friendly practice over the coming months.

Chair Update

MS attended a CCG PPG chairs meeting to discuss INTEGRATED CARE PARTNERSHIPS or ICPs, here are the key points arisen from the meeting.

Partnership working – steer from NHS England

Not an organisation but a collaborative of local organisations, health, LA and voluntary sector

Bassetlaw Place Plan 2019 sets out how partners will work together to deliver improvement in experiences, health and well-being for Bassetlaw citizens by 2021, through simpler integrated and responsive services.

Plan sets out **5 priority work streams** to achieve this ambition:-

1. Integrated well-being support for Bassetlaw citizens encompassing welfare, housing, social activities, employment and health support. Coordinated through a single point of access.
2. Right care at the right time through integrated health and care pathways in the community and acute settings.
3. Communication and engagement – using shared approaches and putting Bassetlaw people at the heart of service design.
4. Joint transport strategy -
 1. To better understand community needs

2. Make best use of collective resources
3. To improve efficiency and experience
5. Sustainable and effective services – including integrated approach to workforce, estates infrastructure, digital and IT, primary care and hospital services review. Making best use of Bassetlaw £.

Bassetlaw spans 2 ICPs

South Yorkshire and Bassetlaw – physical health

Nottinghamshire – public health, mental health, social care strategies and health and well being

Partners- BCVS BDC Health watch Nottinghamshire, Notts CC Nottinghamshire Health Care
Bassetlaw Primary Care Homes/Hubs Bassetlaw CCG.

Any other business

None

Next Meeting

The next PPG meeting will be held on Friday 13th September

1.00pm – 2.00pm

Riverside Misterton