

St Luke's Health Centre

Patient Participation Group Meeting Minutes

25th January 2016

7pm-8:30pm

Attendees

Lorna Salmon – Service Manager
May Hamilton
Carol Aylward (minute taker)
Linda Banks
Wendy Hall
Margaret Smith
Fred Smith
Trevor Harp

Apologies – Charlotte Eady – Deputy Service Manager, Caroline Hudson-Jones

Welcome

Previous meeting minutes discussed.

New Building/Premises contract Update

No update on where St Luke's Health Centre will be. As from 1st April Virgin Care will have the contract for St Luke's Health Centre. It will no longer be a walk in centre which is moving to Southend Hospital A&E. New opening hours for the surgery will be 8:00am-18:30pm (Monday-Friday) and 10:00am-13:00pm (Saturday and Sunday).

Virtual PPG

How to set up virtual PPG discussed, this will possibly start at the beginning of the contract.

Patient Forum

- Robert Shaw (Joint Director of Acute Commissioning and Contracting for NHS England, Southend CCG and Castlepoint and Rochford CCG) and team have been creating a front door service at A&E. Robert Shaw advised that the service is about educating and redirecting patients to the right place. This could be from trying to help booking a GP appointment, calling NHS 111 or seeing a Pharmacist. Robert also stated if patients keep attending A&E once this service is in place they will be redirected if appropriate, once patients realise that they will not be

getting into A&E if it is not deemed necessary they may change their ways and use alternative services.

- Care Home Services
Ian Ross introduced himself as Head of Primary Care for the CCG and stated that the care home pilot service is mobilising and will be up and running next year however there is no confirmed date yet. The delay is due to recruiting full time posts, in the meantime an interim service will be in place soon and the first patients will use this service within the next few weeks. NHS England has issued contracts for this service for a 12month pilot. A joint agreement was arranged between the CCG and NHS England firstly and then onto GP practices for agreement which was time consuming.
- Matt Mint (End of Life Care – new projects) attended the PPG forum to update on end of life project within the community. To redesign and remodel existing services to support people to remain in their homes or community settings. 1% of population are within 12months of life and of that one percent 75% will need planning for their end of life. This service will provide palliative support for end of life patients which will help increase quality of life, decrease depression, higher life expectancy, less aggressive interventions. 47.3% of people died at home in 2014/2015 (including care homes); this is most patients' first choice.
- Update on Child Adolescent Mental Health Services (C.A.M.H.S) this has been renamed to Emotional Wellbeing Mental Health Services. This contract was won by North East London Foundation Trust (N.E.L.F.T) and went live on 2nd November 2015 across 7 CCGs and 3 local authorities in Essex, it is for anybody aged 0-18 living in Southend Essex and Thurrock areas. The plan is to integrate this with youth support services and GP practices for maximum support, NHS England requested transformation plan in order to fund this service.

AOB

- Discussion about DNA rates at the surgery and how we could reduce this.

Next PPG meeting scheduled for Tuesday 15th March at 7pm
